

**1. GENERAL - RESIDENCE****A. Description**

The Company may from time to time engage in promotional offerings of network and exchange services and private line and special access services to the Company's Residence customers.

The Company may waive and/or discount specific tariff or Guidebook rates and/or charges, provide customers with credits based on meeting certain conditions, offer services under different terms and conditions, or offer other incentives to purchase tariffed or Guidebook services as specified in the offer.

**B. Promotional Services**

Promotion offerings include the following:

**\$10 WirePro Promotion for Win/Winback**

A new statewide promotion for residential WirePro, as described in Guidebook, Part 8, Section 8, available to residential customers who have (1) discontinued their service with the Company for the purpose of establishing service with a Competitive Local Exchange Carrier operating within the Company's territory and who now wish to return to the Company ("Winback Customers"), or (2) established their service with a Competitive Local Exchange Carrier operating within the Company's territory and who now wish to establish their service with the Company ("Win Customer").

During the promotion period, eligible customers who newly subscribe to WirePro, in addition to Local Exchange Service and a package or bundle, will qualify for a bill credit of \$10.00 per month for five (5) consecutive months. Customers of AT&T affiliates are not eligible for this promotion.

This promotion may be combined with any permanent Win or Winback nonrecurring charge (IC) waivers. Customers who discontinue WirePro service prior to the fifth month will forego the remaining bill credits.

This promotion is available beginning May 21, 2007 through May 31, 2007.

**1. GENERAL - RESIDENCE**

**A. Description**

The Company may from time to time engage in promotional offerings of network and exchange services and private line and special access services to the Company's Residence customers.

The Company may waive and/or discount specific tariff or Guidebook rates and/or charges, provide customers with credits based on meeting certain conditions, offer services under different terms and conditions, or offer other incentives to purchase tariffed or Guidebook services as specified in the offer.

**B. Promotional Services**

Promotion offerings include the following:

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(D)

**1. GENERAL - RESIDENCE****A. Description**

The Company may from time to time engage in promotional offerings of network and exchange services and private line and special access services to the Company's Residence customers.

The Company may waive and/or discount specific tariff or Guidebook rates and/or charges, provide customers with credits based on meeting certain conditions, offer services under different terms and conditions, or offer other incentives to purchase tariffed or Guidebook services as specified in the offer.

**B. Promotional Services**

Promotion offerings include the following:

**Residential Access Line Retention Promotion**

A retail promotion period shall be established from November 1, 2010 through March 31, 2011. Eligible residence customers who call to disconnect their access line(s) and decide to retain the line(s) and have or newly subscribe to a Custom Calling Service (feature) per line, will receive a \$5.00 bill credit per month, for up to two access lines, for a maximum of 12 months.

- Eligible customers may only receive this offer once during the offer period.
- This offer may not be combined with other AT&T California residence retention offers that provide a monthly discount.
- Customers must keep the required services for 30 days to receive the benefit of this offer.
- Customer's bill will be credited \$5.00 each month per line that the access line(s) and feature is retained.
- If the customer disconnects the line(s) or required feature or moves from their current location, the remaining benefits will cease.
- Customers subscribing to Complete Choice Enhanced or Complete Choice Basic must have the access line in service for a minimum of 60 days before the customer becomes eligible for this offer.
- This offer is available for resale.

(N)

(N)

**1. GENERAL - RESIDENCE****A. Description**

The Company may from time to time engage in promotional offerings of network and exchange services and private line and special access services to the Company's Residence customers.

The Company may waive and/or discount specific tariff or Guidebook rates and/or charges, provide customers with credits based on meeting certain conditions, offer services under different terms and conditions, or offer other incentives to purchase tariffed or Guidebook services as specified in the offer.

**B. Promotional Services**

Promotion offerings include the following:

**Residential Access Line Retention Promotion**

A retail promotion period shall be established from November 1, 2010 through September 30, 2011. Eligible residence customers who call to disconnect their access line(s) and decide to retain the line(s) and have or newly subscribe to a Custom Calling Service (feature) per line, will receive a \$5.00 bill credit per month, for up to two access lines, for a maximum of 12 months. (C)

- Eligible customers may only receive this offer once during the offer period.
- This offer may not be combined with other AT&T California residence retention offers that provide a monthly discount.
- Customers must keep the required services for 30 days to receive the benefit of this offer.
- Customer's bill will be credited \$5.00 each month per line that the access line(s) and feature is retained.
- If the customer disconnects the line(s) or required feature or moves from their current location, the remaining benefits will cease.
- Customers subscribing to Complete Choice Enhanced or Complete Choice Basic must have the access line in service for a minimum of 60 days before the customer becomes eligible for this offer.
- This offer is available for resale.

**1. GENERAL - RESIDENCE****A. Description**

The Company may from time to time engage in promotional offerings of network and exchange services and private line and special access services to the Company's Residence customers.

The Company may waive and/or discount specific tariff or Guidebook rates and/or charges, provide customers with credits based on meeting certain conditions, offer services under different terms and conditions, or offer other incentives to purchase tariffed or Guidebook services as specified in the offer.

**B. Promotional Services**

Promotion offerings include the following:

**Residential Access Line Retention Promotion**

A retail promotion period shall be established from November 1, 2010 through September 30, 2011. Eligible residence customers who call to disconnect their access line(s) and decide to retain the line(s) and have or newly subscribe to a Custom Calling Service (feature) per line, will receive a \$5.00 bill credit per month, for up to two access lines, for a maximum of 12 months.

For those customers who receive this promotional offer on or after June 20, 2011, the requirement to have, or newly subscribe to a Custom Calling Service is eliminated. (N)  
(N)

- Eligible customers may only receive this offer once during the offer period.
- This offer may not be combined with other AT&T California residence retention offers that provide a monthly discount.
- Customers must keep the required services for 30 days to receive the benefit of this offer.
- Customer's bill will be credited \$5.00 each month per line that the access line(s) and feature is retained.
- If the customer disconnects the line(s) or required feature or moves from their current location, the remaining benefits will cease.
- Customers subscribing to Complete Choice Enhanced or Complete Choice Basic must have the access line in service for a minimum of 60 days before the customer becomes eligible for this offer.
- This offer is available for resale.

**1. GENERAL - RESIDENCE****A. Description**

The Company may from time to time engage in promotional offerings of network and exchange services and private line and special access services to the Company's Residence customers.

The Company may waive and/or discount specific tariff or Guidebook rates and/or charges, provide customers with credits based on meeting certain conditions, offer services under different terms and conditions, or offer other incentives to purchase tariffed or Guidebook services as specified in the offer.

**B. Promotional Services**

Promotion offerings include the following:

**Residential Access Line Retention Promotion**

A retail promotion period shall be established from November 1, 2010 through March 31, 2012. Eligible residence customers who call to disconnect their access line(s) and decide to retain the line(s) and have or newly subscribe to a Custom Calling Service (feature) per line, will receive a \$5.00 bill credit per month, for up to two access lines, for a maximum of 12 months. (C)

For those customers who receive this promotional offer on or after June 20, 2011, the requirement to have, or newly subscribe to a Custom Calling Service is eliminated.

- Eligible customers may only receive this offer once during the offer period.
- This offer may not be combined with other AT&T California residence retention offers that provide a monthly discount.
- Customers must keep the required services for 30 days to receive the benefit of this offer.
- Customer's bill will be credited \$5.00 each month per line that the access line(s) and feature is retained.
- If the customer disconnects the line(s) or required feature or moves from their current location, the remaining benefits will cease.
- Customers subscribing to Complete Choice Enhanced or Complete Choice Basic must have the access line in service for a minimum of 60 days before the customer becomes eligible for this offer.
- This offer is available for resale.

**1. GENERAL - RESIDENCE****A. Description**

The Company may from time to time engage in promotional offerings of network and exchange services and private line and special access services to the Company's Residence customers.

The Company may waive and/or discount specific tariff or Guidebook rates and/or charges, provide customers with credits based on meeting certain conditions, offer services under different terms and conditions, or offer other incentives to purchase tariffed or Guidebook services as specified in the offer.

**B. Promotional Services**

Promotion offerings include the following:

**Residential Access Line Retention Promotion**

A retail promotion period shall be established from November 1, 2010 through September 30, 2012. Eligible residence customers who call to disconnect their access line(s) and decide to retain the line(s) and have or newly subscribe to a Custom Calling Service (feature) per line, will receive a \$5.00 bill credit per month, for up to two access lines, for a maximum of 12 months. (C)

For those customers who receive this promotional offer on or after June 20, 2011, the requirement to have, or newly subscribe to a Custom Calling Service is eliminated.

- Eligible customers may only receive this offer once during the offer period.
- This offer may not be combined with other AT&T California residence retention offers that provide a monthly discount.
- Customers must keep the required services for 30 days to receive the benefit of this offer.
- Customer's bill will be credited \$5.00 each month per line that the access line(s) and feature is retained.
- If the customer disconnects the line(s) or required feature or moves from their current location, the remaining benefits will cease.
- Customers subscribing to Complete Choice Enhanced or Complete Choice Basic must have the access line in service for a minimum of 60 days before the customer becomes eligible for this offer.
- This offer is available for resale.

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following:

**Win/Winback uSelect<sup>SM</sup> 3 Promotion**

A new statewide promotion for the uSelect<sup>SM</sup> 3 feature package, as described in Guidebook, Part 7, Section 2 preceding, available to residential customers who have (1) discontinued their service with the Company for the purpose of establishing service with a Competitive Local Exchange Carrier operating within the Company's territory and return to the Company ("Winback Customers"), or (2) established their service with a Competitive Local Exchange Carrier operating within the Company's territory and now establish service with the Company ("Win Customers").

During the promotion period, the nonrecurring service charge (Guidebook, Part 3, Section 1) will be waived for each new package to which an eligible customer subscribes. In addition, the customer will also receive a monthly credit of \$4.15 per month through December 31, 2007. The customers must maintain the uSelect<sup>SM</sup> 3 feature package through December 31, 2007 to qualify for all credits. If the customer disconnects the uSelect<sup>SM</sup> 3 feature package prior to December 31, 2007, the customer will forego any remaining credits. The customer may add Custom Calling Services (features) on a stand-alone basis (outside of a package) and the nonrecurring charge will be waived, however, the customer will not be eligible for any monthly credits.

This promotion cannot be combined with any other promotion unless otherwise specified.

This promotion is offered from May 17, 2007 through December 15, 2007 and is available for resale.

**WirePro \$5 Promotion Offer for Win and Winback**

A new statewide promotion for residential WirePro, as described in Guidebook, Part 8, Section 8, available to residential customers who have (1) discontinued their service with the Utility for the purpose of establishing service with a Competitive Local Exchange Carrier operating within the Utility's territory and who now wish to return to the Utility ("Winback Customers"), or (2) established their service with a Competitive Local Exchange Carrier operating within the Utility's territory and who now wish to establish their service with the Utility ("Win Customer").

During the promotion period, eligible customers who newly subscribe to WirePro, in addition to Local Exchange Service and a package or bundle, will qualify for a bill credit of \$5.00 per month for ten (10) consecutive months. Customers of AT&T affiliates are not eligible for this promotion.

This promotion may be combined with any permanent Win or Winback nonrecurring charge (IC) waivers. Customers who discontinue WirePro service prior to the tenth month will forego the remaining bill credits.

This promotion is available beginning June 1, 2007 through December 31, 2007.

**1. GENERAL - RESIDENCE (cont'd)**

**B. Promotional Services (cont'd)**

Promotional offerings shall include the following:

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**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Metro Plan Promotion**

A new statewide promotion for Metro Plan, as described in Guidebook, Part 4, Section 2 preceding, available to residential customers who have (1) discontinued their service with the Company for the purpose of establishing service with a Competitive Local Exchange Carrier operating within the Company's territory and return to the Company ("Winback Customers"), or (2) established their service with a Local or Competitive Local Exchange Carrier operating within the Company's territory and now establish service with the Company ("Win Customers").

During the promotion period, eligible customers subscribing to Metro Plan will receive a waiver of the monthly recurring charge through December 31, 2007. Customers must maintain Metro Plan through December 31, 2007 to qualify for all credits. If the customer disconnects Metro Plan prior to December 31, 2007, the customer will forego any remaining credits.

This promotion may be combined with any other promotions for which the customer qualifies.

This promotion is available from November 14, 2007 through December 31, 2007 and is available for resale.

**Win/Winback Features Promotion**

A new statewide promotion for Custom Calling Services(features) described in Guidebook, Part 7, Section 2 preceding, available to residential customers who have (1) discontinued their service with the Company for the purpose of establishing service with a Competitive Local Exchange Carrier operating within the Company's territory and who now wish to return to the Company ("Winback Customers"), or (2) established their service with a Competitive Local Exchange Carrier operating within the Company's territory and who now wish to establish their service with the Company ("Win Customers").

The nonrecurring service charge for features, as set forth in Guidebook, Part 3, Section 1, will be waived during the promotion period for eligible customers who subscribe to one or more Custom Calling Services.

This promotion may be combined with other promotions for which the customer qualifies. This promotion is available from May 17, 2007 through December 15, 2007, and is available for resale.

**1. GENERAL - RESIDENCE (cont'd)**

**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

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**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Complete Choice Enhanced Retention Promotion**

(N)

A retail promotion period shall be established from June 20, 2011 through October 31, 2011. During the promotion period, residential customers who call to disconnect service with AT&T and elect to retain service and subscribe to the Complete Choice Enhanced package may receive a bill credit of \$8.00 per month for 12 months on a maximum of two access lines.

- This offer is for retention purposes only
- Customers must have or newly subscribe to Complete Choice Enhanced on each line, up to a maximum of two (2) lines, to receive the monthly credit
- If the customer adds features to qualify for the Complete Choice Enhanced package, the non-recurring charge(s) and/or package fee will be waived.
- Eligible customers may only receive this offer once during the offer period
- This offer may not be combined with other AT&T residence line retention offers, including but not limited to the Residence Access Line Retention Promotion and the Unlimited Long Distance Retention Offer.
- Monthly credits will cease if the customer disconnects the line or the package, or moves from their current location
- The access line (s) must be in service for a minimum of 60 days before the customer becomes eligible for this offer
- Customers must keep the required services for 30 days to receive the benefit of this offer.
- AT&T may discontinue this offer upon 14 days notice or less.

(N)

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Complete Choice Enhanced Retention Promotion**

A retail promotion period shall be established from June 20, 2011 through March 31, 2012. (C)  
During the promotion period, residential customers who call to disconnect service with AT&T and elect to retain service and subscribe to the Complete Choice Enhanced package may receive a bill credit of \$8.00 per month for 12 months on a maximum of two access lines.

- This offer is for retention purposes only
- Customers must have or newly subscribe to Complete Choice Enhanced on each line, up to a maximum of two (2) lines, to receive the monthly credit
- If the customer adds features to qualify for the Complete Choice Enhanced package, the non-recurring charge(s) and/or package fee will be waived.
- Eligible customers may only receive this offer once during the offer period
- This offer may not be combined with other AT&T residence line retention offers, including but not limited to the Residence Access Line Retention Promotion and the Unlimited Long Distance Retention Offer.
- Monthly credits will cease if the customer disconnects the line or the package, or moves from their current location
- The access line (s) must be in service for a minimum of 60 days before the customer becomes eligible for this offer
- Customers must keep the required services for 30 days to receive the benefit of this offer.
- AT&T may discontinue this offer upon 14 days notice or less.

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Complete Choice Enhanced Retention Promotion**

A retail promotion period shall be established from June 20, 2011 through September 30, 2012. (C)  
During the promotion period, residential customers who call to disconnect service with AT&T and elect to retain service and subscribe to the Complete Choice Enhanced package may receive a bill credit of \$8.00 per month for 12 months on a maximum of two access lines.

- This offer is for retention purposes only
- Customers must have or newly subscribe to Complete Choice Enhanced on each line, up to a maximum of two (2) lines, to receive the monthly credit
- If the customer adds features to qualify for the Complete Choice Enhanced package, the non-recurring charge(s) and/or package fee will be waived.
- Eligible customers may only receive this offer once during the offer period
- This offer may not be combined with other AT&T residence line retention offers, including but not limited to the Residence Access Line Retention Promotion and the Unlimited Long Distance Retention Offer.
- Monthly credits will cease if the customer disconnects the line or the package, or moves from their current location
- The access line (s) must be in service for a minimum of 60 days before the customer becomes eligible for this offer
- Customers must keep the required services for 30 days to receive the benefit of this offer.
- AT&T may discontinue this offer upon 14 days notice or less.

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Complete Choice Enhanced Retention Promotion**

A retail promotion period shall be established from June 20, 2011 through September 30, 2012. During the promotion period, residential customers who call to disconnect service with AT&T and elect to retain service and subscribe to the Complete Choice Enhanced package may receive a bill credit of \$8.00 per month for 12 months on a maximum of two access lines.

- This offer is for retention purposes only
- Customers must have or newly subscribe to Complete Choice Enhanced on each line, up to a maximum of two (2) lines, to receive the monthly credit
- If the customer adds features to qualify for the Complete Choice Enhanced package, the non-recurring charge(s) and/or package fee will be waived.
- Eligible customers may only receive this offer once during the offer period
- This offer may not be combined with other AT&T residence line retention offers, including but not limited to the Residence Access Line Retention Promotion.
- Monthly credits will cease if the customer disconnects the line or the package, or moves from their current location
- The access line (s) must be in service for a minimum of 60 days before the customer becomes eligible for this offer
- Customers must keep the required services for 30 days to receive the benefit of this offer.
- AT&T may discontinue this offer upon 14 days notice or less.

(C)  
(D)

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Complete Choice Enhanced Retention Promotion**

A retail promotion period shall be established from June 20, 2011 through December 31, 2012. (C)  
During the promotion period, residential customers who call to disconnect service with AT&T and elect to retain service and subscribe to the Complete Choice Enhanced package may receive a bill credit of \$8.00 per month for 12 months on a maximum of two access lines.

- This offer is for retention purposes only
- Customers must have or newly subscribe to Complete Choice Enhanced on each line, up to a maximum of two (2) lines, to receive the monthly credit
- If the customer adds features to qualify for the Complete Choice Enhanced package, the non-recurring charge(s) and/or package fee will be waived.
- Eligible customers may only receive this offer once during the offer period
- This offer may not be combined with other AT&T residence line retention offers, including but not limited to the Residence Access Line Retention Promotion.
- Monthly credits will cease if the customer disconnects the line or the package, or moves from their current location
- The access line (s) must be in service for a minimum of 60 days before the customer becomes eligible for this offer
- Customers must keep the required services for 30 days to receive the benefit of this offer.
- AT&T may discontinue this offer upon 14 days notice or less.

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Complete Choice Enhanced Retention Promotion**

A retail promotion period shall be established from June 20, 2011 through March 31, 2013. (C)  
During the promotion period, residential customers who call to disconnect service with AT&T and elect to retain service and subscribe to the Complete Choice Enhanced package may receive a bill credit of \$8.00 per month for 12 months on a maximum of two access lines.

- This offer is for retention purposes only
- Customers must have or newly subscribe to Complete Choice Enhanced on each line, up to a maximum of two (2) lines, to receive the monthly credit
- If the customer adds features to qualify for the Complete Choice Enhanced package, the non-recurring charge(s) and/or package fee will be waived.
- Eligible customers may only receive this offer once during the offer period
- This offer may not be combined with other AT&T residence line retention offers, including but not limited to the Residence Access Line Retention Promotion.
- Monthly credits will cease if the customer disconnects the line or the package, or moves from their current location
- The access line (s) must be in service for a minimum of 60 days before the customer becomes eligible for this offer
- Customers must keep the required services for 30 days to receive the benefit of this offer.
- AT&T may discontinue this offer upon 14 days notice or less.

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Complete Choice Enhanced Retention Promotion**

A retail promotion period shall be established from June 20, 2011 through September 30, 2013. (C)  
During the promotion period, residential customers who call to disconnect service with AT&T and elect to retain service and subscribe to the Complete Choice Enhanced package may receive a bill credit of \$8.00 per month for 12 months on a maximum of two access lines.

- This offer is for retention purposes only
- Customers must have or newly subscribe to Complete Choice Enhanced on each line, up to a maximum of two (2) lines, to receive the monthly credit
- If the customer adds features to qualify for the Complete Choice Enhanced package, the non-recurring charge(s) and/or package fee will be waived.
- Eligible customers may only receive this offer once during the offer period
- This offer may not be combined with other AT&T residence line retention offers, including but not limited to the Residence Access Line Retention Promotion.
- Monthly credits will cease if the customer disconnects the line or the package, or moves from their current location
- The access line (s) must be in service for a minimum of 60 days before the customer becomes eligible for this offer
- Customers must keep the required services for 30 days to receive the benefit of this offer.
- AT&T may discontinue this offer upon 14 days notice or less.

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Complete Choice Enhanced Retention Promotion**

A retail promotion period shall be established from June 20, 2011 through March 31, 2014. (C)  
During the promotion period, residential customers who call to disconnect service with AT&T and elect to retain service and subscribe to the Complete Choice Enhanced package may receive a bill credit of \$8.00 per month for 12 months on a maximum of two access lines.

- This offer is for retention purposes only
- Customers must have or newly subscribe to Complete Choice Enhanced on each line, up to a maximum of two (2) lines, to receive the monthly credit
- If the customer adds features to qualify for the Complete Choice Enhanced package, the non-recurring charge(s) and/or package fee will be waived.
- Eligible customers may only receive this offer once during the offer period
- This offer may not be combined with other AT&T residence line retention offers, including but not limited to the Residence Access Line Retention Promotion.
- Monthly credits will cease if the customer disconnects the line or the package, or moves from their current location
- The access line (s) must be in service for a minimum of 60 days before the customer becomes eligible for this offer
- Customers must keep the required services for 30 days to receive the benefit of this offer.
- AT&T may discontinue this offer upon 14 days notice or less.

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Complete Choice Enhanced Retention Promotion**

A retail promotion period shall be established from June 20, 2011 through September 30, 2014. (C)  
During the promotion period, residential customers who call to disconnect service with AT&T and elect to retain service and subscribe to the Complete Choice Enhanced package may receive a bill credit of \$8.00 per month for 12 months on a maximum of two access lines.

- This offer is for retention purposes only
- Customers must have or newly subscribe to Complete Choice Enhanced on each line, up to a maximum of two (2) lines, to receive the monthly credit
- If the customer adds features to qualify for the Complete Choice Enhanced package, the non-recurring charge(s) and/or package fee will be waived.
- Eligible customers may only receive this offer once during the offer period
- This offer may not be combined with other AT&T residence line retention offers, including but not limited to the Residence Access Line Retention Promotion.
- Monthly credits will cease if the customer disconnects the line or the package, or moves from their current location
- The access line (s) must be in service for a minimum of 60 days before the customer becomes eligible for this offer
- Customers must keep the required services for 30 days to receive the benefit of this offer.
- AT&T may discontinue this offer upon 14 days notice or less.

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Complete Choice Enhanced Retention Promotion**

A retail promotion period effective through March 31, 2015. During the promotion period, residential customers who call to disconnect service with AT&T and elect to retain service and subscribe to the Complete Choice Enhanced package may receive a bill credit of \$8.00 per month for 12 months on a maximum of two access lines.

(C)

- This offer is for retention purposes only
- Customers must have or newly subscribe to Complete Choice Enhanced on each line, up to a maximum of two (2) lines, to receive the monthly credit
- If the customer adds features to qualify for the Complete Choice Enhanced package, the non-recurring charge(s) and/or package fee will be waived.
- Eligible customers may only receive this offer once during the offer period
- This offer may not be combined with other AT&T residence line retention offers, including but not limited to the Residence Access Line Retention Promotion.
- Monthly credits will cease if the customer disconnects the line or the package, or moves from their current location
- The access line (s) must be in service for a minimum of 60 days before the customer becomes eligible for this offer
- Customers must keep the required services for 30 days to receive the benefit of this offer.
- AT&T may discontinue this offer upon 14 days notice or less.

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Residence Mover Promotion**

A new statewide promotion for Local Exchange Residence Service (Measured Rate or Flat Rate Individual service), as described in Schedule Cal. P.U.C. No. 5.2.2 and Guidebook, Part 4, Section 2, available to existing residential customers who contact the Company for the purpose of discontinuing their access line service because they are moving to another location within the Company's service area (region) or are moving between Company regions and who indicate they do not intend to, or are not ready to, order service for the new location.

During the promotion period, customers who contact the Company to disconnect service but instead choose to retain their access line service and place an order to transfer service to a new location within the Company's service area will qualify for a waiver of the non-recurring service charge (see Guidebook, Part 3, Section 1 for non-recurring service charge) to connect service at the new location. Customers who transfer their service from another Company region into the Company's service area under the same condition above are also eligible for this promotion. The orders to transfer services must be placed during the same service call.

This promotion is available on up to three (3) transferred lines and may not be combined with the Online IC Waiver or the Access Line Retention Offer for Residence. This promotion is available to Lifeline customers.

This promotion is available from November 1, 2007 through April 30, 2008 and is available for resale.

**1. GENERAL - RESIDENCE (cont'd)**

**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

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(D)

1. GENERAL - RESIDENCE (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

**Paperless Bill and Autopay Incentive Offer**

A Paperless Bill and Autopay Incentive will be offered from June 28, 2011 until June 27, 2012.

During this period, residential customers who receive an offer incentive and sign up for paperless billing online will be eligible to receive a \$10 Visa Reward. In addition, residential customers who receive an offer incentive and sign up for Autopay online with a bank account will be eligible to receive a \$10 Visa Reward. No incentive will be provided to customers who sign up for autopay with a credit card. The customer must remain with paperless billing and / or Autopay for 90 days in order to receive the reward(s). There is a maximum reward of \$20 per account.

(N)

(N)

**1. GENERAL - RESIDENCE (cont'd)**

**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Paperless Bill Incentive Offer**

A Paperless Bill Incentive will be offered from June 28, 2011 through June 30, 2013. (C)

During this period, residential customers who receive an offer incentive and sign up for paperless billing online will be eligible to receive a \$10 Visa Reward. The customer must remain with paperless billing for 90 days in order to receive the reward. Eligible customers are those residential customers not currently subscribed to paperless billing and who agree to receive their bill electronically.

**1. GENERAL - RESIDENCE (cont'd)**

**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Paperless Bill Incentive Offer**

A Paperless Bill Incentive will be offered from June 28, 2011, through June 30, 2014. (C)

During this period, residential customers who receive an offer incentive and sign up for paperless billing online will be eligible to receive a \$10 Visa Reward. The customer must remain with paperless billing for 90 days in order to receive the reward. Eligible customers are those residential customers not currently subscribed to paperless billing and who agree to receive their bill electronically.

**1. GENERAL - RESIDENCE (cont'd)**

**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Paperless Bill Incentive Offer**

A Paperless Bill Incentive will be offered from July 1, 2014, through December 31, 2014. (C)

During this period, residential customers who receive an offer incentive and sign up for paperless billing online will be eligible to receive a \$10 Visa Reward. The customer must remain with paperless billing for 90 days in order to receive the reward. Eligible customers are those residential customers not currently subscribed to paperless billing and who agree to receive their bill electronically.

**1. GENERAL - RESIDENCE (cont'd)**

**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Paperless Bill Incentive Offer**

The Paperless Bill Incentive Offer will be extended through June 30, 2015.  
During this period, residential customers who receive an offer incentive and sign up for paperless billing online will be eligible to receive a \$10 Visa Reward. The customer must remain with paperless billing for 90 days in order to receive the reward. Eligible customers are those residential customers not currently subscribed to paperless billing and who agree to receive their bill electronically.

(C)

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Win/Winback uSelect<sup>SM</sup> Standard Promotion**

A new statewide promotion for the uSelect<sup>SM</sup> Standard feature package, as described in Guidebook, Part 7, Section 2 preceding, available to residential customers who have (1) discontinued their service with the Utility for the purpose of establishing service with a Competitive Local Exchange Carrier operating within the Utility's territory and return to the Utility ("Winback Customers"), or (2) established their service with a Competitive Local Exchange Carrier operating within the Utility's territory and now establish service with the Utility ("Win Customers").

During the promotion period the nonrecurring service charge (Guidebook, Part 3, Section 1) will be waived for each new package to which an eligible customer subscribes; the customer will receive a monthly credit of \$4.15 per month through December 31, 2007; and the customer may subscribe to uSelect<sup>SM</sup> Standard even in areas where Caller ID can be provisioned (Note: Caller ID is not a selectable feature in the uSelect<sup>SM</sup> Standard feature package). The customers must maintain the uSelect<sup>SM</sup> Standard feature package through December 31, 2007 to qualify for all credits. If the customer disconnects the uSelect<sup>SM</sup> Standard feature package prior to December 31, 2007, the customer will forego any remaining credits.

This promotion cannot be combined with any other promotion unless otherwise specified.

This promotion is offered from May 17, 2007 through December 15, 2007 and is available for resale.

1. GENERAL - RESIDENCE (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

(D)

(D)

**Paperless Bill Incentive**

(N)

A Paperless Bill Incentive will be offered beginning November 15, 2009 through February 14, 2010. During this period, residential customers who are not currently registered to receive their bill electronically (e-bill) will be eligible to receive a monthly e-bill credit of one dollar for a maximum period of six months when they register to receive an electronic bill in lieu of a paper bill. The residential subscriber must remain with paperless billing in order to receive the monthly bill credit.

(N)

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**\$5 for 12 Months Retention Promotion**

A new statewide promotion is available to existing residential customers who contact the Company for the purpose of discontinuing their residential access line(s) but are persuaded to keep their access line(s). During the promotion period, customers who agree to keep their access line(s) and maintain or newly subscribe to the Complete Choice Basic or Complete Choice Enhanced package will be eligible for a \$5.00 credit on their monthly bill for 12 (twelve) months. The bill credit is applicable to a maximum of two access lines, providing the package requirement is met on each line.

Customers must have their access line(s) in service for a minimum of 60 days before the customer becomes eligible for this offer. The customer is not eligible for this offer if downgrading service from the Complete Choice Enhanced package to the Complete Choice Basic package. If the customer discontinues the package before the next bill period date in which a credit is due, any further benefits available under this offer will cease and the credit will be discontinued. If the customer moves from their current location, any further benefits available under this offer will cease. The non-recurring charge(s) to add features will be waived if the customer adds a new package to qualify for this offer.

Only one credit application applies for the life of the offer. The bill credit will appear on the second billing cycle after the order is issued. This offer may not be combined with any other retention promotions that provide a monthly discount.

This offer is available from July 13, 2010 through December 31, 2010 and is available for resale.

(N)

(N)

**Paperless Bill Incentive**

A Paperless Bill Incentive will be offered beginning November 15, 2009 through February 14, 2010. During this period, residential customers who are not currently registered to receive their bill electronically (e-bill) will be eligible to receive a monthly e-bill credit of one dollar for a maximum period of six months when they register to receive an electronic bill in lieu of a paper bill. The residential subscriber must remain with paperless billing in order to receive the monthly bill credit.

1. GENERAL - RESIDENCE (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

(D)

(D)

\$10 AutoPay Incentive

(N)

A residential promotional period will be established from November 1, 2011 through October 31, 2012. During this period residential customers who receive an incentive offer either online or via email and currently use a one-time payment method and sign up for the automatic payment feature, Autopay, will be eligible to receive a \$10 benefit in the form of a reward card. The customer must remain on AutoPay for 90 days in order to receive the reward card. Eligible customers are residential customers not currently registered for Autopay.

(N)

(D)

(D)

**1. GENERAL - RESIDENCE (cont'd)**

**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**\$10 AutoPay Incentive**

A residential promotional period will be established from November 1, 2011 through December 31, 2012. (C)  
During this period residential customers who receive an incentive offer either online or via email and currently use a one-time payment method and sign up for the automatic payment feature, Autopay, will be eligible to receive a \$10 benefit in the form of a reward card. The customer must remain on AutoPay for 90 days in order to receive the reward card. Eligible customers are residential customers not currently registered for Autopay.

**1. GENERAL - RESIDENCE (cont'd)**

**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**\$10 AutoPay Incentive**

A residential promotional period will be established from November 1, 2011, through December 31, 2013. During this period residential customers who receive an incentive offer either online or via email and currently use a one-time payment method and sign up for the automatic payment feature, Autopay, will be eligible to receive a \$10 benefit in the form of a reward card. The customer must remain on AutoPay for 90 days in order to receive the reward card. Eligible customers are residential customers not currently registered for Autopay.

(C)

(C)

**1. GENERAL - RESIDENCE (cont'd)**

**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**\$10 AutoPay Incentive**

A residential promotional period will be established from November 1, 2011, through June 30, 2014. During this period residential customers who receive an incentive offer either online or via email and currently use a one-time payment method and sign up for the automatic payment feature, Autopay, will be eligible to receive a \$10 benefit in the form of a reward card. The customer must remain on AutoPay for 90 days in order to receive the reward card. Eligible customers are residential customers not currently registered for Autopay. (C)  
(C)

**1. GENERAL - RESIDENCE (cont'd)**

**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**\$10 AutoPay Incentive**

A residential promotional period will be established from July 1, 2014, through December 31, 2014. During this period residential customers who receive an incentive offer either online or via email and currently use a one-time payment method and sign up for the automatic payment feature, Autopay, will be eligible to receive a \$10 benefit in the form of a reward card. The customer must remain on AutoPay for 90 days in order to receive the reward card. Eligible customers are residential customers not currently registered for Autopay.

(C)

**1. GENERAL - RESIDENCE (cont'd)**

**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**\$10 AutoPay Incentive**

The \$10 AutoPay Incentive residential promotion will be extended through June 30, 2015. During this period residential customers who receive an incentive offer either online or via email and currently use a one-time payment method and sign up for the automatic payment feature, Autopay, will be eligible to receive a \$10 benefit in the form of a reward card. The customer must remain on AutoPay for 90 days in order to receive the reward card. Eligible customers are residential customers not currently registered for Autopay.

(C)

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Select Feature Package Access Line Retention Offer**

A new statewide promotion for Select Feature Package, a package of exchange services described in Guidebook, Part 7, Section 5, following, available to existing residential customers who call the Company for the purpose of discontinuing their access line service.

During the promotional period, customers who choose to retain their access line service and subscribe to, or continue their subscription to, Select Feature Package, or a product grouping or bundle that contains Select Feature Package, will be eligible for a \$4.00 monthly bill credit for twelve months providing the customer maintains Select Feature Package during the 12 month period. The bill credit will appear on the second billing cycle after the order is issued. The non-recurring charge for adding features to qualify for the Select Feature Package will be waived for existing access line subscribers who newly subscribe to Select Feature Package.

This promotion may not be combined with any other promotion on features (Custom Calling Services). The qualifying access line(s) is eligible for one credit application during the life of the promotion. Select Feature Package subscriptions must be taken by authorized sales channels on or after April 16, 2007. This promotion is offered from April 16, 2007 through August 31, 2007 and is available for resale.

1. GENERAL - RESIDENCE (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

(D)

(D)

**\$25 AutoPay Incentive**

(N)

A residential promotional period will be established from November 15, 2011 through November 14, 2012. During this period, residential customers who receive an incentive offer via email and who currently use a credit card to make payments and sign up for the automatic payment feature, Autopay, will be eligible to receive a \$25 benefit in the form of a reward card. The customer must remain on AutoPay for 90 days in order to receive the reward card. Eligible customers are residential customers who currently use a credit card to make payments and are not currently registered for Autopay.

(N)

**1. GENERAL - RESIDENCE (cont'd)**

**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**\$25 AutoPay Incentive**

A residential promotional period will be established from November 15, 2011 through December 31, 2012. (C)  
During this period, residential customers who receive an incentive offer via email and who currently use a credit card to make payments and sign up for the automatic payment feature, Autopay, will be eligible to receive a \$25 benefit in the form of a reward card. The customer must remain on AutoPay for 90 days in order to receive the reward card. Eligible customers are residential customers who currently use a credit card to make payments and are not currently registered for Autopay.

**1. GENERAL - RESIDENCE (cont'd)**

**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**\$25 AutoPay Incentive**

A residential promotional period will be established from November 15, 2011, through December 31, 2013. (C)  
During this period, residential customers who receive an incentive offer via email and who currently use a credit card to make payments and sign up for the automatic payment feature, Autopay, will be eligible to receive a \$25 benefit in the form of a reward card. The customer must remain on AutoPay for 90 days in order to receive the reward card. Eligible customers are residential customers who currently use a credit card to make payments and are not currently registered for Autopay.

**1. GENERAL - RESIDENCE (cont'd)**

**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

(D)  
|  
(D)

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**BUSINESS LOCAL CALLING – AFL BACK UP BUNDLE PROMOTION**

(N)

A promotional period will be in effect from July 15, 2017, through December 31, 2017. During this period eligible Business customers will receive a discounted per line effective rate for AT&T Business Local Calling (BLC) Option A package charges.

Eligible customers and applicable discounts are as follow:

- New customers who do not have local exchange service with the Company, or new customers who have their local exchange access line service with another competitive local exchange carrier within the Company service area and who now wish to establish their local exchange access line service with the Company as a part of a Bundle<sup>/1/</sup> (Win/Winback), and who subscribe to a 12-month Term Plan for BLC will receive a net monthly rate of \$25 (via a \$35 credit), or
- Existing customers currently subscribing to AT&T local service, who subscribe to a 12-month Term Plan for BLC and who are newly subscribing to AT&T Internet Service as a part of a Bundle<sup>/1/</sup> will receive a net monthly rate of \$35 (via a \$25 credit).

With the exception of the Business Local Calling Additional Line promotion, this offer may not be combined with other AT&T Business Local Calling Term Plan discounts.

This offer is only allowed on single location accounts.

Billed to Number (BTN) arrangements are not allowed.

This offer is limited to nineteen (19) lines per customer location.

When the customer's bundle subscription expires, these benefits will no longer apply.

All other terms and conditions associated with AT&T Business Local Calling, as appropriate, will apply.

/1/ The bundle combines the AT&T Business Local Calling Option A, provided by the Company with the following services (offered by affiliates of the Company) in a bundled offering: AT&T Long Distance, and AT&T Internet, AT&T Mobility, DIRECTV or AT&T U-verse TV.

(N)

**1. GENERAL - RESIDENCE (cont'd)**

**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**BUSINESS LOCAL CALLING – AFL BACK UP BUNDLE PROMOTION**

A promotional period will be in effect from July 15, 2017, through December 31, 2017. During this period eligible Business customers will receive a discounted per line effective rate for AT&T Business Local Calling (BLC) Option A package charges.

Eligible customers and applicable discounts are as follow:

- New customers who do not have local exchange service with the Company, or new customers who have their local exchange access line service with another competitive local exchange carrier within the Company service area and who now wish to establish their local exchange access line service with the Company as a part of a Bundle<sup>/1/</sup> (Win/Winback), and who subscribe to a 12-month Term Plan for BLC will receive a net monthly rate of \$25 (via a \$35 credit), or
- Existing customers currently subscribing to AT&T local service, who subscribe to a 12-month Term Plan for BLC and who are newly subscribing to AT&T Internet Service as a part of a Bundle<sup>/1/</sup> will receive a net monthly rate of \$35 (via a \$25 credit).

Additional eligible customer and applicable discounts that will be in effect for a promotional period from August 30, 2017 through December 31, 2017 are as follow:

- Existing customers who communicate a desire to disconnect their lines then reconsider and keep the lines with the Company as a part of a Bundle<sup>/1/</sup> (Save), and who subscribe to a 12-month Term Plan for BLC Option A will receive a net monthly rate of \$25 (via a \$35 credit).

For customers participating in this offer and receiving discounts as described in the three bullet points shown above (New, Win/Winback and Save), the 12-month term will be a 12-month term with an option to re-subscribe for two consecutive terms.

Furthermore,

- Customers participating in a Business Local Calling promotion as part of a Bundle<sup>/1/</sup>, with the promotional rates listed below, may continue to participate in the promotion rates if they agree to a new 12-month term with an option to re-subscribe for two consecutive terms, prior to the expiration of their existing term.

First BLC Option A package line receiving a net monthly rate of \$50 (via a \$10 credit), and BLC Option A package lines 2-19 receiving a net monthly rate of \$25 (via a \$35 credit); or

First BLC Option A package line receiving a net monthly rate of \$35 (via a \$25 credit), and BLC Option A package lines 2-19 receiving a net monthly rate of \$25 (via a \$35 credit).

(N) /1/

/1/

(N)

/1/ The bundle combines the AT&T Business Local Calling Option A, provided by the Company with the following services (offered by affiliates of the Company) in a bundled offering: AT&T Long Distance, and AT&T Internet, AT&T Mobility, DIRECTV or AT&T U-verse TV.

/2/ Material previously appearing on this Sheet now appears on Sheet 7.

**1. GENERAL - RESIDENCE (cont'd)**

**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Residential Movers II Promotion**

A new statewide promotion for existing or new customers who respond to a marketing offer, and are moving, and who transfer their existing service or establish new service at the new address, will qualify for this promotion.

Eligible customers will receive a coupon that is redeemable for a \$50.00 gift check when they transfer, or purchase new, an access line from the Company at the new address and subscribe to Caller ID and Call Waiting.

Win and Winback customers are not eligible for this offer. This promotion may not be combined with any other regulated promotions, except for the Online IC Waiver. Only one coupon per customer per move is allowed. This offer is effective February 15, 2008 through January 31, 2009.

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Residential Movers II Promotion**

A new statewide promotion for existing or new customers who respond to a marketing offer, and are moving, and who transfer their existing service or establish new service at the new address, will qualify for this promotion.

Eligible customers will receive a coupon that is redeemable for a \$50.00 gift check when they transfer, or purchase new, an access line from the Company at the new address and subscribe to Caller ID and Call Waiting.

Win and Winback customers are not eligible for this offer. This promotion may not be combined with any other regulated promotions, except for the Online IC Waiver. Only one coupon per customer per move is allowed. This offer is effective February 15, 2008 through January 31, 2009.

**Acquisition Complete Choice® Package Promotion - 2009**

(N)

A new statewide promotion is available to eligible customers. Eligible customers are those who have at least one local exchange access line or a substitute (e.g. a wireless line or VoIP service) with a carrier other than the Company at a service location that can be served by the Company. New customers moving from an AT&T local service area in a state and location where AT&T provides local exchange access service as an incumbent local exchange carrier are also eligible. Employees of the Company and its affiliates are not eligible.

During the promotion period, eligible customers who establish local service with the Company and purchase Complete Choice® Basic, Complete Choice® Enhanced or a package containing the same features, will receive a coupon redeemable for a \$50.00 reward card. The customer must redeem the coupon within 30 days of receipt.

All nonrecurring charges associated with adding the package to the customer's account will be waived (the features and the access line nonrecurring charges). Customers must retain, at a minimum, the Complete Choice® Basic package, or a package containing the same features, for 30 days.

The promotion is available from October 1, 2009 through March 20, 2010, and is available for resale. (N)

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

(D)

(D)

**Acquisition Complete Choice® Package Promotion - 2009**

A new statewide promotion is available to eligible customers. Eligible customers are those who have at least one local exchange access line or a substitute (e.g. a wireless line or VoIP service) with a carrier other than the Company at a service location that can be served by the Company. New customers moving from an AT&T local service area in a state and location where AT&T provides local exchange access service as an incumbent local exchange carrier are also eligible. Employees of the Company and its affiliates are not eligible.

During the promotion period, eligible customers who establish local service with the Company and purchase Complete Choice® Basic, Complete Choice® Enhanced or a package containing the same features, will receive a coupon redeemable for a \$50.00 reward card. The customer must redeem the coupon within 30 days of receipt.

All nonrecurring charges associated with adding the package to the customer's account will be waived (the features and the access line nonrecurring charges). Customers must retain, at a minimum, the Complete Choice® Basic package, or a package containing the same features, for 30 days.

The promotion is available from October 1, 2009 through March 20, 2010, and is available for resale.

1. GENERAL - RESIDENCE (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

**BUSINESS LOCAL CALLING – AFL BACK UP BUNDLE PROMOTION (cont'd)**

/1/

With the exception of the Business Local Calling Additional Line promotion, this offer may not be combined with other AT&T Business Local Calling Term Plan discounts.

This offer is only allowed on single location accounts.

Billed to Number (BTN) arrangements are not allowed.

This offer is limited to nineteen (19) lines per customer location.

When the customer's bundle subscription expires, these benefits will no longer apply.

All other terms and conditions associated with AT&T Business Local Calling, as appropriate, will apply.

/1/

(D)

(D)

/1/ Material formerly appeared on Sheet 6.

**1. GENERAL - RESIDENCE (cont'd)**

**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Mobility National Retail Service Connection Charge Waiver**

A new statewide promotion for new customers who choose the Company as their local service provider and place an order for new residential local exchange service in person at a retail location with whom the Company has an arrangement to sell its services.

New customers include those who are new to the Company. Existing customers are not eligible for this promotion.

During the promotion, eligible customers who order a minimum of Complete Choice Basic will receive a waiver of the nonrecurring charges associated with adding the package (includes the non-recurring charges for the access line and features).

The Mobility National Retail Service Connection Charge Waiver may be combined with other promotional offers for which the customer qualifies unless excluded. This promotion is available from January 1, 2009 through December 31, 2009 and is available for resale.

**1. GENERAL - RESIDENCE (cont'd)**

**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

Mobility National Retail Service Connection Charge Waiver

A new statewide promotion for new customers who choose the Company as their local service provider and place an order for new residential local exchange service in person at a retail location with whom the Company has an arrangement to sell its services.

New customers include those who are new to the Company. Existing customers are not eligible for this promotion.

During the promotion, eligible customers who order a minimum of Complete Choice Basic will receive a waiver of the nonrecurring charges associated with adding the package (includes the non-recurring charges for the access line and features).

The Mobility National Retail Service Connection Charge Waiver may be combined with other promotional offers for which the customer qualifies unless excluded. This promotion is available from January 1, 2010 through December 31, 2010 and is available for resale.

(C)

**1. GENERAL - RESIDENCE (cont'd)**

**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

Mobility National Retail Service Connection Charge Waiver

A new statewide promotion for new customers who choose the Company as their local service provider and place an order for new residential local exchange service in person at a retail location with whom the Company has an arrangement to sell its services.

New customers include those who are new to the Company. Existing customers are not eligible for this promotion.

During the promotion, eligible customers who order a minimum of Complete Choice Basic will receive a waiver of the nonrecurring charges associated with adding the package (includes the non-recurring charges for the access line and features).

The Mobility National Retail Service Connection Charge Waiver may be combined with other promotional offers for which the customer qualifies unless excluded. This promotion is available from January 1, 2011 through December 31, 2011 and is available for resale.

(C)

1. GENERAL - RESIDENCE (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

Mobility National Retail Service Connection Charge Waiver

A new statewide promotion for new customers who choose the Company as their local service provider and place an order for new residential local exchange service in person at a retail location with whom the Company has an arrangement to sell its services.

New customers include those who are new to the Company. Existing customers are not eligible for this promotion.

During the promotion, eligible customers who order a minimum of Complete Choice Basic will receive a waiver of the nonrecurring charges associated with adding the package (includes the non-recurring charges for the access line and features). This offer cannot be combined with a customer's receipt of a Link-up discount. (C)

The Mobility National Retail Service Connection Charge Waiver may be combined with other promotional offers for which the customer qualifies unless excluded. This promotion is available from January 1, 2011 through December 31, 2012, and is available for resale. (C)

**1. GENERAL - RESIDENCE (cont'd)**

**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

Mobility National Retail Service Connection Charge Waiver

A new statewide promotion for new customers who choose the Company as their local service provider and place an order for new residential local exchange service in person at a retail location with whom the Company has an arrangement to sell its services.

New customers include those who are new to the Company. Existing customers are not eligible for this promotion.

During the promotion, eligible customers who order a minimum of Complete Choice Basic will receive a waiver of the nonrecurring charges associated with adding the package (includes the non-recurring charges for the access line and features). This offer cannot be combined with a customer's receipt of a Link-up discount.

The Mobility National Retail Service Connection Charge Waiver may be combined with other promotional offers for which the customer qualifies unless excluded. This promotion is available from January 1, 2011, through December 31, 2013, and is available for resale.

(C)

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Mobility National Retail Service Connection Charge Waiver**

A new statewide promotion for new customers who choose the Company as their local service provider and place an order for new residential local exchange service in person at a retail location with whom the Company has an arrangement to sell its services.

New customers include those who are new to the Company. Existing customers are not eligible for this promotion.

During the promotion, eligible customers who order a minimum of Complete Choice Basic will receive a waiver of the nonrecurring charges associated with adding the package (includes the non-recurring charges for the access line and features). This offer cannot be combined with a customer's receipt of a Link-up discount.

The Mobility National Retail Service Connection Charge Waiver may be combined with other promotional offers for which the customer qualifies unless excluded. This promotion is available from January 1, 2011, through December 31, 2014, and is available for resale.

(C)

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Acquisition Select Feature Package Promotion**

A new statewide promotion available to eligible customers. Eligible customers are those who have at least one local exchange access line or a substitute (e.g. a wireless line or VoIP service) with a carrier other than the Company at a service location that can be served by the Company. Customers moving from a Company local service area in a state and location where the Company provides local exchange access service as an incumbent local exchange carrier are also eligible. Employees of the Company and its affiliates are not eligible.

During the promotion period, eligible customers who establish local service with the Company and purchase Select Feature Package will receive a coupon redeemable for a \$50.00 check. The customer must redeem the coupon within 30 days of receipt.

Customers must retain Select Feature Package for a minimum of 30 days.

This offer may be combined with the Online IC Waiver but may not be combined with other regulated gift check or gift card offers.

The promotion is available from April 1, 2008 through June 30, 2008.

1. GENERAL - RESIDENCE (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

(D)

(D)

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**\$6 for 12 Access Line Retention Offer**

A retail promotional period shall be established from July 2, 2012, through December 31, 2012. Eligible residence customers are those customers who call to disconnect their access line(s) and then decide to retain the line(s). Eligible customers will receive a \$6.00 bill credit per month, per line, for up to two access lines, for a maximum of 12 months.

Eligible customers may receive this offer only once during the offer period, and must keep the access line for 30 days to receive the benefit of the offer. The customer's bill will be credited \$6.00 each month, per line, that the access line(s) are retained. If the customer disconnects the line(s) or moves from their current location, the remaining benefits will cease. This offer may not be combined with any other AT&T residence retention offers that provide a monthly discount. AT&T employees are not eligible for this offer.

Customers subscribing to Complete Choice Enhanced or Complete Choice Basic must have the access line in service for a minimum of 60 days before the customer becomes eligible for this offer.

(N)

(N)

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**\$6 for 12 Access Line Retention Offer**

A retail promotional period shall be established from January 1, 2013, through March 31, 2013. (C)  
Eligible residence customers are those customers who call to disconnect their access line(s) and then decide to retain the line(s). Eligible customers will receive a \$6.00 bill credit per month, per line, for up to two access lines, for a maximum of 12 months.

Eligible customers may receive this offer only once during the offer period, and must keep the access line for 30 days to receive the benefit of the offer. The customer's bill will be credited \$6.00 each month, per line, that the access line(s) are retained. If the customer disconnects the line(s) or moves from their current location, the remaining benefits will cease. This offer may not be combined with any other AT&T residence retention offers that provide a monthly discount. AT&T employees are not eligible for this offer.

Customers subscribing to Complete Choice Enhanced or Complete Choice Basic must have the access line in service for a minimum of 60 days before the customer becomes eligible for this offer.

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**\$6 for 12 Access Line Retention Offer**

A retail promotional period shall be established from January 1, 2013, through September 30, 2013. Eligible residence customers are those customers who call to disconnect their access line(s) and then decide to retain the line(s). Eligible customers will receive a \$6.00 bill credit per month, per line, for up to two access lines, for a maximum of 12 months.

(C)

(C)

Eligible customers may receive this offer only once during the offer period, and must keep the access line for 30 days to receive the benefit of the offer. The customer's bill will be credited \$6.00 each month, per line, that the access line(s) are retained. If the customer disconnects the line(s) or moves from their current location, the remaining benefits will cease. This offer may not be combined with any other AT&T residence retention offers that provide a monthly discount. AT&T employees are not eligible for this offer.

Customers subscribing to Complete Choice Enhanced or Complete Choice Basic must have the access line in service for a minimum of 60 days before the customer becomes eligible for this offer.

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**\$6 for 12 Access Line Retention Offer**

A retail promotional period shall be established from January 1, 2013, through March 31, 2014. Eligible residence customers are those customers who call to disconnect their access line(s) and then decide to retain the line(s). Eligible customers will receive a \$6.00 bill credit per month, per line, for up to two access lines, for a maximum of 12 months. (C)

Eligible customers may receive this offer only once during the offer period, and must keep the access line for 30 days to receive the benefit of the offer. The customer's bill will be credited \$6.00 each month, per line, that the access line(s) are retained. If the customer disconnects the line(s) or moves from their current location, the remaining benefits will cease. This offer may not be combined with any other AT&T residence retention offers that provide a monthly discount. AT&T employees are not eligible for this offer.

Customers subscribing to Complete Choice Enhanced or Complete Choice Basic must have the access line in service for a minimum of 60 days before the customer becomes eligible for this offer.

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**\$6 for 12 Access Line Retention Offer**

A retail promotional period shall be established from January 1, 2013, through September 30, 2014. Eligible residence customers are those customers who call to disconnect their access line(s) and then decide to retain the line(s). Eligible customers will receive a \$6.00 bill credit per month, per line, for up to two access lines, for a maximum of 12 months.

(C)

Eligible customers may receive this offer only once during the offer period, and must keep the access line for 30 days to receive the benefit of the offer. The customer's bill will be credited \$6.00 each month, per line, that the access line(s) are retained. If the customer disconnects the line(s) or moves from their current location, the remaining benefits will cease. This offer may not be combined with any other AT&T residence retention offers that provide a monthly discount. AT&T employees are not eligible for this offer.

Customers subscribing to Complete Choice Enhanced or Complete Choice Basic must have the access line in service for a minimum of 60 days before the customer becomes eligible for this offer.

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**\$6 for 12 Access Line Retention Offer**

A retail promotional offer effective through March 31, 2015. Eligible residence customers are those customers who call to disconnect their access line(s) and then decide to retain the line(s). Eligible customers will receive a \$6.00 bill credit per month, per line, for up to two access lines, for a maximum of 12 months.

(C)

Eligible customers may receive this offer only once during the offer period, and must keep the access line for 30 days to receive the benefit of the offer. The customer's bill will be credited \$6.00 each month, per line, that the access line(s) are retained. If the customer disconnects the line(s) or moves from their current location, the remaining benefits will cease. This offer may not be combined with any other AT&T residence retention offers that provide a monthly discount. AT&T employees are not eligible for this offer.

Customers subscribing to Complete Choice Enhanced or Complete Choice Basic must have the access line in service for a minimum of 60 days before the customer becomes eligible for this offer.

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

Promotion on Foreign Exchange Service for Migrated Customers

A new statewide promotion for Foreign Exchange Service – Residence (Measured Rate<sup>/1/</sup>)(including Foreign District Area and Foreign Prefix Service), as described in Guidebook, Part 4, Section 3, preceding, available to eligible residential customers of AT&T Communications of California, Inc. whose local exchange service is migrated to AT&T California pursuant to Application A.07-02-024, filed with the California Public Utilities Commission on February 23, 2007.

Eligible customers are those customers formerly with AT&T Communications of California, Inc. whose migrated telephone number is not a local number in the wire center serving the customer and whose telephone number does not qualify for Charter Number service.

During the promotion, the Non-Recurring Charge for Foreign Exchange Service (including Foreign District Area and Foreign Prefix Service) will be waived and the following monthly charges will be credited through December 31, 2007: the FSX Increment, mileage, and if applicable, local usage exceeding the \$3.00 monthly Measured Service Allowance (described in Schedule Cal. P.U.C. No. 5.2.2 or Guidebook, Part 4, Section 2).

The promotion will run from October 8, 2007 through December 31, 2007.

/1/ Flat Rate is included in this promotion providing the customer is eligible per Guidebook, Part 4, Section 3, preceding.

1. GENERAL - RESIDENCE (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

(D)

(D)

(D)  
(D)

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**\$9 Off CCB Promotion**

(N)

A promotional offer will be established from October 1, 2012, through March 31, 2013. During this offer period, eligible residential customers who purchase and retain the Complete Choice Basic package with Flat Rate service may receive a \$9.00 bill credit for 12 months. This offer is available on up to two (2) lines.

- Eligible customers are those residential customers who have at least one local exchange access line or a substitute (e.g. wireless or VoIP service) with a provider other than the Company at a service location that can be served by the Company.
- Eligible customers must request the qualifying service at the same address as the existing service, unless they are planning an imminent move--within 30 (thirty) days of responding to the offer--from one address in an AT&T incumbent local exchange service area to another address in an AT&T incumbent local exchange service area.
- The customer is required to subscribe to AT&T for local service and the Complete Choice Basic package with Flat Rate service on each line (maximum of 2 lines) receiving a credit. If the customer discontinues the Complete Choice Basic package, the credit(s) will cease.
- This offer may not be combined with any other local service offers that provide a monthly recurring credit or discount, but may be combined with an offer that waives the non-recurring installation/service charge(s).
- Customers must keep the required services for 30 days to receive the benefit of this offer.
- This offer is not available to customers who are switching service between affiliated companies.
- This offer is available for resale.

(N)

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**\$9 Off CCB Promotion**

A promotional offer will be established from October 1, 2012, through March 31, 2013. During this offer period, eligible residential customers who purchase and retain the Complete Choice Basic package with Flat Rate service may receive a \$9.00 bill credit for 12 months. This offer is available on up to two (2) lines.

Effective January 2, 2013, eligible subscribers will received an \$11.00 credit for 12 months on up to two lines. Existing customers who subscribed to this promotion prior to January 2, 2013, will receive an \$11.00 discount for the remaining months of their 12 month benefit period, beginning with their next bill on or after January 2, 2013. (N)

- Eligible customers are those residential customers who have at least one local exchange access line or a substitute (e.g. wireless or VoIP service) with a provider other than the Company at a service location that can be served by the Company.
- Eligible customers must request the qualifying service at the same address as the existing service, unless they are planning an imminent move--within 30 (thirty) days of responding to the offer--from one address in an AT&T incumbent local exchange service area to another address in an AT&T incumbent local exchange service area.
- The customer is required to subscribe to AT&T for local service and the Complete Choice Basic package with Flat Rate service on each line (maximum of 2 lines) receiving a credit. If the customer discontinues the Complete Choice Basic package, the credit(s) will cease.
- This offer may not be combined with any other local service offers that provide a monthly recurring credit or discount, but may be combined with an offer that waives the non-recurring installation/service charge(s).
- Customers must keep the required services for 30 days to receive the benefit of this offer.
- This offer is not available to customers who are switching service between affiliated companies.
- This offer is available for resale.

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**\$11 Off CCB Promotion**

(C)

*(Formerly \$9 Off CCB Promotion)*

(N)

A promotional offer will be established from October 1, 2012, through September 30, 2013. During this offer period, eligible residential customers who purchase and retain the Complete Choice Basic package with Flat Rate service may receive a \$9.00 bill credit for 12 months. This offer is available on up to two (2) lines. (C)

Effective January 2, 2013, eligible subscribers will received an \$11.00 credit for 12 months on up to two lines. Existing customers who subscribed to this promotion prior to January 2, 2013, will receive an \$11.00 discount for the remaining months of their 12 month benefit period, beginning with their next bill on or after January 2, 2013.

- Eligible customers are those residential customers who have at least one local exchange access line or a substitute (e.g. wireless or VoIP service) with a provider other than the Company at a service location that can be served by the Company.
- Eligible customers must request the qualifying service at the same address as the existing service, unless they are planning an imminent move--within 30 (thirty) days of responding to the offer--from one address in an AT&T incumbent local exchange service area to another address in an AT&T incumbent local exchange service area.
- The customer is required to subscribe to AT&T for local service and the Complete Choice Basic package with Flat Rate service on each line (maximum of 2 lines) receiving a credit. If the customer discontinues the Complete Choice Basic package, the credit(s) will cease.
- This offer may not be combined with any other local service offers that provide a monthly recurring credit or discount, but may be combined with an offer that waives the non-recurring installation/service charge(s).
- Customers must keep the required services for 30 days to receive the benefit of this offer.
- This offer is not available to customers who are switching service between affiliated companies.
- This offer is available for resale.

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**\$11 Off CCB Promotion**

*(Formerly \$9 Off CCB Promotion)*

A promotional offer will be established from October 1, 2012, through March 31, 2014. During this offer period, eligible residential customers who purchase and retain the Complete Choice Basic package with Flat Rate service may receive a \$9.00 bill credit for 12 months. This offer is available on up to two (2) lines. (C)

Effective January 2, 2013, eligible subscribers will received an \$11.00 credit for 12 months on up to two lines. Existing customers who subscribed to this promotion prior to January 2, 2013, will receive an \$11.00 discount for the remaining months of their 12 month benefit period, beginning with their next bill on or after January 2, 2013.

- Eligible customers are those residential customers who have at least one local exchange access line or a substitute (e.g. wireless or VoIP service) with a provider other than the Company at a service location that can be served by the Company.
- Eligible customers must request the qualifying service at the same address as the existing service, unless they are planning an imminent move--within 30 (thirty) days of responding to the offer--from one address in an AT&T incumbent local exchange service area to another address in an AT&T incumbent local exchange service area.
- The customer is required to subscribe to AT&T for local service and the Complete Choice Basic package with Flat Rate service on each line (maximum of 2 lines) receiving a credit. If the customer discontinues the Complete Choice Basic package, the credit(s) will cease.
- This offer may not be combined with any other local service offers that provide a monthly recurring credit or discount, but may be combined with an offer that waives the non-recurring installation/service charge(s).
- Customers must keep the required services for 30 days to receive the benefit of this offer.
- This offer is not available to customers who are switching service between affiliated companies.
- This offer is available for resale.

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**\$13 Off CCB Promotion** (C)

*(Formerly \$11 Off CCB Promotion)* (C)

A promotional offer will be established from October 1, 2012, through March 31, 2014. During this offer period, eligible residential customers who purchase and retain the Complete Choice Basic package with Flat Rate service may receive a bill credit for 12 months. This offer is available on up to two (2) lines. (C)

Effective January 2, 2014, eligible subscribers will received an \$13.00 credit for 12 months on up to two lines. Existing customers who subscribed to this promotion prior to January 2, 2014, will receive a \$13.00 bill credit for the remaining months of their 12 month benefit period, beginning with their next bill on or after January 2, 2014. (C)

- Eligible customers are those residential customers who have at least one local exchange access line or a substitute (e.g. wireless or VoIP service) with a provider other than the Company at a service location that can be served by the Company.
- Eligible customers must request the qualifying service at the same address as the existing service, unless they are planning an imminent move--within 30 (thirty) days of responding to the offer--from one address in an AT&T incumbent local exchange service area to another address in an AT&T incumbent local exchange service area.
- The customer is required to subscribe to AT&T for local service and the Complete Choice Basic package with Flat Rate service on each line (maximum of 2 lines) receiving a credit. If the customer discontinues the Complete Choice Basic package, the credit(s) will cease.
- This offer may not be combined with any other local service offers that provide a monthly recurring credit or discount, but may be combined with an offer that waives the non-recurring installation/service charge(s).
- Customers must keep the required services for 30 days to receive the benefit of this offer.
- This offer is not available to customers who are switching service between affiliated companies.
- This offer is available for resale.

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**\$13 Off CCB Promotion**

*(Formerly \$11 Off CCB Promotion)*

A promotional offer will be established from October 1, 2012, through October 15, 2014. During this (C) offer period, eligible residential customers who purchase and retain the Complete Choice Basic package with Flat Rate service may receive a bill credit for 12 months. This offer is available on up to two (2) lines.

Effective January 2, 2014, eligible subscribers will received an \$13.00 credit for 12 months on up to two lines. Existing customers who subscribed to this promotion prior to January 2, 2014, will receive a \$13.00 bill credit for the remaining months of their 12 month benefit period, beginning with their next bill on or after January 2, 2014.

- Eligible customers are those residential customers who have at least one local exchange access line or a substitute (e.g. wireless or VoIP service) with a provider other than the Company at a service location that can be served by the Company.
- Eligible customers must request the qualifying service at the same address as the existing service, unless they are planning an imminent move--within 30 (thirty) days of responding to the offer--from one address in an AT&T incumbent local exchange service area to another address in an AT&T incumbent local exchange service area.
- The customer is required to subscribe to AT&T for local service and the Complete Choice Basic package with Flat Rate service on each line (maximum of 2 lines) receiving a credit. If the customer discontinues the Complete Choice Basic package, the credit(s) will cease.
- This offer may not be combined with any other local service offers that provide a monthly recurring credit or discount, but may be combined with an offer that waives the non-recurring installation/service charge(s).
- Customers must keep the required services for 30 days to receive the benefit of this offer.
- This offer is not available to customers who are switching service between affiliated companies.
- This offer is available for resale.

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**\$13 Off CCB Promotion**

(D)

A promotional offer effective through June 15, 2015. During this offer period, eligible residential customers who purchase and retain the Complete Choice Basic package with Flat Rate service may receive a bill credit for 12 months. This offer is available on up to two (2) lines. (C)

Effective January 2, 2014, eligible subscribers will received an \$13.00 credit for 12 months on up to two lines. Existing customers who subscribed to this promotion prior to January 2, 2014, will receive a \$13.00 bill credit for the remaining months of their 12 month benefit period, beginning with their next bill on or after January 2, 2014.

- Eligible customers are those residential customers who have at least one local exchange access line or a substitute (e.g. wireless or VoIP service) with a provider other than the Company at a service location that can be served by the Company.
- Eligible customers must request the qualifying service at the same address as the existing service, unless they are planning an imminent move--within 30 (thirty) days of responding to the offer--from one address in an AT&T incumbent local exchange service area to another address in an AT&T incumbent local exchange service area.
- The customer is required to subscribe to AT&T for local service and the Complete Choice Basic package with Flat Rate service on each line (maximum of 2 lines) receiving a credit. If the customer discontinues the Complete Choice Basic package, the credit(s) will cease.
- This offer may not be combined with any other local service offers that provide a monthly recurring credit or discount, but may be combined with an offer that waives the non-recurring installation/service charge(s).
- Customers must keep the required services for 30 days to receive the benefit of this offer.
- This offer is not available to customers who are switching service between affiliated companies.
- This offer is available for resale.

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Residence Movers Service Connection Charge Waiver**

A new statewide promotion for Local Exchange Residence Service (Measured Rate or Flat Rate Individual service), as described in Schedule Cal. P.U.C. No. 5.2.2 (5.2.5,E for Lifeline) and Guidebook, Part 4, Section 2, available to existing residential customers who contact the Company for the purpose of discontinuing their access line service because they are moving to another location within the Company's West Region (West Region includes California and Nevada) and indicate they do not intend to, or are not ready to, order service at the new location.

During the promotion period, customers who contact the Company to disconnect service but instead agree to retain their access line service and place an order to transfer service to a new intra-region location within the Company's service area will qualify for a waiver of the non-recurring service charge (see Guidebook, Part 3, Section 1) for non-recurring service charge (or Schedule Cal. P.U.C. No. 5.2.5, E for Lifeline). The order(s) to transfer service(s) must be placed during the same service call.

This promotion is available on up to three (3) transferred lines and may not be combined with the Online IC Waiver, the Access Line Retention Offer for Residence or any win or winback offer.

The promotion is available from February 1, 2009 through January 31, 2010 and is available for resale.

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Residence Movers Service Connection Charge Waiver**

A new statewide promotion for Local Exchange Residence Service (Measured Rate or Flat Rate Individual service), as described in Schedule Cal. P.U.C. No. 5.2.2 (5.2.5,E for Lifeline) and Guidebook, Part 4, Section 2, available to existing residential customers who contact the Company for the purpose of discontinuing their access line service because they are moving to another location within the Company's West Region (West Region includes California and Nevada) and indicate they do not intend to, or are not ready to, order service at the new location.

During the promotion period, customers who contact the Company to disconnect service but instead agree to retain their access line service and place an order to transfer service to a new intra-region location within the Company's service area will qualify for a waiver of the non-recurring service charge (see Guidebook, Part 3, Section 1) for non-recurring service charge (or Schedule Cal. P.U.C. No. 5.2.5, E for Lifeline). The order(s) to transfer service(s) must be placed during the same service call.

This promotion is available on up to three (3) transferred lines and may not be combined with the any other retention or competitive acquisition offer. (C)

The promotion is available from February 1, 2010 through September 30, 2010, and is available for resale. (C)

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Residence Movers Service Connection Charge Waiver**

A new statewide promotion for Local Exchange Residence Service (Measured Rate or Flat Rate Individual service), as described in Schedule Cal. P.U.C. No. 5.2.2 (5.2.5, E for Lifeline) and Guidebook, Part 4, Section 2, available to existing residential customers who contact the Company for the purpose of discontinuing their access line service because they are moving to another location within the Company's West Region (West Region includes California and Nevada) and indicate they do not intend to, or are not ready to, order service at the new location.

During the promotion period, customers who contact the Company to disconnect service but instead agree to retain their access line service and place an order to transfer service to a new intra-region location within the Company's service area will qualify for a waiver of the non-recurring service charge (see Guidebook, Part 3, Section 1) for non-recurring service charge (or Schedule Cal. P.U.C. No. 5.2.5, E for Lifeline). The order(s) to transfer service(s) must be placed during the same service call.

This promotion is available on up to three (3) transferred lines and may not be combined with the any other retention or competitive acquisition offer.

The promotion is available from February 1, 2010 through September 30, 2011, and is available for resale.

(C)

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Residence Movers Service Connection Charge Waiver**

A new statewide promotion for Local Exchange Residence Service (Measured Rate or Flat Rate Individual service), as described in Schedule Cal. P.U.C. No. 5.2.2 (5.2.5, E for Lifeline), available to existing residential customers who contact the Company for the purpose of discontinuing their access line service because they are moving to another location within the Company's West Region (West Region includes California and Nevada) and indicate they do not intend to, or are not ready to, order service at the new location. (C)

During the promotion period, customers who contact the Company to disconnect service but instead agree to retain their access line service and place an order to transfer service to a new intra-region location within the Company's service area will qualify for a waiver of the non-recurring service charge (see Guidebook, Part 3, Section 1) for non-recurring service charge (or Schedule Cal. P.U.C. No. 5.2.5, E for Lifeline). The order(s) to transfer service(s) must be placed during the same service call.

This promotion is available on up to three (3) transferred lines and may not be combined with the any other retention or competitive acquisition offer.

This offer cannot be combined with a customer's receipt of a Link-up discount. (N)

The promotion is available from February 1, 2010 through September 30, 2012, and is available for resale. (C)

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Residence Movers Service Connection Charge Waiver**

A new statewide promotion for Local Exchange Residence Service (Measured Rate or Flat Rate Individual service), as described in Schedule Cal. P.U.C. No. 5.2.2 (5.2.5, E for Lifeline), available to existing residential customers who contact the Company for the purpose of discontinuing their access line service because they are moving to another location within the Company's West Region (West Region includes California and Nevada) and indicate they do not intend to, or are not ready to, order service at the new location.

During the promotion period, customers who contact the Company to disconnect service but instead agree to retain their access line service and place an order to transfer service to a new intra-region location within the Company's service area will qualify for a waiver of the non-recurring service charge (see Guidebook, Part 3, Section 1) for non-recurring service charge (or Schedule Cal. P.U.C. No. 5.2.5, E for Lifeline). The order(s) to transfer service(s) must be placed during the same service call.

This promotion is available on up to three (3) transferred lines and may not be combined with the any other retention or competitive acquisition offer.

This offer cannot be combined with a customer's receipt of a Link-up discount.

The promotion is available from February 1, 2010 through September 30, 2013, and is available for resale.

(C)

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Residence Caller ID/Call Waiting Promotion**

A new statewide promotion available to eligible customers. Eligible customers are those who have at least one local exchange access line or a substitute (e.g. a wireless line or VoIP service) with a carrier other than the Company at a service location that can be served by the Company.

Customers moving from a Company local service area in a state and location where the Company provides local exchange access service as an incumbent local exchange carrier are also eligible. Employees of the Company and its affiliates are not eligible.

During the promotion period, eligible customers who establish local service with the Company and purchase Caller ID and Call Waiting or any package containing these two features will receive a coupon redeemable for a \$50.00 check. The customer must redeem the coupon within 30 days of receipt. All nonrecurring feature or package installation charges associated with adding the features or a package that contain the required features to the customer's account will be waived.

Customers must retain the Caller ID and Call Waiting for a minimum of 30 days. This offer may be combined with the Online IC Waiver but may not be combined with other tariffed or Guidebook offers.

The promotion is available from July 1, 2008 through September 28, 2008.

**1. GENERAL - RESIDENCE (cont'd)**

**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

(D)

(D)

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**CompleteLink 2.0 Save and Win/Winback Promotion**

A promotional period will be established from October 10, 2012 through April 30, 2013. During this promotional period eligible business customers subscribing to a new CompleteLink 2.0 agreement for a 2-year or 3-year term will be eligible to receive a monthly lump sum credit of \$3.00 per line based on the number of lines subscribed to this new agreement.

Eligible customers are Save customers, existing business customers who have received a competitive offer and are considering switching their business local exchange access line service to another carrier (proof of competitive offer may be required), as well as business customers who have their local exchange access line service with another competitive local exchange carrier within the AT&T California or AT&T Nevada service areas and who now wish to establish their business local exchange access line service with the Company.

The CompleteLink 2.0 1,000 BTN maximum limit applies to this offer. This offer may not be combined with other AT&T business access line, usage, and/or toll discount plans or promotions, with the exception of combining with other CompleteLink 2.0 offers where permitted. All other terms and conditions applicable to CompleteLink 2.0, as appropriate, will apply.

This offer is available for resale.

(N)

(N)

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**CompleteLink 2.0 Save and Win/Winback Promotion**

A promotional period will be established from October 10, 2012 through August 31, 2013. During this promotional period eligible business customers subscribing to a new CompleteLink 2.0 agreement for a 2-year or 3-year term will be eligible to receive a monthly lump sum credit of \$3.00 per line based on the number of lines subscribed to this new agreement. (C)

Eligible customers are Save customers, existing business customers who have received a competitive offer and are considering switching their business local exchange access line service to another carrier (proof of competitive offer may be required), as well as business customers who have their local exchange access line service with another competitive local exchange carrier within the AT&T California or AT&T Nevada service areas and who now wish to establish their business local exchange access line service with the Company.

The CompleteLink 2.0 1,000 BTN maximum limit applies to this offer. This offer may not be combined with other AT&T business access line, usage, and/or toll discount plans or promotions, with the exception of combining with other CompleteLink 2.0 offers where permitted. All other terms and conditions applicable to CompleteLink 2.0, as appropriate, will apply.

This offer is available for resale.

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**CompleteLink 2.0 Save and Win/Winback Promotion**

A promotional period will be established from October 10, 2012 through February 28, 2014. During this promotional period eligible business customers subscribing to a new CompleteLink 2.0 agreement for a 2-year or 3-year term will be eligible to receive a monthly lump sum credit of \$3.00 per line based on the number of lines subscribed to this new agreement.

(C)

Eligible customers are Save customers, existing business customers who have received a competitive offer and are considering switching their business local exchange access line service to another carrier (proof of competitive offer may be required), as well as business customers who have their local exchange access line service with another competitive local exchange carrier within the AT&T California or AT&T Nevada service areas and who now wish to establish their business local exchange access line service with the Company.

The CompleteLink 2.0 1,000 BTN maximum limit applies to this offer. This offer may not be combined with other AT&T business access line, usage, and/or toll discount plans or promotions, with the exception of combining with other CompleteLink 2.0 offers where permitted. All other terms and conditions applicable to CompleteLink 2.0, as appropriate, will apply.

This offer is available for resale.

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**CompleteLink 2.0 Save and Win/Winback Promotion**

A promotional period will be established from October 10, 2012 through February 28, 2014. During this promotional period eligible business customers subscribing to a new CompleteLink 2.0 agreement for a 2-year or 3-year<sup>/1/</sup> term will be eligible to receive a monthly lump sum credit of \$3.00 per line based on the number of lines subscribed to this new agreement.

(C)

Eligible customers are Save customers, existing business customers who have received a competitive offer and are considering switching their business local exchange access line service to another carrier (proof of competitive offer may be required), as well as business customers who have their local exchange access line service with another competitive local exchange carrier within the AT&T California or AT&T Nevada service areas and who now wish to establish their business local exchange access line service with the Company.

The CompleteLink 2.0 1,000 BTN maximum limit applies to this offer. This offer may not be combined with other AT&T business access line, usage, and/or toll discount plans or promotions, with the exception of combining with other CompleteLink 2.0 offers where permitted. All other terms and conditions applicable to CompleteLink 2.0, as appropriate, will apply.

This offer is available for resale.

/1/ For agreements established on or after October 3, 2013, the 3-year term agreement will no longer be available.

(N)  
(N)

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**CompleteLink 2.0 Save and Win/Winback Promotion**

A promotional period will be established from October 10, 2012 through December 31, 2014. (C)  
During this promotional period eligible business customers subscribing to a new CompleteLink 2.0 agreement for a 2-year or 3-year<sup>/1/</sup> term will be eligible to receive a monthly lump sum credit of \$3.00 per line based on the number of lines subscribed to this new agreement.

Eligible customers are Save customers, existing business customers who have received a competitive offer and are considering switching their business local exchange access line service to another carrier (proof of competitive offer may be required), as well as business customers who have their local exchange access line service with another competitive local exchange carrier within the AT&T California or AT&T Nevada service areas and who now wish to establish their business local exchange access line service with the Company.

The CompleteLink 2.0 1,000 BTN maximum limit applies to this offer. This offer may not be combined with other AT&T business access line, usage, and/or toll discount plans or promotions, with the exception of combining with other CompleteLink 2.0 offers where permitted. All other terms and conditions applicable to CompleteLink 2.0, as appropriate, will apply.

This offer is available for resale.

/1/ For agreements established on or after October 3, 2013, the 3-year term agreement will no longer be available.

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

California uSelect<sup>SM</sup> Access Line Retention Promotion

A statewide promotion for uSelect<sup>SM</sup> Standard, as described in Guidebook, Part 7, Section 2, uSelect<sup>SM</sup> 3, uSelect<sup>SM</sup> 6, 2-Line uSelect<sup>SM</sup> 3, and 2-Line uSelect<sup>SM</sup> 6 feature packages, as described in Guidebook, Part 7, Section 2, available to residence customers who call the Company for the purpose of discontinuing their access line service (primary or additional access line and with or without a feature package).

During the promotional period, customers who choose to retain their access line service and subscribe to or renew their subscription to any one of the following feature packages: uSelect<sup>SM</sup> Standard, uSelect<sup>SM</sup> 3, uSelect<sup>SM</sup> 6, 2-Line uSelect<sup>SM</sup> 3, or 2-Line uSelect<sup>SM</sup> 6, will receive a \$4.00 per month credit on their bill for the next twelve (12) months. The monthly credit will cease if the customer discontinues their subscription to the qualifying uSelect<sup>SM</sup> feature package.

This promotion cannot be combined with any other promotion on (1) Local Exchange Service, as described in Schedule Cal. P.U.C. No. 5.2.2 and Guidebook, Part 4, Section 2, or (2) Custom Calling Services, as described in Guidebook, Part 7, Section 2, but may be combined with any other promotion for which the customer qualifies.

This promotion is offered from October 30, 2006 through December 14, 2006 and is not available for resale.

1. GENERAL - RESIDENCE (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

(D)

(D)

1. GENERAL - RESIDENCE (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

**Paperless Bill and Autopay Incentive**

A Paperless Bill and Autopay Incentive will be offered from June 28, 2010 until December 31, 2010. During this period, residential customers who sign up for paperless billing will be eligible to receive a \$10 Visa Reward. In addition, residential customers who sign up for automatic payment with a bank account will be eligible to receive a \$10 Visa Reward. No incentive will be provided to customers who sign up for automatic payment with a credit card. The customer must remain with paperless billing and / or automatic payment for 90 days in order to receive the reward(s). There is a maximum reward of \$20 per account.

Eligible customers are:

- Residential customers not currently subscribed to paperless billing or automatic payment
- Residential customers who agree to receive their bill electronically in lieu of paper
- Residential customers who agree to automatic payment by echeck.

(N)

(N)

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Paperless Bill and Autopay Incentive**

A Paperless Bill and Autopay Incentive will be offered from June 28, 2010 until June 27, 2011. (C)  
During this period, residential customers who sign up for paperless billing will be eligible to receive a \$10 Visa Reward. In addition, residential customers who sign up for automatic payment with a bank account will be eligible to receive a \$10 Visa Reward. No incentive will be provided to customers who sign up for automatic payment with a credit card. The customer must remain with paperless billing and / or automatic payment for 90 days in order to receive the reward(s). There is a maximum reward of \$20 per account.

Eligible customers are:

- Residential customers not currently subscribed to paperless billing or automatic payment
- Residential customers who agree to receive their bill electronically in lieu of paper
- Residential customers who agree to automatic payment by echeck.

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**"Get It Now" Promotion**

A new statewide promotion for Select Feature Package, a package of exchange services described in Guidebook, Part 7, Section 5, available to residential customers who have (1) discontinued their service with the Company for the purpose of establishing service with a Competitive Local Exchange Carrier operating within the Company's territory and who now wish to return to the Company ("Winback Customers") or (2) established their service with a Competitive Local Exchange Carrier operating within the Company's territory and who now wish to establish their service with the Company ("Win Customers").

During the promotional period, eligible customers who subscribe to Select Feature Package, or a product grouping/bundle containing Select Feature Package, will receive a \$5.00 monthly bill credit for 12 months. The bill credit will appear on the second billing cycle after the order is issued.

This promotion cannot be combined with any other promotion unless otherwise specified. Package subscriptions must be taken by authorized sales channels on or after August 31, 2007. The promotion is not available to customers who have local service with a Company affiliate.

This promotion is offered from August 31, 2007 through March 31, 2008 and is available for resale.

**Access Line Retention Offer for Residence**

A new statewide promotion available to existing residential customers who call the Company for the purpose of discontinuing their Residential Flat or Measured Rate Service (as denoted in Tariff Schedule A5 including ULTS, or Guidebook, Part 4, Section 2 (additional lines) (access line) but agree to keep the service.

During the promotion period, customers who agree to keep their access line(s) and maintain or newly subscribe to one of the eligible Custom Calling Services noted below will be eligible for a \$5.00 monthly bill credit for twelve months providing the customer maintains the access line and the eligible Custom Calling Service during the 12 month period. The bill credit is applicable to a maximum of two access lines, (two additional lines or one primary line plus one additional line) providing the feature requirement is met. Only one credit application applies for the life of the offer for the qualifying access lines. The bill credit will appear on the second billing cycle after the order is issued.

Eligible Custom Calling Services include: Caller ID, Call Waiting, Privacy Manager, Call Return, Three-Way Calling, Call Forwarding, Busy Call Forwarding, Delayed Call Forwarding, Call Screen, Distinctive Ring, Priority Ringing, Repeat Dialing, Select Call Forwarding, and Speed Calling 8.

This promotion may not be combined with any other regulated promotions. It is available from April 1, 2008 through November 30, 2008 and is available for resale.

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Win/Winback IC Waiver for Charter Number**

A new statewide promotion for Charter Number, as described in Guidebook, Part 8, Section 8 preceding, available to residential customers who have (1) discontinued their service with the Company for the purpose of establishing service with a Competitive Local Exchange Carrier operating within the Company's territory and returns to the Company ("Winback Customers"), or (2) established their service with a Competitive Local Exchange Carrier operating within the Company's territory and now establishes service with the Company ("Win Customers") and whose telephone number with the CLC can not be provisioned at their existing service address without the functionality of Charter Number.

During the promotion period, the nonrecurring service connection charge for Charter Number (Guidebook, Part 8, Section 8) will be waived for each new Local Exchange Residence Service line to which an eligible customer subscribes.

The promotion is available for 89 days from June 29, 2007 through September 26, 2007 and may be combined with other promotions for which the customer qualifies.

**Foreign Exchange Service Promotion**

A new statewide promotion for Foreign Exchange Service (including Foreign District Area and Foreign Prefix Service), as described in Guidebook, Part 4, and Section 3 preceding, available to residential customers who have (1) discontinued their service with the Company for the purpose of establishing service with a Competitive Local Exchange Carrier operating within the Company's territory and returns to the Company ("Winback Customers"), or (2) established their service with a Competitive Local Exchange Carrier operating within the Company's territory and now establishes service with the Company ("Win Customers") and whose telephone number being ported to the Company can not be provisioned except as a Foreign Exchange Service (including Foreign Prefix Service and Foreign District Area Services - contiguous and non-contiguous exchanges - are also included in this promotion).

During the promotion period, the nonrecurring service connection charge for Foreign Exchange Service (including Foreign District Area and Foreign Prefix Service Services - contiguous and non-contiguous exchanges) (Guidebook, Part 3, Section 1.) will be waived for each new residential Foreign Exchange Service line to which an eligible customer subscribes.

The promotion is available from June 29, 2007 through September 8, 2007 and may be combined with other promotions for which the customer qualifies.

1. GENERAL - RESIDENCE (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

(D)

(D)

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**CompleteLink 2.0 Renewal Promotion**

A promotional period will be established from October 10, 2012, through April 30, 2013. During this promotional period eligible business customers subscribing to a new CompleteLink 2.0 agreement for a 2-year or 3-year term will be eligible to receive a monthly lump sum credit of \$7.00 per line based on the number of lines subscribed to this new agreement.

Eligible customers are those existing business customers who had established a CompleteLink 2.0 agreement prior to October 1, 2009, and have Billing Telephone Numbers (BTNs) with local exchange access lines receiving pre-October 2009 rates, and who now wish to sign a new CompleteLink 2.0 agreement. All lines under these BTN's are eligible for this offer.

Under this promotion, the CompleteLink 2.0 BTN limit is 16,000 per contract.

There is a maximum of only one CompleteLink 2.0 standard agreement (available to all eligible business customers), one save agreement, and one win/winback agreement at any given time, for customers subscribing under this offer. The subscription to the CompleteLink 2.0 Renewal Promotion will be considered a separate agreement and only available for locations in AT&T Midwest and AT&T California. This limitation applies for each business customer across all states where an AT&T ILEC provides local exchange service and where the CompleteLink 2.0 plan is also available.

This offer may not be combined with other AT&T business access line, usage, and/or toll discount plans or promotions, with the exception of combining with other CompleteLink 2.0 offers where permitted. All other terms and conditions applicable to CompleteLink 2.0, as appropriate, will apply.

This promotion is available for resale.

(N)

(N)

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**CompleteLink 2.0 Renewal Promotion**

A promotional period will be established from October 10, 2012, through August 31, 2013. During this promotional period eligible business customers subscribing to a new CompleteLink 2.0 agreement for a 2-year or 3-year term will be eligible to receive a monthly lump sum credit of \$7.00 per line based on the number of lines subscribed to this new agreement.

(C)

Eligible customers are those existing business customers who had established a CompleteLink 2.0 agreement prior to October 1, 2009, and have Billing Telephone Numbers (BTNs) with local exchange access lines receiving pre-October 2009 rates, and who now wish to sign a new CompleteLink 2.0 agreement. All lines under these BTN's are eligible for this offer.

Under this promotion, the CompleteLink 2.0 BTN limit is 16,000 per contract.

There is a maximum of only one CompleteLink 2.0 standard agreement (available to all eligible business customers), one save agreement, and one win/winback agreement at any given time, for customers subscribing under this offer. The subscription to the CompleteLink 2.0 Renewal Promotion will be considered a separate agreement and only available for locations in AT&T Midwest and AT&T California. This limitation applies for each business customer across all states where an AT&T ILEC provides local exchange service and where the CompleteLink 2.0 plan is also available.

This offer may not be combined with other AT&T business access line, usage, and/or toll discount plans or promotions, with the exception of combining with other CompleteLink 2.0 offers where permitted. All other terms and conditions applicable to CompleteLink 2.0, as appropriate, will apply.

This promotion is available for resale.

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Additional Line Retention \$10 Promotion**

A new statewide promotion for additional access lines (access lines are described in Schedule Cal.P.U.C. No. A5.2.2), available to existing residential customers who call the Company to disconnect their additional access line (ADL) but then agree to keep their ADL and subscribe to Select Feature Package or Complete Choice Enhanced package. On and after January 1, 2009, customers ordering a new package to qualify for this offer must subscribe to Complete Choice Enhanced.

During the promotion period, when the eligible customer agrees to keep their ADL and the required package, the customer will receive a bill credit of \$10.00 for as long as they keep their additional line and the required package on the account. If the customer disconnects the additional line and/or the required package before the next bill period date in which a credit is due, any further benefits available under this offer will cease and the credit will be discontinued. If the customer moves from their current location, any further benefits available under this offer will cease.

If the customer newly subscribes to Select Feature Package to qualify for this promotion, the non-recurring feature charge will be waived.

The promotion is available on a maximum of one ADL and may not be combined with any other access line retention offers that provide a monthly recurring discount.

The promotion is effective from July 30, 2008 through December 31, 2009 and is available for resale.

**Regrade Charge Waiver Promotion**

Under this promotion, residential customers who regrade service from individual line Measured Rate Service to Flat Rate Service (including Lifeline), will receive a waiver of the regrade non-recurring charge, found in Schedule Cal.P.U.C. No. A3.2.6.b.

This promotion is available from November 3, 2008 through January 30, 2009 and is not available for resale.

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Additional Line Retention \$10 Promotion**

A new statewide promotion for additional access lines (access lines are described in Schedule Cal.P.U.C. No. A5.2.2), available to existing residential customers who call the Company to disconnect their additional access line (ADL) but then agree to keep their ADL and subscribe to Select Feature Package or Complete Choice Enhanced package. (C)

Customers ordering a new package to qualify for this offer must subscribe to Complete Choice Enhanced. (C)

During the promotion period, when the eligible customer agrees to keep their ADL and the required package, the customer will receive a bill credit of \$10.00 for as long as they keep their additional line and the required package on the account. If the customer disconnects the additional line and/or the required package before the next bill period date in which a credit is due, any further benefits available under this offer will cease and the credit will be discontinued. If the customer moves from their current location, any further benefits available under this offer will cease.

If the customer newly subscribes to Complete Choice Enhanced to qualify for this promotion, the non-recurring feature charge will be waived. (C)

The promotion is available on a maximum of one ADL and may not be combined with any other access line retention offers that provide a monthly recurring discount.

The promotion is effective from January 1, 2010 through March 31, 2010 and is available for resale. (C)

**Regrade Charge Waiver Promotion**

Under this promotion, residential customers who regrade service from individual line Measured Rate Service to Flat Rate Service (including Lifeline), will receive a waiver of the regrade non-recurring charge, found in Schedule Cal.P.U.C. No. A3.2.6.b.

This promotion is available from November 3, 2008 through January 30, 2009 and is not available for resale.

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Additional Line Retention \$10 Promotion**

A new statewide promotion for additional access lines (access lines are described in Schedule Cal.P.U.C. No. A5.2.2), available to existing residential customers who call the Company to disconnect their additional access line (ADL) but then agree to keep their ADL and subscribe to Select Feature Package or Complete Choice Enhanced package.

Customers ordering a new package to qualify for this offer must subscribe to Complete Choice Enhanced.

During the promotion period, when the eligible customer agrees to keep their ADL and the required package, the customer will receive a bill credit of \$10.00 for as long as they keep their additional line and the required package on the account. If the customer disconnects the additional line and/or the required package before the next bill period date in which a credit is due, any further benefits available under this offer will cease and the credit will be discontinued. If the customer moves from their current location, any further benefits available under this offer will cease.

If the customer newly subscribes to Complete Choice Enhanced to qualify for this promotion, the non-recurring feature charge will be waived.

The promotion is available on a maximum of one ADL and may not be combined with any other access line retention offers that provide a monthly recurring discount.

The promotion is effective from January 1, 2010 through September 30, 2010 and is available for resale.

(C)

**Regrade Charge Waiver Promotion**

Under this promotion, residential customers who regrade service from individual line Measured Rate Service to Flat Rate Service (including Lifeline), will receive a waiver of the regrade non-recurring charge, found in Schedule Cal.P.U.C. No. A3.2.6.b.

This promotion is available from November 3, 2008 through January 30, 2009 and is not available for resale.

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Additional Line Retention \$10 Promotion**

A new statewide promotion for additional access lines (access lines are described in Schedule Cal.P.U.C. No. A5.2.2), available to existing residential customers who call the Company to disconnect their additional access line (ADL) but then agree to keep their ADL and subscribe to Select Feature Package or Complete Choice Enhanced package.

Customers ordering a new package to qualify for this offer must subscribe to Complete Choice Enhanced.

During the promotion period, when the eligible customer agrees to keep their ADL and the required package, the customer will receive a bill credit of \$10.00 for as long as they keep their additional line and the required package on the account. If the customer disconnects the additional line and/or the required package before the next bill period date in which a credit is due, any further benefits available under this offer will cease and the credit will be discontinued. If the customer moves from their current location, any further benefits available under this offer will cease.

If the customer newly subscribes to Complete Choice Enhanced to qualify for this promotion, the non-recurring feature charge will be waived.

The promotion is available on a maximum of one ADL and may not be combined with any other access line retention offers that provide a monthly recurring discount.

The promotion is effective from January 1, 2010 through March 31, 2011 and is available for resale.

(C)

**Regrade Charge Waiver Promotion**

Under this promotion, residential customers who regrade service from individual line Measured Rate Service to Flat Rate Service (including Lifeline), will receive a waiver of the regrade non-recurring charge, found in Schedule Cal.P.U.C. No. A3.2.6.b.

This promotion is available from November 3, 2008 through January 30, 2009 and is not available for resale.

1. GENERAL - RESIDENCE (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

Additional Line Retention \$10 Promotion

A new statewide promotion for additional access lines (access lines are described in Schedule Cal.P.U.C. No. A5.2.2), available to existing residential customers who call the Company to disconnect their additional access line (ADL) but then agree to keep their ADL and subscribe to Select Feature Package or Complete Choice Enhanced package. Customers ordering a new package to qualify for this offer must subscribe to Complete Choice Enhanced.

During the promotion period, when the eligible customer agrees to keep their ADL and the required package, the customer will receive a bill credit of \$10.00 for as long as they keep their additional line and the required package on the account. If the customer disconnects the additional line and/or the required package before the next bill period date in which a credit is due, any further benefits available under this offer will cease and the credit will be discontinued. If the customer moves from their current location, any further benefits available under this offer will cease.

If the customer newly subscribes to Complete Choice Enhanced to qualify for this promotion, the non-recurring feature charge will be waived.

The promotion is available on a maximum of one ADL and may not be combined with any other access line retention offers that provide a monthly recurring discount.

The promotion is effective from January 1, 2010 through September 30, 2011 and is available for resale.

(C)

(D)

(D)

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Additional Line Retention \$10 Promotion**

A new statewide promotion for additional access lines (access lines are described in Schedule Cal.P.U.C. No. A5.2.2), available to existing residential customers who call the Company to disconnect their additional access line (ADL) but then agree to keep their ADL and subscribe to Select Feature Package or Complete Choice Enhanced package.

Customers ordering a new package to qualify for this offer must subscribe to Complete Choice Enhanced.

During the promotion period, when the eligible customer agrees to keep their ADL and the required package, the customer will receive a bill credit of \$10.00 for as long as they keep their additional line and the required package on the account. If the customer disconnects the additional line and/or the required package before the next bill period date in which a credit is due, any further benefits available under this offer will cease and the credit will be discontinued. If the customer moves from their current location, any further benefits available under this offer will cease.

If the customer newly subscribes to Complete Choice Enhanced to qualify for this promotion, the non-recurring feature charge will be waived.

The promotion is available on a maximum of one ADL and may not be combined with any other access line retention offers that provide a monthly recurring discount.

The promotion is effective from October 1, 2011, through March 31, 2012, and is available for resale.

(C)

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Additional Line Retention \$10 Promotion**

A new statewide promotion for additional access lines (access lines are described in Schedule Cal.P.U.C. No. A5.2.2), available to existing residential customers who call the Company to disconnect their additional access line (ADL) but then agree to keep their ADL and subscribe to Select Feature Package or Complete Choice Enhanced package.

Customers ordering a new package to qualify for this offer must subscribe to Complete Choice Enhanced.

During the promotion period, when the eligible customer agrees to keep their ADL and the required package, the customer will receive a bill credit of \$10.00 for as long as they keep their additional line and the required package on the account. If the customer disconnects the additional line and/or the required package before the next bill period date in which a credit is due, any further benefits available under this offer will cease and the credit will be discontinued. If the customer moves from their current location, any further benefits available under this offer will cease.

If the customer newly subscribes to Complete Choice Enhanced to qualify for this promotion, the non-recurring feature charge will be waived.

The promotion is available on a maximum of one ADL and may not be combined with any other access line retention offers that provide a monthly recurring discount.

The promotion is effective from October 1, 2011, through September 30, 2012, and is available for resale.

(C)

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Additional Line Retention \$10 Promotion**

A new statewide promotion for additional access lines (access lines are described in Schedule Cal.P.U.C. No. A5.2.2), available to existing residential customers who call the Company to disconnect their additional access line (ADL) but then agree to keep their ADL and subscribe to Select Feature Package or Complete Choice Enhanced package.

Customers ordering a new package to qualify for this offer must subscribe to Complete Choice Enhanced.

During the promotion period, when the eligible customer agrees to keep their ADL and the required package, the customer will receive a bill credit of \$10.00 for as long as they keep their additional line and the required package on the account. If the customer disconnects the additional line and/or the required package before the next bill period date in which a credit is due, any further benefits available under this offer will cease and the credit will be discontinued. If the customer moves from their current location, any further benefits available under this offer will cease.

If the customer newly subscribes to Complete Choice Enhanced to qualify for this promotion, the non-recurring feature charge will be waived.

The promotion is available on a maximum of one ADL and may not be combined with any other access line retention offers that provide a monthly recurring discount.

Customers must keep the required services for 30 days to receive the benefit of this offer. (N)

The promotion is effective from October 1, 2011, through March 31, 2013, and is available for resale. (C)

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Additional Line Retention \$10 Promotion**

A new statewide promotion for additional access lines (access lines are described in Schedule Cal.P.U.C. No. A5.2.2), available to existing residential customers who call the Company to disconnect their additional access line (ADL) but then agree to keep their ADL and subscribe to Select Feature Package or Complete Choice Enhanced package.

Customers ordering a new package to qualify for this offer must subscribe to Complete Choice Enhanced.

During the promotion period, when the eligible customer agrees to keep their ADL and the required package, the customer will receive a bill credit of \$10.00 for as long as they keep their additional line and the required package on the account. If the customer disconnects the additional line and/or the required package before the next bill period date in which a credit is due, any further benefits available under this offer will cease and the credit will be discontinued. If the customer moves from their current location, any further benefits available under this offer will cease.

If the customer newly subscribes to Complete Choice Enhanced to qualify for this promotion, the non-recurring feature charge will be waived.

The promotion is available on a maximum of one ADL and may not be combined with any other access line retention offers that provide a monthly recurring discount.

Customers must keep the required services for 30 days to receive the benefit of this offer.

The promotion is effective from October 1, 2011, through September 30, 2013, and is available for resale.

(C)

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Additional Line Retention \$10 Promotion**

A new statewide promotion for additional access lines (access lines are described in Schedule Cal.P.U.C. No. A5.2.2), available to existing residential customers who call the Company to disconnect their additional access line (ADL) but then agree to keep their ADL and subscribe to Select Feature Package or Complete Choice Enhanced package.

Customers ordering a new package to qualify for this offer must subscribe to Complete Choice Enhanced.

During the promotion period, when the eligible customer agrees to keep their ADL and the required package, the customer will receive a bill credit of \$10.00 for as long as they keep their additional line and the required package on the account. If the customer disconnects the additional line and/or the required package before the next bill period date in which a credit is due, any further benefits available under this offer will cease and the credit will be discontinued. If the customer moves from their current location, any further benefits available under this offer will cease.

If the customer newly subscribes to Complete Choice Enhanced to qualify for this promotion, the non-recurring feature charge will be waived.

The promotion is available on a maximum of one ADL and may not be combined with any other access line retention offers that provide a monthly recurring discount.

Customers must keep the required services for 30 days to receive the benefit of this offer.

The promotion is effective from October 1, 2011, through March 31, 2014, and is available for resale.

(C)

**1. GENERAL - RESIDENCE (cont'd)**

**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Residential Movers Promotion - 2009**

A new statewide promotion for existing or new customers who respond to a marketing offer, and are moving, and who transfer their existing service or establish new service at the new address, will qualify for this promotion.

Eligible customers will receive a coupon that is redeemable for a \$50.00 gift check when they transfer, or purchase new, an access line from the Company at the new address with a Complete Choice® Basic or Complete Choice® Enhanced package.

Win and Winback customers are not eligible for this offer. This promotion may not be combined with any other promotion that uses the access line with Complete Choice® Basic or Complete Choice® Enhanced, except for the Online IC Waiver. Only one coupon per customer per move is allowed. This offer is effective February 1, 2009 through January 31, 2010.

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

Residential Movers Promotion - 2010

(C)

A new statewide promotion for existing or new customers who respond to a marketing offer, and are moving, and who transfer their existing service or establish new service at the new address, will qualify for this promotion.

Eligible customers will receive redemption instructions for a \$50.00 reward when they transfer, or purchase new, an access line from the Company at the new address with a Complete Choice® Basic or Complete Choice® Enhanced package.

(C)

Win and Winback customers are not eligible for this offer. This promotion may not be combined with any other promotion that uses the access line with Complete Choice® Basic or Complete Choice® Enhanced, except for the Online IC Waiver. The customer can only qualify once per move. This offer is effective February 1, 2010 through January 31, 2011.

(C)

(C)

**1. GENERAL - RESIDENCE (cont'd)**

**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Residential Movers Promotion - 2010**

A new statewide promotion for existing or new customers who respond to a marketing offer, and are moving, and who transfer their existing service or establish new service at the new address, will qualify for this promotion.

Eligible customers will receive redemption instructions for a \$50.00 reward when they transfer, or purchase new, an access line from the Company at the new address with a Complete Choice® Basic or Complete Choice® Enhanced package.

Win and Winback customers are not eligible for this offer. This promotion may not be combined with any other promotion that uses the access line with Complete Choice® Basic or Complete Choice® Enhanced, except for the Online IC Waiver. The required services must be retained for a minimum of 30 days and at the time of processing the reward. The customer can only qualify once per move. This offer is effective February 1, 2010 through January 31, 2011. (N)  
(N)

**1. GENERAL - RESIDENCE (cont'd)**

**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Residential Movers Promotion - 2010**

A new statewide promotion for existing or new customers who respond to a marketing offer, and are moving, and who transfer their existing service or establish new service at the new address, will qualify for this promotion.

Eligible customers will receive redemption instructions for a \$50.00 reward when they transfer, or purchase new, an access line from the Company at the new address with a Complete Choice® Basic or Complete Choice® Enhanced package.

Win and Winback customers are not eligible for this offer. This promotion may not be combined with any other promotion that uses the access line with Complete Choice® Basic or Complete Choice® Enhanced, except for the Online IC Waiver. The required services must be retained for a minimum of 30 days and at the time of processing the reward. The customer can only qualify once per move. This offer is effective February 1, 2010 through October 20, 2010.

(C)

**1. GENERAL - RESIDENCE (cont'd)**

**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

(D)

(D)

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**\$5 Residence Access Line Retention Offer**

A new statewide promotion available to existing residential customers who call the Company for the purpose of discontinuing their Residential Flat or Measured Rate Service (access line) but agree to keep the service (ULTS also eligible).

During the promotion period, but prior to March 10, 2009, customers who agree to keep their access line(s) and maintain or newly subscribe to one of the eligible Custom Calling Services (CCS) noted below will be eligible for a \$5.00 monthly bill credit as long as the customer maintains the access line and the eligible CCS on each line. On and after March 10, 2009, the \$5.00 monthly bill credit will be provided for 24 months. If the customer disconnects the additional line and/or the qualifying CCS (or package containing the CCS) before the next bill period date in which a credit is due, any further benefits available under this offer will cease and the credit will be discontinued. If the customer moves from their current location, any further benefits available under this offer will cease.

The bill credit is applicable to a maximum of two access lines, providing the feature requirement is met on each line. Only one credit application applies for the life of the offer for the qualifying access lines. The bill credit will appear on the second billing cycle after the order is issued.

Eligible Custom Calling Services:

|                          |                        |
|--------------------------|------------------------|
| Anonymous Call Rejection | Busy Call Forwarding   |
| Call Forwarding          | Call Return            |
| Call Screen              | Call Trace             |
| Call Waiting             | Caller ID              |
| Delayed Call Forwarding  | Distinctive Ring       |
| Priority Ring            | Privacy Manager        |
| Repeat Dialing           | Select Call Forwarding |
| Speed Calling – 30 code  | Speed Calling – 8 code |
| Three-Way Calling        |                        |

This offer is not available to customers who subscribe to a package newly introduced on or after September 1, 2008 or who became a customer of the Company through a win/winback offer. This offer may not be combined with any other retention promotions. The promotion is available from August 25, 2008 through September 30, 2009 and is available for resale.

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**\$5 Residence Access Line Retention Offer - 2009**

A new statewide promotion available to existing residential customers who call the Company for the purpose of discontinuing their Residential Flat or Measured Rate Service (access line) but agree to keep the service (ULTS also eligible).

During the promotion period, customers who call to disconnect their line(s) but then agree to keep their access line(s) and maintain or newly subscribe to one of the eligible Custom Calling Services (CCS) noted below will be eligible for a \$5.00 monthly bill for 24 months. If the customer disconnects the access line and/or the qualifying CCS (or package containing the CCS) before the next bill period date in which a credit is due, any further benefits available under this offer will cease and the credit will be discontinued. If the customer moves from their current location, any further benefits available under this offer will cease.

The bill credit is applicable to a maximum of two access lines, providing the feature requirement is met on each line. Only one credit application applies for the life of the offer for the qualifying access lines. The bill credit will appear on the second billing cycle after the order is issued.

Eligible Custom Calling Services:

Anonymous Call Rejection  
Call Forwarding  
Call Screen  
Call Waiting  
Delayed Call Forwarding  
Priority Ring  
Repeat Dialing  
Speed Calling – 30 code  
Three-Way Calling

Busy Call Forwarding  
Call Return  
Call Trace  
Caller ID  
Distinctive Ring  
Privacy Manager  
Select Call Forwarding  
Speed Calling – 8 code

This offer is not available to customers who subscribe to a package newly introduced on or after September 1, 2008 or who became a customer of the Company through a win/winback offer. This offer may not be combined with any other retention promotions.

The promotion is available from October 1, 2009 through March 13, 2010, and is available for resale.

1. GENERAL - RESIDENCE (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

\$5 Residence Access Line Retention Offer - 2009

A new statewide promotion available to existing residential customers who call the Company for the purpose of discontinuing their Residential Flat or Measured Rate Service (access line) but agree to keep the service (ULTS also eligible).

During the promotion period, customers who call to disconnect their line(s) but then agree to keep their access line(s) and maintain or newly subscribe to one of the eligible Custom Calling Services (CCS) noted below will be eligible for a \$5.00 credit on their monthly bill for 24 months. (C)  
If the customer disconnects the access line and/or the qualifying CCS (or package containing the CCS) before the next bill period date in which a credit is due, any further benefits available under this offer will cease and the credit will be discontinued. If the customer moves from their current location, any further benefits available under this offer will cease.

The bill credit is applicable to a maximum of two access lines, providing the feature requirement is met on each line. Only one credit application applies for the life of the offer for the qualifying access lines. The bill credit will appear on the second billing cycle after the order is issued.

Eligible Custom Calling Services:

- |                          |                        |
|--------------------------|------------------------|
| Anonymous Call Rejection | Busy Call Forwarding   |
| Call Forwarding          | Call Return            |
| Call Screen              | Call Trace             |
| Call Waiting             | Caller ID              |
| Delayed Call Forwarding  | Distinctive Ring       |
| Priority Ring            | Privacy Manager        |
| Repeat Dialing           | Select Call Forwarding |
| Speed Calling – 30 code  | Speed Calling – 8 code |
| Three-Way Calling        |                        |

Customers with the Complete Choice Basic or Complete Choice Enhanced package are eligible for this offer except during a downgrade from Complete Choice Enhanced to Complete Choice Basic. This offer may not be combined with any other retention promotions. (C)  
(C)

The promotion is available from October 1, 2009 through March 13, 2010, and is available for resale.

1. GENERAL - RESIDENCE (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

\$5 Residence Access Line Retention Offer - 2010 (C)

A new statewide promotion available to existing residential customers who call the Company for the purpose of discontinuing their Residential Flat or Measured Rate Service (access line) but agree to keep the service (ULTS also eligible).

During the promotion period, customers who call to disconnect their line(s) but then agree to keep their access line(s) and maintain or newly subscribe to one of the eligible Custom Calling Services (CCS) noted below will be eligible for a \$5.00 credit on their monthly bill for 24 months. Customers must have the required services for 30 days to receive the benefit of this offer. (N)

If the customer disconnects the access line and/or the qualifying CCS (or package containing the CCS) before the next bill period date in which a credit is due, any further benefits available under this offer will cease and the credit will be discontinued. If the customer moves from their current location, any further benefits available under this offer will cease.

The bill credit is applicable to a maximum of two access lines, providing the feature requirement is met on each line. Only one credit application applies for the life of the offer for the qualifying access lines. The bill credit will appear on the second billing cycle after the order is issued.

Eligible Custom Calling Services:

|                          |                        |
|--------------------------|------------------------|
| Anonymous Call Rejection | Busy Call Forwarding   |
| Call Forwarding          | Call Return            |
| Call Screen              | Call Trace             |
| Call Waiting             | Caller ID              |
| Delayed Call Forwarding  | Distinctive Ring       |
| Priority Ring            | Privacy Manager        |
| Repeat Dialing           | Select Call Forwarding |
| Speed Calling – 30 code  | Speed Calling – 8 code |
| Three-Way Calling        |                        |

Customers with the Complete Choice Basic or Complete Choice Enhanced package are eligible for this offer except during a downgrade from Complete Choice Enhanced to Complete Choice Basic. This offer may not be combined with any other retention promotions that provide a monthly discount. Customers subscribing to Complete Choice Enhanced or Complete Choice Basic must have the access line in service for a minimum of 60 days before the customer becomes eligible for this offer. (N)  
(N)

The promotion is available from March 14, 2010 through September 30, 2010, and is available for resale. (C)

1. GENERAL - RESIDENCE (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

\$5 Residence Access Line Retention Offer - 2010

A new statewide promotion available to existing residential customers who call the Company for the purpose of discontinuing their Residential Flat or Measured Rate Service (access line) but agree to keep the service (ULTS also eligible).

During the promotion period, customers who call to disconnect their line(s) but then agree to keep their access line(s) and maintain or newly subscribe to one of the eligible Custom Calling Services (CCS) noted below will be eligible for a \$5.00 credit on their monthly bill for 24 months. Customers must keep the required services for 30 days to receive the benefit of this offer. (C)

If the customer disconnects the access line and/or the qualifying CCS before the next bill period date in which a credit is due, any further benefits available under this offer will cease and the credit will be discontinued. If the customer moves from their current location, any further benefits available under this offer will cease. (C)

The bill credit is applicable to a maximum of two access lines, providing the feature requirement is met on each line. Only one credit application applies for the life of the offer for the qualifying access lines. The bill credit will appear on the second billing cycle after the order is issued.

Eligible Custom Calling Services:

- |                          |                        |
|--------------------------|------------------------|
| Anonymous Call Rejection | Busy Call Forwarding   |
| Call Forwarding          | Call Return            |
| Call Screen              | Call Trace             |
| Call Waiting             | Caller ID              |
| Delayed Call Forwarding  | Distinctive Ring       |
| Priority Ring            | Privacy Manager        |
| Repeat Dialing           | Select Call Forwarding |
| Speed Calling – 30 code  | Speed Calling – 8 code |
| Three-Way Calling        |                        |

This offer is not available to subscribers of Complete Choice Basic or Complete Choice Enhanced. (N)

This offer may not be combined with any other retention promotions that provide a monthly discount. (D)

The promotion is available from March 14, 2010 through September 30, 2010, and is available for resale. (D)

**1. GENERAL - RESIDENCE (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**\$5 Residence Access Line Retention Offer - 2010**

A new statewide promotion available to existing residential customers who call the Company for the purpose of discontinuing their Residential Flat or Measured Rate Service (access line) but agree to keep the service (ULTS also eligible).

During the promotion period, customers who call to disconnect their line(s) but then agree to keep their access line(s) and maintain or newly subscribe to one of the eligible Custom Calling Services (CCS) noted below will be eligible for a \$5.00 credit on their monthly bill for 24 months. Customers must keep the required services for 30 days to receive the benefit of this offer.

If the customer disconnects the access line and/or the qualifying CCS before the next bill period date in which a credit is due, any further benefits available under this offer will cease and the credit will be discontinued. If the customer moves from their current location, any further benefits available under this offer will cease.

The bill credit is applicable to a maximum of two access lines, providing the feature requirement is met on each line. Only one credit application applies for the life of the offer for the qualifying access lines. The bill credit will appear on the second billing cycle after the order is issued.

Eligible Custom Calling Services:

Anonymous Call Rejection  
Call Forwarding  
Call Screen  
Call Waiting  
Delayed Call Forwarding  
Priority Ring  
Repeat Dialing  
Speed Calling – 30 code  
Three-Way Calling

Busy Call Forwarding  
Call Return  
Call Trace  
Caller ID  
Distinctive Ring  
Privacy Manager  
Select Call Forwarding  
Speed Calling – 8 code

This offer is not available to subscribers of Complete Choice Basic or Complete Choice Enhanced.

This offer may not be combined with any other retention promotions that provide a monthly discount.

The promotion is available from March 14, 2010 through October 31, 2010, and is available for resale.

(C)

**2. GENERAL - BUSINESS****A. Description**

The Company may from time to time engage in promotional offerings of network and exchange services and private line and special access services to the Company's Business customers.

The Company may waive and/or discount specific tariff or Guidebook rates and/or charges, provide customers with credits based on meeting certain conditions, offer services under different terms and conditions, or offer other incentives to purchase tariffed or Guidebook services as specified in the offer.

**B. Promotional Services**

Promotion offerings shall include the following:

**Renewal Bonus Promotion**

A statewide promotion for Centrex service available to existing Centrex business customers. To be eligible, customers must renew their current Centrex tariff term agreement (The Answer, The Solution, or A Little Something Extra, as described in Guidebook, Part 5, Section 1) for 36 months. Customers not under a Centrex tariffed term agreement must sign a 36 month term agreement for one of the preceding Centrex term agreements. The term agreement must be signed on or after October 30, 2006 through December 4, 2007.

During the promotional period, customers will receive a one-time bill credit of \$35.00 per Centrex station up to a maximum of \$1,225.00 per term agreement. The bill credit will appear between the third and fifth billing cycles after the order is issued.

Customers participating in this Centrex promotion are not eligible for other Centrex promotions unless specified otherwise. Standard termination charges apply for early, partial or total discontinuance of the term agreement. This promotion is not available to customers with Centrex service provided under a G.O. 96-A contract.

This promotion is offered from October 30, 2006 through December 4, 2007 and is available for resale.

**2. GENERAL - BUSINESS**

**A. Description**

The Company may from time to time engage in promotional offerings of network and exchange services and private line and special access services to the Company's Business customers.

The Company may waive and/or discount specific tariff or Guidebook rates and/or charges, provide customers with credits based on meeting certain conditions, offer services under different terms and conditions, or offer other incentives to purchase tariffed or Guidebook services as specified in the offer.

**B. Promotional Services**

Promotion offerings shall include the following:

Renewal Bonus Promotion

(D)

(D)

2. GENERAL - BUSINESS

A. Description

The Company may from time to time engage in promotional offerings of network and exchange services and private line and special access services to the Company's Business customers.

The Company may waive and/or discount specific tariff or Guidebook rates and/or charges, provide customers with credits based on meeting certain conditions, offer services under different terms and conditions, or offer other incentives to purchase tariffed or Guidebook services as specified in the offer.

B. Promotional Services

Promotion offerings shall include the following:

**AT&T Business Local Calling Additional Line Promotion**

A promotion period will be established from June 20, 2011 through September 20, 2011. During this period eligible business customers who purchase new, incremental local exchange access lines will receive a one-time \$50.00 bill credit per line for up to 4 lines added per customer location.

Eligible customers are existing business customers who add new, incremental local exchange access lines to a new or existing AT&T Business Local Calling term agreement after refusing the initial offer to add local access lines. Also eligible are new business start-up customers who add lines to a new AT&T Business Local Calling term agreement after refusing the initial offer to add an AT&T Business Local Calling term agreement. Additionally, all customers who add local exchange access lines to an AT&T Business Local Calling term agreement electronically, via online ordering methods, in response to an online advertisement will also qualify.

The lines added must be subscribed to either AT&T Business Local Calling Option A or Option B in order to qualify. Bill credits will become effective with the third bill period following eligibility. Customers disconnecting any of the new lines before the third bill period will not qualify to receive any bill credits. All orders must be completed by October 20, 2011. The Company may discontinue this offer upon 14 days notice.

This promotion is available for resale.

(D)  
(N)

(N)

**2. GENERAL - BUSINESS****A. Description**

The Company may from time to time engage in promotional offerings of network and exchange services and private line and special access services to the Company's Business customers.

The Company may waive and/or discount specific tariff or Guidebook rates and/or charges, provide customers with credits based on meeting certain conditions, offer services under different terms and conditions, or offer other incentives to purchase tariffed or Guidebook services as specified in the offer.

**B. Promotional Services**

Promotion offerings shall include the following:

**AT&T Business Local Calling Additional Line Promotion**

A promotion period will be established from June 20, 2011, through December 31, 2011. During this period eligible business customers who purchase new, incremental local exchange access lines will receive a one-time \$50.00 bill credit per line for up to 4 lines added per customer location. (C)

Eligible customers are existing business customers who add new, incremental local exchange access lines to a new or existing AT&T Business Local Calling term agreement after refusing the initial offer to add local access lines. Also eligible are new business start-up customers who add lines to a new AT&T Business Local Calling term agreement after refusing the initial offer to add an AT&T Business Local Calling term agreement. Additionally, all customers who add local exchange access lines to an AT&T Business Local Calling term agreement electronically, via online ordering methods, in response to an online advertisement will also qualify.

The lines added must be subscribed to either AT&T Business Local Calling Option A or Option B in order to qualify. Bill credits will become effective with the third bill period following eligibility. Customers disconnecting any of the new lines before the third bill period will not qualify to receive any bill credits. All orders must be completed by January 31, 2012. The Company may discontinue this offer upon 14 days notice. (C)

This promotion is available for resale.

**2. GENERAL - BUSINESS****A. Description**

The Company may from time to time engage in promotional offerings of network and exchange services and private line and special access services to the Company's Business customers.

The Company may waive and/or discount specific tariff or Guidebook rates and/or charges, provide customers with credits based on meeting certain conditions, offer services under different terms and conditions, or offer other incentives to purchase tariffed or Guidebook services as specified in the offer.

**B. Promotional Services**

Promotion offerings shall include the following:

**AT&T Business Local Calling Additional Line Promotion**

A promotion period will be established from June 20, 2011, through April 30, 2012. During this period eligible business customers who purchase new, incremental local exchange access lines will receive a one-time \$50.00 bill credit per line for up to 4 lines added per customer location. (C)

Eligible customers are existing business customers who add new, incremental local exchange access lines to a new or existing AT&T Business Local Calling term agreement after refusing the initial offer to add local access lines. Also eligible are new business start-up customers who add lines to a new AT&T Business Local Calling term agreement after refusing the initial offer to add an AT&T Business Local Calling term agreement. Additionally, all customers who add local exchange access lines to an AT&T Business Local Calling term agreement electronically, via online ordering methods, in response to an online advertisement will also qualify.

The lines added must be subscribed to either AT&T Business Local Calling Option A or Option B in order to qualify. Bill credits will become effective with the third bill period following eligibility. Customers disconnecting any of the new lines before the third bill period will not qualify to receive any bill credits. All orders must be completed by May 31, 2012. The Company may discontinue this offer upon 14 days notice. (C)

This promotion is available for resale.

**2. GENERAL - BUSINESS****A. Description**

The Company may from time to time engage in promotional offerings of network and exchange services and private line and special access services to the Company's Business customers.

The Company may waive and/or discount specific tariff or Guidebook rates and/or charges, provide customers with credits based on meeting certain conditions, offer services under different terms and conditions, or offer other incentives to purchase tariffed or Guidebook services as specified in the offer.

**B. Promotional Services**

Promotion offerings shall include the following:

**AT&T Business Local Calling Additional Line Promotion**

A promotion period will be established from June 20, 2011, through August 31, 2012. During this period eligible business customers who purchase new, incremental local exchange access lines will receive a one-time \$50.00 bill credit per line for up to 4 lines added per customer location. (C)

Eligible customers are existing business customers who add new, incremental local exchange access lines to a new or existing AT&T Business Local Calling term agreement after refusing the initial offer to add local access lines. Also eligible are new business start-up customers who add lines to a new AT&T Business Local Calling term agreement after refusing the initial offer to add an AT&T Business Local Calling term agreement. Additionally, all customers who add local exchange access lines to an AT&T Business Local Calling term agreement electronically, via online ordering methods, in response to an online advertisement will also qualify.

The lines added must be subscribed to either AT&T Business Local Calling Option A or Option B in order to qualify. Bill credits will become effective with the third bill period following eligibility. Customers disconnecting any of the new lines before the third bill period will not qualify to receive any bill credits. All orders must be completed by September 30, 2012. The Company may discontinue this offer upon 14 days notice. (C)

This promotion is available for resale.

**2. GENERAL - BUSINESS****A. Description**

The Company may from time to time engage in promotional offerings of network and exchange services and private line and special access services to the Company's Business customers.

The Company may waive and/or discount specific tariff or Guidebook rates and/or charges, provide customers with credits based on meeting certain conditions, offer services under different terms and conditions, or offer other incentives to purchase tariffed or Guidebook services as specified in the offer.

**B. Promotional Services**

Promotion offerings shall include the following:

**AT&T Business Local Calling Additional Line Promotion**

A promotion period will be established from June 20, 2011, through December 31, 2012. During this period eligible business customers who purchase new, incremental local exchange access lines will receive a one-time \$50.00 bill credit per line for up to 4 lines added per customer location. (C)

Eligible customers are existing business customers who add new, incremental local exchange access lines to a new or existing AT&T Business Local Calling term agreement after refusing the initial offer to add local access lines. Also eligible are new business start-up customers who add lines to a new AT&T Business Local Calling term agreement after refusing the initial offer to add an AT&T Business Local Calling term agreement. Additionally, all customers who add local exchange access lines to an AT&T Business Local Calling term agreement electronically, via online ordering methods, in response to an online advertisement will also qualify.

The lines added must be subscribed to either AT&T Business Local Calling Option A or Option B in order to qualify. Bill credits will become effective with the third bill period following eligibility. Customers disconnecting any of the new lines before the third bill period will not qualify to receive any bill credits. All orders must be completed by January 31, 2013. The Company may discontinue this offer upon 14 days notice. (C)

This promotion is available for resale.

**2. GENERAL - BUSINESS****A. Description**

The Company may from time to time engage in promotional offerings of network and exchange services and private line and special access services to the Company's Business customers.

The Company may waive and/or discount specific tariff or Guidebook rates and/or charges, provide customers with credits based on meeting certain conditions, offer services under different terms and conditions, or offer other incentives to purchase tariffed or Guidebook services as specified in the offer.

**B. Promotional Services**

Promotion offerings shall include the following:

**AT&T Business Local Calling Additional Line Promotion**

A promotion period will be established from June 20, 2011, through April 30, 2013. During this period eligible business customers who purchase new, incremental local exchange access lines will receive a one-time \$50.00 bill credit per line for up to 4 lines added per customer location. (C)

Eligible customers are existing business customers who add new, incremental local exchange access lines to a new or existing AT&T Business Local Calling term agreement after refusing the initial offer to add local access lines. Also eligible are new business start-up customers who add lines to a new AT&T Business Local Calling term agreement after refusing the initial offer to add an AT&T Business Local Calling term agreement. Additionally, all customers who add local exchange access lines to an AT&T Business Local Calling term agreement electronically, via online ordering methods, in response to an online advertisement will also qualify.

The lines added must be subscribed to either AT&T Business Local Calling Option A or Option B in order to qualify. Bill credits will become effective with the third bill period following eligibility. Customers disconnecting any of the new lines before the third bill period will not qualify to receive any bill credits. All orders must be completed by May 31, 2013. The Company may discontinue this offer upon 14 days notice. (C)

This promotion is available for resale.

**2. GENERAL - BUSINESS****A. Description**

The Company may from time to time engage in promotional offerings of network and exchange services and private line and special access services to the Company's Business customers.

The Company may waive and/or discount specific tariff or Guidebook rates and/or charges, provide customers with credits based on meeting certain conditions, offer services under different terms and conditions, or offer other incentives to purchase tariffed or Guidebook services as specified in the offer.

**B. Promotional Services**

Promotion offerings shall include the following:

**AT&T Business Local Calling Additional Line Promotion**

A promotion period will be established from June 20, 2011, through August 31, 2013. During this period eligible business customers who purchase new, incremental local exchange access lines will receive a one-time \$50.00 bill credit per line for up to 4 lines added per customer location. (C)

Eligible customers are existing business customers who add new, incremental local exchange access lines to a new or existing AT&T Business Local Calling term agreement after refusing the initial offer to add local access lines. Also eligible are new business start-up customers who add lines to a new AT&T Business Local Calling term agreement after refusing the initial offer to add an AT&T Business Local Calling term agreement. Additionally, all customers who add local exchange access lines to an AT&T Business Local Calling term agreement electronically, via online ordering methods, in response to an online advertisement will also qualify.

The lines added must be subscribed to either AT&T Business Local Calling Option A or Option B in order to qualify. Bill credits will become effective with the third bill period following eligibility. Customers disconnecting any of the new lines before the third bill period will not qualify to receive any bill credits. All orders must be completed by September 30, 2013. The Company may discontinue this offer upon 14 days notice. (C)

This promotion is available for resale.

**2. GENERAL - BUSINESS****A. Description**

The Company may from time to time engage in promotional offerings of network and exchange services and private line and special access services to the Company's Business customers.

The Company may waive and/or discount specific tariff or Guidebook rates and/or charges, provide customers with credits based on meeting certain conditions, offer services under different terms and conditions, or offer other incentives to purchase tariffed or Guidebook services as specified in the offer.

**B. Promotional Services**

Promotion offerings shall include the following:

**AT&T Business Local Calling Additional Line Promotion**

A promotion period will be established from June 20, 2011, through December 31, 2013. During this period eligible business customers who purchase new, incremental local exchange access lines will receive a one-time \$50.00 bill credit per line for up to 4 lines added per customer location. Effective June 3, 2013, the one-time credit for up to 4 lines will be \$100. (C)  
(N)

Eligible customers are existing business customers who add new, incremental local exchange access lines to a new or existing AT&T Business Local Calling term agreement after refusing the initial offer to add local access lines. Also eligible are new business start-up customers who add lines to a new AT&T Business Local Calling term agreement after refusing the initial offer to add an AT&T Business Local Calling term agreement. Additionally, all customers who add local exchange access lines to an AT&T Business Local Calling term agreement electronically, via online ordering methods, in response to an online advertisement will also qualify.

The lines added must be subscribed to either AT&T Business Local Calling Option A or Option B in order to qualify. Bill credits will become effective with the third bill period following eligibility. Customers disconnecting any of the new lines before the third bill period will not qualify to receive any bill credits. All orders must be completed by January 31, 2014. The Company may discontinue this offer upon 14 days notice. (C)

This promotion is available for resale.

**2. GENERAL - BUSINESS****A. Description**

The Company may from time to time engage in promotional offerings of network and exchange services and private line and special access services to the Company's Business customers.

The Company may waive and/or discount specific tariff or Guidebook rates and/or charges, provide customers with credits based on meeting certain conditions, offer services under different terms and conditions, or offer other incentives to purchase tariffed or Guidebook services as specified in the offer.

**B. Promotional Services**

Promotion offerings shall include the following:

**AT&T Business Local Calling Additional Line Promotion**

A promotion period will be established from June 20, 2011, through April 30, 2014. During this period eligible business customers who purchase new, incremental local exchange access lines will receive a one-time \$50.00 bill credit per line for up to 4 lines added per customer location. Effective June 3, 2013, the one-time credit for up to 4 lines will be \$100. (C)

Eligible customers are existing business customers who add new, incremental local exchange access lines to a new or existing AT&T Business Local Calling term agreement after refusing the initial offer to add local access lines. Also eligible are new business start-up customers who add lines to a new AT&T Business Local Calling term agreement after refusing the initial offer to add an AT&T Business Local Calling term agreement. Additionally, all customers who add local exchange access lines to an AT&T Business Local Calling term agreement electronically, via online ordering methods, in response to an online advertisement will also qualify.

The lines added must be subscribed to either AT&T Business Local Calling Option A or Option B in order to qualify. Bill credits will become effective with the third bill period following eligibility. Customers disconnecting any of the new lines before the third bill period will not qualify to receive any bill credits. All orders must be completed by May 31, 2014. The Company may discontinue this offer upon 14 days notice. (C)

This promotion is available for resale.

**2. GENERAL - BUSINESS****A. Description**

The Company may from time to time engage in promotional offerings of network and exchange services and private line and special access services to the Company's Business customers.

The Company may waive and/or discount specific tariff or Guidebook rates and/or charges, provide customers with credits based on meeting certain conditions, offer services under different terms and conditions, or offer other incentives to purchase tariffed or Guidebook services as specified in the offer.

**B. Promotional Services**

Promotion offerings shall include the following:

**AT&T Business Local Calling Additional Line Promotion**

Available through August 31, 2014. During this period eligible business customers who purchase new, incremental local exchange access lines will receive a one-time \$100.00 bill credit per line for up to 4 lines added per customer location.

(C)  
|  
(C)

Eligible customers are existing business customers who add new, incremental local exchange access lines to a new or existing AT&T Business Local Calling term agreement after refusing the initial offer to add local access lines. Also eligible are new business start-up customers who add lines to a new AT&T Business Local Calling term agreement after refusing the initial offer to add an AT&T Business Local Calling term agreement. Additionally, all customers who add local exchange access lines to an AT&T Business Local Calling term agreement electronically, via online ordering methods, in response to an online advertisement will also qualify.

The lines added must be subscribed to either AT&T Business Local Calling Option A or Option B in order to qualify. Bill credits will become effective with the third bill period following eligibility. Customers disconnecting any of the new lines before the third bill period will not qualify to receive any bill credits. All orders must be completed by September 30, 2014. The Company may discontinue this offer upon 14 days notice.

(C)

This promotion is available for resale.

**2. GENERAL - BUSINESS****A. Description**

The Company may from time to time engage in promotional offerings of network and exchange services and private line and special access services to the Company's Business customers.

The Company may waive and/or discount specific tariff or Guidebook rates and/or charges, provide customers with credits based on meeting certain conditions, offer services under different terms and conditions, or offer other incentives to purchase tariffed or Guidebook services as specified in the offer.

**B. Promotional Services**

Promotion offerings shall include the following:

**AT&T Business Local Calling Additional Line Promotion**

Available through December 31, 2014. During this period eligible business customers who purchase new, incremental local exchange access lines will receive a one-time \$100.00 bill credit per line for up to 4 lines added per customer location. (C)

Eligible customers are existing business customers who add new, incremental local exchange access lines to a new or existing AT&T Business Local Calling term agreement after refusing the initial offer to add local access lines. Also eligible are new business start-up customers who add lines to a new AT&T Business Local Calling term agreement after refusing the initial offer to add an AT&T Business Local Calling term agreement. Additionally, all customers who add local exchange access lines to an AT&T Business Local Calling term agreement electronically, via online ordering methods, in response to an online advertisement will also qualify.

The lines added must be subscribed to either AT&T Business Local Calling Option A or Option B in order to qualify. Bill credits will become effective with the third bill period following eligibility. Customers disconnecting any of the new lines before the third bill period will not qualify to receive any bill credits. All orders must be completed by January 31, 2015. The Company may discontinue this offer upon 14 days notice. (C)

This promotion is available for resale.

**2. GENERAL - BUSINESS****A. Description**

The Company may from time to time engage in promotional offerings of network and exchange services and private line and special access services to the Company's Business customers.

The Company may waive and/or discount specific tariff or Guidebook rates and/or charges, provide customers with credits based on meeting certain conditions, offer services under different terms and conditions, or offer other incentives to purchase tariffed or Guidebook services as specified in the offer.

**B. Promotional Services**

Promotion offerings shall include the following:

**AT&T Business Local Calling Additional Line Promotion**

Available through December 31, 2015. During this period eligible business customers who purchase new, incremental local exchange access lines will receive a one-time \$100.00 bill credit per line for up to 4 lines added per customer location. (C)

Eligible customers are existing business customers who add new, incremental local exchange access lines to a new or existing AT&T Business Local Calling term agreement after refusing the initial offer to add local access lines. Also eligible are new business start-up customers who add lines to a new AT&T Business Local Calling term agreement after refusing the initial offer to add an AT&T Business Local Calling term agreement. Additionally, all customers who add local exchange access lines to an AT&T Business Local Calling term agreement electronically, via online ordering methods, in response to an online advertisement will also qualify.

The lines added must be subscribed to either AT&T Business Local Calling Option A or Option B in order to qualify. Bill credits will become effective with the third bill period following eligibility. Customers disconnecting any of the new lines before the third bill period will not qualify to receive any bill credits. All orders must be completed by January 31, 2016. The Company may discontinue this offer upon 14 days notice. (C)

This promotion is available for resale.

**2. GENERAL - BUSINESS****A. Description**

The Company may from time to time engage in promotional offerings of network and exchange services and private line and special access services to the Company's Business customers.

The Company may waive and/or discount specific tariff or Guidebook rates and/or charges, provide customers with credits based on meeting certain conditions, offer services under different terms and conditions, or offer other incentives to purchase tariffed or Guidebook services as specified in the offer.

**B. Promotional Services**

Promotion offerings shall include the following:

**AT&T Business Local Calling Additional Line Promotion**

Available through December 31, 2016. During this period eligible business customers who purchase new, incremental local exchange access lines will receive a one-time \$100.00 bill credit per line for up to 4 lines added per customer location. (C)

Eligible customers are existing business customers who add new, incremental local exchange access lines to a new or existing AT&T Business Local Calling term agreement after refusing the initial offer to add local access lines. Also eligible are new business start-up customers who add lines to a new AT&T Business Local Calling term agreement after refusing the initial offer to add an AT&T Business Local Calling term agreement. Additionally, all customers who add local exchange access lines to an AT&T Business Local Calling term agreement electronically, via online ordering methods, in response to an online advertisement will also qualify.

The lines added must be subscribed to either AT&T Business Local Calling Option A or Option B in order to qualify. Bill credits will become effective with the third bill period following eligibility. Customers disconnecting any of the new lines before the third bill period will not qualify to receive any bill credits. All orders must be completed by January 31, 2017. The Company may discontinue this offer upon 14 days notice. (C)

This promotion is available for resale.

**2. GENERAL - BUSINESS****A. Description**

The Company may from time to time engage in promotional offerings of network and exchange services and private line and special access services to the Company's Business customers.

The Company may waive and/or discount specific tariff or Guidebook rates and/or charges, provide customers with credits based on meeting certain conditions, offer services under different terms and conditions, or offer other incentives to purchase tariffed or Guidebook services as specified in the offer.

**B. Promotional Services**

Promotion offerings shall include the following:

**AT&T Business Local Calling Additional Line Promotion**

Available through December 31, 2017. During this period eligible business customers who purchase new, incremental local exchange access lines will receive a one-time \$100.00 bill credit per line for up to 4 lines added per customer location. (C)

Eligible customers are existing business customers who add new, incremental local exchange access lines to a new or existing AT&T Business Local Calling term agreement after refusing the initial offer to add local access lines. Also eligible are new business start-up customers who add lines to a new AT&T Business Local Calling term agreement after refusing the initial offer to add an AT&T Business Local Calling term agreement. Additionally, all customers who add local exchange access lines to an AT&T Business Local Calling term agreement electronically, via online ordering methods, in response to an online advertisement will also qualify.

The lines added must be subscribed to either AT&T Business Local Calling Option A or Option B in order to qualify. Bill credits will become effective with the third bill period following eligibility. Customers disconnecting any of the new lines before the third bill period will not qualify to receive any bill credits. All orders must be completed by January 31, 2018. The Company may discontinue this offer upon 14 days notice. (C)

This promotion is available for resale.

## 2. GENERAL - BUSINESS

### A. Description

The Company may from time to time engage in promotional offerings of network and exchange services and private line and special access services to the Company's Business customers.

The Company may waive and/or discount specific tariff or Guidebook rates and/or charges, provide customers with credits based on meeting certain conditions, offer services under different terms and conditions, or offer other incentives to purchase tariffed or Guidebook services as specified in the offer.

### B. Promotional Services

Promotion offerings shall include the following:

#### **AT&T Business Local Calling Additional Line Promotion**

Available through December 31, 2017. During this period eligible business customers who purchase new, incremental local exchange access lines will receive a one-time \$100.00 bill credit per line for up to 4 lines added per customer location.

Eligible customers are existing business customers who add new, incremental local exchange access lines to a new or existing AT&T Business Local Calling term agreement after refusing the initial offer to add local access lines. Also eligible are new business start-up customers who add lines to a new AT&T Business Local Calling term agreement after refusing the initial offer to add an AT&T Business Local Calling term agreement. Additionally, all customers who add local exchange access lines to an AT&T Business Local Calling term agreement electronically, via online ordering methods, in response to an online advertisement will also qualify.

The lines added must be subscribed to either AT&T Business Local Calling Option A or Option B in order to qualify. Bill credits will become effective with the third bill period following eligibility. Customers disconnecting any of the new lines before the third bill period will not qualify to receive any bill credits. All orders must be completed by January 31, 2018. The Company may discontinue this offer upon 14 days notice.

This promotion is available for resale.

This promotion may not be combined with the All For Less offer<sup>/1/</sup>.

(N)

/1/ The All For Less bundle combines Business Local Calling Assurance, provided by AT&T California, with services offered by affiliates of AT&T California (Long Distance and non-regulated Internet services) in a bundled offering.

(N)  
|  
(N)

**2. GENERAL - BUSINESS****A. Description**

The Company may from time to time engage in promotional offerings of network and exchange services and private line and special access services to the Company's Business customers.

The Company may waive and/or discount specific tariff or Guidebook rates and/or charges, provide customers with credits based on meeting certain conditions, offer services under different terms and conditions, or offer other incentives to purchase tariffed or Guidebook services as specified in the offer.

**B. Promotional Services**

Promotion offerings shall include the following:

**AT&T Business Local Calling Additional Line Promotion**

Available through December 31, 2018. During this period eligible business customers who purchase new, incremental local exchange access lines will receive a one-time \$100.00 bill credit per line for up to 4 lines added per customer location. (C)

Eligible customers are existing business customers who add new, incremental local exchange access lines to a new or existing AT&T Business Local Calling term agreement after refusing the initial offer to add local access lines. Also eligible are new business start-up customers who add lines to a new AT&T Business Local Calling term agreement after refusing the initial offer to add an AT&T Business Local Calling term agreement. Additionally, all customers who add local exchange access lines to an AT&T Business Local Calling term agreement electronically, via online ordering methods, in response to an online advertisement will also qualify.

The lines added must be subscribed to either AT&T Business Local Calling Option A or Option B in order to qualify. Bill credits will become effective with the third bill period following eligibility. Customers disconnecting any of the new lines before the third bill period will not qualify to receive any bill credits. All orders must be completed by January 31, 2019. The Company may discontinue this offer upon 14 days notice. (C)

This promotion is available for resale.

This promotion may not be combined with the All For Less offer<sup>/1/</sup>.

/1/ The All For Less bundle combines Business Local Calling Assurance, provided by AT&T California, with services offered by affiliates of AT&T California (Long Distance and non-regulated Internet services) in a bundled offering.

**2. GENERAL - BUSINESS****A. Description**

The Company may from time to time engage in promotional offerings of network and exchange services and private line and special access services to the Company's Business customers.

The Company may waive and/or discount specific tariff or Guidebook rates and/or charges, provide customers with credits based on meeting certain conditions, offer services under different terms and conditions, or offer other incentives to purchase tariffed or Guidebook services as specified in the offer.

**B. Promotional Services**

Promotion offerings shall include the following:

**AT&T Business Local Calling Additional Line Promotion**

Available through December 31, 2019. During this period eligible business customers who purchase new, incremental local exchange access lines will receive a one-time \$100.00 bill credit per line for up to 4 lines added per customer location. (C)

Eligible customers are existing business customers who add new, incremental local exchange access lines to a new or existing AT&T Business Local Calling term agreement after refusing the initial offer to add local access lines. Also eligible are new business start-up customers who add lines to a new AT&T Business Local Calling term agreement after refusing the initial offer to add an AT&T Business Local Calling term agreement. Additionally, all customers who add local exchange access lines to an AT&T Business Local Calling term agreement electronically, via online ordering methods, in response to an online advertisement will also qualify.

The lines added must be subscribed to either AT&T Business Local Calling Option A or Option B in order to qualify. Bill credits will become effective with the third bill period following eligibility. Customers disconnecting any of the new lines before the third bill period will not qualify to receive any bill credits. All orders must be completed by January 31, 2020. The Company may discontinue this offer upon 14 days notice. (C)

This promotion is available for resale.

This promotion may not be combined with the All For Less offer<sup>/1/</sup>.

/1/ The All For Less bundle combines Business Local Calling Assurance, provided by AT&T California, with services offered by affiliates of AT&T California (Long Distance and non-regulated Internet services) in a bundled offering.

## 2. GENERAL - BUSINESS

### A. Description

The Company may from time to time engage in promotional offerings of network and exchange services and private line and special access services to the Company's Business customers.

The Company may waive and/or discount specific tariff or Guidebook rates and/or charges, provide customers with credits based on meeting certain conditions, offer services under different terms and conditions, or offer other incentives to purchase tariffed or Guidebook services as specified in the offer.

### B. Promotional Services

Promotion offerings shall include the following:

#### **AT&T Business Local Calling Additional Line Promotion**

Available through December 31, 2020. During this period eligible business customers who purchase new, incremental local exchange access lines will receive a one-time \$100.00 bill credit per line for up to 4 lines added per customer location. (C)

Eligible customers are existing business customers who add new, incremental local exchange access lines to a new or existing AT&T Business Local Calling term agreement after refusing the initial offer to add local access lines. Also eligible are new business start-up customers who add lines to a new AT&T Business Local Calling term agreement after refusing the initial offer to add an AT&T Business Local Calling term agreement. Additionally, all customers who add local exchange access lines to an AT&T Business Local Calling term agreement electronically, via online ordering methods, in response to an online advertisement will also qualify.

The lines added must be subscribed to either AT&T Business Local Calling Option A or Option B in order to qualify. Bill credits will become effective with the third bill period following eligibility. Customers disconnecting any of the new lines before the third bill period will not qualify to receive any bill credits. All orders must be completed by January 31, 2021. The Company may discontinue this offer upon 14 days notice. (C)

This promotion is available for resale.

This promotion may not be combined with the All For Less offer<sup>/1/</sup>.

/1/ The All For Less bundle combines Business Local Calling Assurance, provided by AT&T California, with services offered by affiliates of AT&T California (Long Distance and non-regulated Internet services) in a bundled offering.

**2. GENERAL - BUSINESS****A. Description**

The Company may from time to time engage in promotional offerings of network and exchange services and private line and special access services to the Company's Business customers.

The Company may waive and/or discount specific tariff or Guidebook rates and/or charges, provide customers with credits based on meeting certain conditions, offer services under different terms and conditions, or offer other incentives to purchase tariffed or Guidebook services as specified in the offer.

**B. Promotional Services**

Promotion offerings shall include the following:

**AT&T Business Local Calling Additional Line Promotion**

Available through December 31, 2022. During this period eligible business customers who purchase new, incremental local exchange access lines will receive a one-time \$100.00 bill credit per line for up to 4 lines added per customer location. (C)

Eligible customers are existing business customers who add new, incremental local exchange access lines to a new or existing AT&T Business Local Calling term agreement after refusing the initial offer to add local access lines. Also eligible are new business start-up customers who add lines to a new AT&T Business Local Calling term agreement after refusing the initial offer to add an AT&T Business Local Calling term agreement. Additionally, all customers who add local exchange access lines to an AT&T Business Local Calling term agreement electronically, via online ordering methods, in response to an online advertisement will also qualify.

The lines added must be subscribed to either AT&T Business Local Calling Option A or Option B in order to qualify. Bill credits will become effective with the third bill period following eligibility. Customers disconnecting any of the new lines before the third bill period will not qualify to receive any bill credits. All orders must be completed by January 31, 2023. The Company may discontinue this offer upon 14 days notice. (C)

This promotion is available for resale.

This promotion may not be combined with the All For Less offer<sup>/1/</sup>.

/1/ The All For Less bundle combines Business Local Calling Assurance, provided by AT&T California, with services offered by affiliates of AT&T California (Long Distance and non-regulated Internet services) in a bundled offering.

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Welcoming Rewards**

This promotion is available to new, win, and winback business customers. The customer will receive a one-time credit of \$50 per the first access line or trunk and \$25 per each additional access line or trunk for the same location brought to the Company in the initial order.

**Terms and Conditions**

- The customer must purchase a minimum of one line or trunk and a maximum of 20 lines or trunks per location.
- The customer must agree to a 12-month Welcoming Rewards Term Election Agreement. The customer must also agree to a local service term agreement under Custom BizSaver or SimpleLink<sup>SM</sup> Enhanced plans for a minimum of one year. All of the subscribed services must be retained for at least one year.
- Existing customers that add a new location may participate at the new location only.
- Participating customers will receive a non-recurring charge waiver on business access lines and trunks, Hunting, and custom calling features placed on the qualifying lines and trunks.
- If a customer disconnects service taken under this promotion before the end of the 12-month Welcoming Rewards Term Election agreement, the customer shall be billed for the credits received. In addition, the customer is responsible for any early termination fees required under the selected Custom BizSaver or SimpleLink<sup>SM</sup> Enhanced plan.
- Subscribers participating in the following services or promotions are not eligible for this offer: CompleteLink<sup>SM</sup> 2.0, Grand Opening III, Gift Cards, CA 1-2-3 Punch, CA 1-3 line NRC Waiver, or any discounted or geographic-specific Custom BizSaver offer.

This promotion is available from April 1, 2008 through March 31, 2009, and is available for resale.

**2. GENERAL - BUSINESS (cont'd)**

**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

(D)

(D)

**2. GENERAL - BUSINESS (cont'd)**

**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

Waive Nonrecurring Charge to Establish Preferential Bill Date

A new statewide promotion for Preferential Bill Date ("PBD") for new and existing residential customers. During the promotion period, residential customers who call the Company and request a specific bill date will qualify for a one-time bill credit of \$6.65.

The one-time credit is equivalent to the tariff charge for PBD. Qualified customers will receive the offsetting \$6.65 credit within the first two billing cycles.

This promotion will be offered from June 7, 2006 through September 3, 2006 for a total of 89 days and is not available for resale.

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Waive Nonrecurring Charge to Establish Preferential Bill Date**

A new statewide promotion for Preferential Bill Date ("PBD") for new and existing residential customers. During the promotion period, residential customers who call the Company and request a specific bill date will qualify for a one-time bill credit of \$6.65.

The one-time credit is equivalent to the tariff charge for PBD. Qualified customers will receive the offsetting \$6.65 credit within the first two billing cycles.

This promotion will be offered from June 7, 2006 through September 3, 2006 for a total of 89 days and is not available for resale.

**AT&T Business Local Calling Additional Line Promotion**

A promotional period will be established from September 1, 2009 through December 31, 2009. During this period, eligible business customers will receive a one time credit per line for up to four (4) lines.

Eligible customers are those existing business customers who purchase new additional lines and subscribe those lines to AT&T Business Local Calling. If the customer is not subscribed to AT&T Business Local Calling or if they are converting from another voice term plan they must subscribe to AT&T Business Local Calling during the promotional period and add new additional lines to the agreement in order to receive the credit on those new lines. Existing customers who are currently subscribed to AT&T Business Local Calling must establish a new agreement for AT&T Business Local Calling during the promotional period and add new lines to this agreement in order to receive the credit on any new additional lines.

Eligible customers will receive a one-time bill credit per line for up to (4) lines maximum in the amount of \$50 per eligible additional line for lines subscribing to AT&T Business Local Calling Options A or B, and \$25 per eligible additional line for lines subscribing to AT&T Business Local Calling Option D. All orders must be completed by January 31, 2010.

Bill credits will be applied within 2 bill periods. All other terms and conditions applicable to AT&T Business Local Calling, as appropriate, will apply. This promotion is available for resale.

(N)

(N)

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

(D)

(D)

**AT&T Business Local Calling Additional Line Promotion**

A promotional period will be established from September 1, 2009 through December 31, 2009. During this period, eligible business customers will receive a one time credit per line for up to four (4) lines.

Eligible customers are those existing business customers who purchase new additional lines and subscribe those lines to AT&T Business Local Calling. If the customer is not subscribed to AT&T Business Local Calling or if they are converting from another voice term plan they must subscribe to AT&T Business Local Calling during the promotional period and add new additional lines to the agreement in order to receive the credit on those new lines. Existing customers who are currently subscribed to AT&T Business Local Calling must establish a new agreement for AT&T Business Local Calling during the promotional period and add new lines to this agreement in order to receive the credit on any new additional lines.

Eligible customers will receive a one-time bill credit per line for up to (4) lines maximum in the amount of \$50 per eligible additional line for lines subscribing to AT&T Business Local Calling Options A or B, and \$25 per eligible additional line for lines subscribing to AT&T Business Local Calling Option D. All orders must be completed by January 31, 2010.

Bill credits will be applied within 2 bill periods. All other terms and conditions applicable to AT&T Business Local Calling, as appropriate, will apply. This promotion is available for resale.

**2. GENERAL - BUSINESS (cont'd)**

**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

(D)

(D)

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

CompleteLink<sup>SM</sup> MARC Credit II Promotion (cont'd)

Customers that are existing CompleteLink<sup>SM</sup> subscribers and customers that subscribe to CompleteLink<sup>SM</sup> prior to the effective date of the promotion are not eligible for this promotion. Service taken under this promotion may be combined with any other access line promotion that may be offered and for which the customer qualifies. This promotion may not be combined with other CompleteLink<sup>SM</sup> promotions.

This promotion is offered beginning March 8, 2003 for a maximum of 120 days and is available for resale.

This promotion is extended and is now offered from July 6, 2004 for a maximum of 120 additional days for a maximum total of 240 days. This promotion continues to be available for resale.

Triple Feature Three for Three Package

This promotional offer allows eligible business customers the option to subscribe to three Custom Calling Services (features) for \$3.00 per month.

Eligible customers will receive the following features:

- Call Waiting
- Call Forwarding Busy Line
- Call Forwarding Don't Answer

Eligible customers are those business customers who are new or existing business customers who have a single location with 1-4 lines, and who purchase the AT&T Business Local Calling Assurance package and subscribe to at least a 12 month term agreement for the AT&T Business Local Calling Assurance package.

Customers who discontinue the AT&T Business Local Calling Assurance package prior to the end of their term agreement will forfeit the benefit of this offer and will be charged the individual tariffed rates for these features. The offer may not be combined with any other offers except the AT&T Business Local Calling Assurance package.

This offer is effective from January 1, 2009 through August 31, 2009 and is available for resale.

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

California NRC Waiver with \$20 Minimum

A new statewide promotion for Individual Line Measured Rate Business Service ("Individual Service"), as described in Guidebook, Part 4, Section 2, Zone Usage Measurement ("ZUM") Measurement Areas 1, 2, and 3, as described in Guidebook, Part 4, Section 1, and, at the customer's option, any of the following Custom Calling Service Features: Busy Call Forwarding, Call Return, Call Screen, Call Waiting, Priority Ringing, Repeat Dialing, Select Call Forwarding, Speed Calling Eight code capacity, Three-Way Calling, Caller/Call Identification (Caller ID), Call Waiting ID (CWID), Speed Calling Thirty code capacity, Call Forwarding, Privacy Manager, Intercom Plus, Anonymous Call Rejection, Delayed Call Forwarding, Busy Call Forwarding Extended, Remote Access to Call Forwarding, and Call Transfer Disconnect, as described in Guidebook, Part 7, Section 2 (in this promotion, the customer is not required to subscribe to any Customer Calling Service Features - collectively, the "Promoted Services"), available to business customers who (1) have discontinued their service with the Company for the purpose of establishing service with a Competitive Local Exchange Carrier operating within the Company's territory and who now wish to return to the Company ("Winback Customers"), and (2) have established service with a Competitive Local Exchange Carrier operating within the Company's territory and who now wish to establish their service with the Company ("Win Customers"). During the promotion period, eligible customers that verbally commit to spend a minimum of \$20.00 per line per month for the next 12 months on the Promoted Services for all lines within the billing telephone number associated with lines taken under this promotion, will receive a waiver of the nonrecurring Service Charge for installation of the Individual Service.

2. GENERAL - BUSINESS (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

(D)

(D)

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

California NRC Waiver with \$20 Minimum (Cont'd)

If at any time during the 12 month period, the spending for the Promoted Services is below \$20.00 per line, a charge for the difference between \$20.00 and the actual spent amount will be applied on the following bill. If the account is disconnected before the end of the 12 month period, a termination charge of \$10.00 per line for each remaining month will be applied to the customer's account. This promotion may be combined with any promotion on Hunting Service that may be offered and for which the customer qualifies. This promotion may be combined with the Two-Line Solution Discount (Business Solutions) and the 1-Line Solution Discount (Business Solutions). This promotion may be combined with service on CompleteLink<sup>SM</sup> but may not be combined with promotions on CompleteLink<sup>SM</sup> or service and/or promotions on SimpleLink<sup>SM</sup>.

This promotion is offered from March 28, 2005 for a maximum of 120 days and is available for resale.

This promotion is extended and is now offered from July 26, 2005 for a maximum of 120 additional days for a maximum total of 240 days. This promotion continues to be available for resale.

2. GENERAL - BUSINESS (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

(D)

(D)

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

CompleteLink Basic with MATUC

Any business customer who signs a CompleteLink Basic agreement and also agrees to commit 10% of their Minimum Annual Revenue Commitment level (MARC) listed below to a Minimum Annual Toll Usage Commitment (MATUC) sub commitment will receive special rates for CompleteLink Basic Services listed below. The customer must agree to have the Company be designated at its Local Primary Interexchange Carrier (LPIC). The total toll spending will be included in the calculation of the MARC. Custom 8, IntraLATA toll, non-operator assisted Calling card and ZUM3 usage will be included in the MATUC sub-commitment calculation.

| <b>MARC<sup>(1)</sup></b>                   | <b>MATUC<sup>(2)</sup></b>                        | <b>Toll<br/>Rate</b> | <b>Custom 8<br/>Rate</b> | <b>ZUM3<br/>Rate</b> |
|---------------------------------------------|---------------------------------------------------|----------------------|--------------------------|----------------------|
| \$5,000                                     | \$500                                             | \$.047 per min.      | \$.047 per min.          | \$.030 Per min       |
| \$10,000                                    | \$1,000                                           | \$.046 per min.      | \$.046 per min.          | \$.030 Per min       |
| \$15,000                                    | \$1,500                                           | \$.045 per min.      | \$.045 per min.          | \$.029 Per min       |
| \$25,000                                    | \$2,500                                           | \$.044 per min.      | \$.044 per min.          | \$.029 Per min       |
| \$35,000                                    | \$3,500                                           | \$.043 per min.      | \$.043 per min.          | \$.028 Per min       |
| \$50,000                                    | \$5,000                                           | \$.042 per min.      | \$.042 per min.          | \$.028 Per min       |
| \$75,000                                    | \$7,500                                           | \$.041 per min.      | \$.041 per min.          | \$.027 Per min       |
| \$100,000                                   | \$10,000                                          | \$.039 per min.      | \$.039 per min.          | \$.027 Per min       |
| (1) Minimum<br>Annual Revenue<br>Commitment | (2) Minimum<br>Annual Toll<br>Usage<br>Commitment |                      |                          |                      |

Under-utilization charges will be billed for customers not meeting the MATUC and MARC commitments. The charge will be equal to the difference between the commitment and the actual charges. Example: Customer signs a CompleteLink Basic \$5,000 MARC with a \$500 MATUC commitment. Customers actual spending at the end of year 1 for toll \$450 and \$4,750 for all other services including toll spending. The Under-Utilization charge for the MATUC would be equal to \$500-450=\$50 and for the MARC \$5,000-\$4,750=\$250-\$50=\$200. The MATUC under-utilization charge will be included in the MARC under-utilization calculation.

This promotion may be combined with the CompleteLink Basic Fast Start promotion.

This promotion is available from June 27, 2001 through August 9, 2001 for a total of 45 days and is available for resale. This promotion is extended from August 10, 2001 through December 7, 2001 for a total of 120 days for a grand total of 165 and is available for resale.

2. GENERAL - BUSINESS (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

(D)

(D)

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**BUSINESS LOCAL CALLING – AFL BACK UP BUNDLE PROMOTION II**

(N)

A promotional period will be in effect from January 1, 2018, through December 31, 2018. During this period eligible Business customers will receive a net monthly rate of \$35 (via a \$25 credit) for AT&T Business Local Calling (BLC) Option A package charges.

Eligible customers are as follow:

- New customers who do not have local exchange service with the Company, or new customers who have their local exchange access line service with another competitive local exchange carrier within the Company service area and who now wish to establish their local exchange access line service with the Company as a part of a Bundle<sup>/1/</sup> (Win/Winback), and who subscribe to a 12-month Term Plan for BLC, or
- Existing customers currently subscribing to AT&T local service, who subscribe to a 12-month Term Plan for BLC and who are newly subscribing to or currently have AT&T Long Distance and AT&T Internet Service, AT&T Mobility, or DIRECTV as a part of a Bundle<sup>/1/</sup>, or
- Existing customers who communicate a desire to disconnect their lines then reconsider and keep the lines with the Company as a part of a Bundle<sup>/1/</sup> (Save), and who subscribe to a 12-month Term Plan for BLC Option A.

For customers participating in this offer and receiving discounts as described in the three bullet points shown above (New, Win/Winback and Save), the 12-month term will be a 12-month term with an option to re-subscribe for two consecutive terms.

Furthermore,

- Customers participating in a Business Local Calling promotion as part of a Bundle<sup>/1/</sup>, with the promotional rates listed below, may continue to participate in the promotion rates if they agree to a new 12-month term with an option to re-subscribe for two consecutive terms, prior to the expiration of their existing term.

First BLC Option A package line receiving a net monthly rate of \$50 (via a \$10 credit), and BLC Option A package lines 2-19 receiving a net monthly rate of \$25 (via a \$35 credit); or

First BLC Option A package line receiving a net monthly rate of \$44 (via a \$10 credit plus a \$6 credit), and BLC Option A package lines 2-19 receiving a net monthly rate of \$25 (via a \$35 credit); or

/1/ The bundle combines the AT&T Business Local Calling Option A, provided by the Company with the following services (offered by affiliates of the Company) in a bundled offering: AT&T Long Distance, and AT&T Internet, AT&T Mobility or DIRECTV.

(N)

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**BUSINESS LOCAL CALLING – AFL BACK UP BUNDLE PROMOTION II**

A promotional period will be in effect from June 1, 2018, through December 31, 2018. During this period eligible Business customers will receive a net monthly rate of \$35 (via a \$35 credit) for AT&T Business Local Calling (BLC) Option A package charges. (C)

Eligible customers are as follow:

- New customers who do not have local exchange service with the Company, or new customers who have their local exchange access line service with another competitive local exchange carrier within the Company service area and who now wish to establish their local exchange access line service with the Company as a part of a Bundle<sup>/1/</sup> (Win/Winback), and who subscribe to a 12-month Term Plan for BLC, or
- Existing customers currently subscribing to AT&T local service, who subscribe to a 12-month Term Plan for BLC and who are newly subscribing to or currently have AT&T Long Distance and AT&T Internet Service, AT&T Mobility, or DIRECTV as a part of a Bundle<sup>/1/</sup>, or
- Existing customers who communicate a desire to disconnect their lines then reconsider and keep the lines with the Company as a part of a Bundle<sup>/1/</sup> (Save), and who subscribe to a 12-month Term Plan for BLC Option A.

For customers participating in this offer and receiving discounts as described in the three bullet points shown above (New, Win/Winback and Save), the 12-month term will be a 12-month term with an option to re-subscribe for two consecutive terms.

Furthermore,

- Customers participating in a Business Local Calling promotion as part of a Bundle<sup>/1/</sup>, with the promotional rates listed below, may continue to participate in the promotion rates if they agree to a new 12-month term with an option to re-subscribe for two consecutive terms, prior to the expiration of their existing term.

First BLC Option A package line receiving a net monthly rate of \$50 (via a \$20 credit), and BLC Option A package lines 2-19 receiving a net monthly rate of \$25 (via a \$45 credit); or (C)

First BLC Option A package line receiving a net monthly rate of \$44 (via a \$20 credit plus a \$6 credit), and BLC Option A package lines 2-19 receiving a net monthly rate of \$25 (via a \$45 credit); or (C)

/1/ The bundle combines the AT&T Business Local Calling Option A, provided by the Company with the following services (offered by affiliates of the Company) in a bundled offering: AT&T Long Distance, and AT&T Internet, AT&T Mobility or DIRECTV.

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**BUSINESS LOCAL CALLING – AFL BACK UP BUNDLE PROMOTION II**

A promotional period will be in effect from January 1, 2019, through December 31, 2019. During this period eligible Business customers will receive a net monthly rate of \$35 (via a \$35 credit) for AT&T Business Local Calling (BLC) Option A package charges. (C)

Eligible customers are as follow:

- New customers who do not have local exchange service with the Company, or new customers who have their local exchange access line service with another competitive local exchange carrier within the Company service area and who now wish to establish their local exchange access line service with the Company as a part of a Bundle<sup>/1/</sup> (Win/Winback), and who subscribe to a 12-month Term Plan for BLC, or
- Existing customers currently subscribing to AT&T local service, who subscribe to a 12-month Term Plan for BLC and who are newly subscribing to or currently have AT&T Long Distance and AT&T Internet Service, AT&T Mobility, or DIRECTV as a part of a Bundle<sup>/1/</sup>, or
- Existing customers who communicate a desire to disconnect their lines then reconsider and keep the lines with the Company as a part of a Bundle<sup>/1/</sup> (Save), and who subscribe to a 12-month Term Plan for BLC Option A.

For customers participating in this offer and receiving discounts as described in the three bullet points shown above (New, Win/Winback and Save), the 12-month term will be a 12-month term with an option to re-subscribe for two consecutive terms.

Furthermore,

- Customers participating in a Business Local Calling promotion as part of a Bundle<sup>/1/</sup>, with the promotional rates listed below, may continue to participate in the promotion rates if they agree to a new 12-month term with an option to re-subscribe for two consecutive terms, prior to the expiration of their existing term.

First BLC Option A package line receiving a net monthly rate of \$50 (via a \$20 credit), and BLC Option A package lines 2-19 receiving a net monthly rate of \$25 (via a \$45 credit); or

First BLC Option A package line receiving a net monthly rate of \$44 (via a \$20 credit plus a \$6 credit), and BLC Option A package lines 2-19 receiving a net monthly rate of \$25 (via a \$45 credit); or

/1/ The bundle combines the AT&T Business Local Calling Option A, provided by the Company with the following services (offered by affiliates of the Company) in a bundled offering: AT&T Long Distance, and AT&T Internet, AT&T Mobility or DIRECTV.

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

Unlimited \$30

A new statewide promotion for Individual Line Measured Rate Business Service ("Individual Service"), as described in Guidebook, Part 4, Section 2 and Zone Usage Measurement ("ZUM") Measurement Areas 1, 2, and 3, as described in Guidebook, Part 4, Section 1, (collectively, the "Promoted Services") available to business customers who (1) are existing customers who wish to add additional lines to their service and/or convert existing lines to service under this promotion ("Existing Customers"), (2) have disconnected their service with the Company for the purpose of establishing service with a Competitive Local Exchange Carrier operating within the Company's territory and who now wish to return to the Company ("Winback Customers"), and (3) have established service with a Competitive Local Exchange Carrier operating within the Company's territory and who now wish to establish their service with the Company ("Win Customers"). During the promotion period, eligible customers that verbally commit to spend a minimum of \$30.00 per line per month for the next 12 months on the Promoted Services for all lines within the billing telephone number ("BTN") associated with lines taken under this promotion, will receive unlimited local calling for ZUM Measurement Zones 1, 2, and 3 for the next 12 months.

If at any time during the 12 month period, the spending for the Promoted Services is below \$30.00 per line, a charge for the difference between \$30.00 and the actual spent amount will be applied on the following bill. If at any time during the 12 month period, the spending for the Promoted Services is above \$30.00 per line, a credit for the difference between \$30.00 and the actual spent amount will be applied to the following bill. If the account is disconnected before the end of the 12 month period, a termination charge of \$15.00 per line for each remaining month will be applied to the customer's account. This promotion is restricted to a maximum of 30 lines per BTN.

This promotion may be combined with the Bargain Hunting Promotion and the California NRC Waiver with \$20 Minimum promotion. This promotion may be combined with the Two-Line Solution Discount (Business Solutions) and the 1-Line Solution Discount (Business Solutions). This promotion may not be combined with service and/or promotions on CompleteLink<sup>SM</sup> or SimpleLink<sup>SM</sup>.

This promotion is offered from March 28, 2005 for a maximum of 120 days and is available for resale.

**2. GENERAL - BUSINESS (cont'd)**

**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

(D)

(D)

2. GENERAL - BUSINESS (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

**BUSINESS LOCAL CALLING – AFL BACK UP BUNDLE PROMOTION (cont'd)**

(N)

Furthermore, (cont'd)

First BLC Option A package line receiving a net monthly rate of \$38 (via a \$10 credit plus a \$12 credit), and BLC Option A package lines 2-19 receiving a net monthly rate of \$25 (via a \$35 credit); or

First BLC Option A package line receiving a net monthly rate of \$35 (via a \$25 credit), and BLC Option A package lines 2-19 receiving a net monthly rate of \$25 (via a \$35 credit).

This offer may not be combined with other AT&T Business Local Calling Term Plan discounts.

This offer is only allowed on single location accounts.

Billed to Number (BTN) arrangements are not allowed.

This offer is limited to nineteen (19) lines per customer location.

When the customer's bundle subscription expires, these benefits will no longer apply.

All other terms and conditions associated with AT&T Business Local Calling, as appropriate, will apply.

/1/ The bundle combines the AT&T Business Local Calling Option A, provided by the Company with the following services (offered by affiliates of the Company) in a bundled offering: AT&T Long Distance, and AT&T Internet, AT&T Mobility or DIRECTV.

(N)

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

Welcome Home III

A new statewide promotion for Customer-Owned Pay Telephone (COPT) Measured Service, as described in Guidebook, Part 4, Section 2., available to payphone service provider customers who have discontinued their service with the Company for the purpose of establishing service with a Competitive Local Exchange Carrier operating within the Company's territory and who now wish to return to the Company. During the promotion period, payphone service provider customers who subscribe to COPT Measured Service with the Company for a 24-month term commitment will receive a \$110.00 credit on their next bill for each line taken under this promotion.

To be eligible for this promotion, the service installation order must be accomplished with service order processing work only. Service installation orders requiring field work and/or central office work are not eligible for this promotion. Service taken under this promotion may not be combined with any other promotion. If the customer terminates service on any line(s) taken under this promotion prior to the completion of the 24-month term commitment, the customer will be billed \$110.00 for each line terminated in the billing cycle following the termination.

This promotion is offered beginning September 5, 2006 for a maximum of 89 days and is not available for resale.

2. GENERAL - BUSINESS (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

(D)

(D)

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Business Feature Promotion II**

(N)

A promotional period will be established from January 1, 2011 through December 31, 2011.

During this period eligible business customers will receive a 50% discount per month on up to (10) Custom Calling Services (vertical features) per line. A waiver of applicable installation charges associated with adding these features will also be provided.

Eligible customers are those business customers who are subscribed to Business Local Calling Assurance when it is part of the All For Less bundle<sup>/1/</sup>. Eligible customers who subscribe to a 12- or 24-month term agreement for the All For Less bundle with Business Local Calling Assurance will receive 50% off of the standard tariff rate for up to (10) of the following vertical Features per line: Busy Call Forwarding (EVB), Delayed Call Forwarding (EVD), Three Way Calling (ESC), Speed Calling 8 (ESL), Speed Calling 30 (ESF), Privacy Manager (PVM), Call Screen (CCB), Call Return (CCR), Repeat Dialing (CRP), Priority Ringing (CLP), Anonymous Call Rejection (CRE), Call Waiting (ESX) and Hunting Service (HTG).

Customers will receive these discounted rates as long as they remain subscribed to Business Local Calling Assurance when it is part of the All For Less bundle. When the customer's All For Less subscription expires, these discounted rates will no longer apply.

There is no termination fee associated with this Feature Promotion. This Feature Promotion cannot be combined with any other promotions or packages.

Business Feature Promotion II is available for resale.

/1/ The All For Less bundle combines Business Local Calling Assurance, provided by Pacific Bell Telephone Company, with services offered by affiliates of Pacific Bell Telephone Company (Long Distance and non-regulated Internet services) in a bundled offering.

(N)

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Business Feature Promotion II**

A promotional period will be established from January 1, 2011 through December 31, 2011.

During this period eligible business customers will receive a 50% discount per month on up to (10) Custom Calling Services (vertical features) per line. A waiver of applicable installation charges associated with adding these features will also be provided.

Eligible customers are those business customers who are subscribed to Business Local Calling Assurance when it is part of the All For Less bundle<sup>/1/</sup>. Eligible customers who subscribe to a 12- or 24-month term agreement for the All For Less bundle with Business Local Calling Assurance will receive 50% off of the standard tariff rate for up to (10) of the following vertical Features per line: Busy Call Forwarding (EVB), Delayed Call Forwarding (EVD), Three Way Calling (ESC), Speed Calling 8 (ESL), Speed Calling 30 (ESF), Privacy Manager (PVM), Call Screen (CCB), Call Return (CCR), Repeat Dialing (CRP), Priority Ringing (CLP), Anonymous Call Rejection (CRE), Call Waiting (ESX) and Hunting Service (HTG).

Customers will receive these discounted rates as long as they remain subscribed to Business Local Calling Assurance when it is part of the All For Less bundle. When the customer's All For Less subscription expires, these discounted rates will no longer apply.

There is no termination fee associated with this Feature Promotion. This Feature Promotion cannot be combined with any other promotions or packages.

Effective June 15, 2011 this offer will be modified as follows:

- Busy Call Forwarding and Delayed Call Forwarding will be available at a net monthly rate of \$1.00 each, and
- Hunting service will be available at a 100% monthly discount.

(N)

(N)

Business Feature Promotion II is available for resale.

/1/ The All For Less bundle combines Business Local Calling Assurance, provided by Pacific Bell Telephone Company, with services offered by affiliates of Pacific Bell Telephone Company (Long Distance and non-regulated Internet services) in a bundled offering.

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Business Feature Promotion II**

A promotional period will be established from January 1, 2012 through December 31, 2012. (C)

During this period eligible business customers will receive a 50% discount per month on up to (10) Custom Calling Services (vertical features) per line. A waiver of applicable installation charges associated with adding these features will also be provided.

Eligible customers are those business customers who are subscribed to Business Local Calling Assurance when it is part of the All For Less bundle<sup>/1/</sup>. Eligible customers who subscribe to a 12- or 24-month term agreement for the All For Less bundle with Business Local Calling Assurance will receive 50% off of the standard tariff rate for up to (10) of the following vertical Features per line: Busy Call Forwarding (EVB), Delayed Call Forwarding (EVD), Three Way Calling (ESC), Speed Calling 30 (ESF), Call Screen (CCB), Call Return (CCR), Repeat Dialing (CRP), Priority Ringing (CLP), Call Waiting (ESX) and Hunting Service (HTG). (C)  
(C)  
(D)

Customers will receive these discounted rates as long as they remain subscribed to Business Local Calling Assurance when it is part of the All For Less bundle. When the customer's All For Less subscription expires, these discounted rates will no longer apply.

There is no termination fee associated with this Feature Promotion. This Feature Promotion cannot be combined with any other promotions or packages.

Effective June 15, 2011 this offer will be modified as follows:

- Busy Call Forwarding and Delayed Call Forwarding will be available at a net monthly rate of \$1.00 each, and
- Hunting service will be available at a 100% monthly discount.

Business Feature Promotion II is available for resale.

/1/ The All For Less bundle combines Business Local Calling Assurance, provided by Pacific Bell Telephone Company, with services offered by affiliates of Pacific Bell Telephone Company (Long Distance and non-regulated Internet services) in a bundled offering.

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Business Feature Promotion II**

A promotional period will be established from January 1, 2013, through December 31, 2013. (C)

During this period eligible business customers will receive a 50% discount per month on up to (10) Custom Calling Services (vertical features) per line. A waiver of applicable installation charges associated with adding these features will also be provided.

Eligible customers are those business customers who are subscribed to Business Local Calling Assurance when it is part of the All For Less bundle<sup>/1/</sup>. Eligible customers who subscribe to a 12- or 24-month term agreement for the All For Less bundle with Business Local Calling Assurance will receive 50% off of the standard tariff rate for up to (10) of the following vertical Features per line: Busy Call Forwarding (EVB), Delayed Call Forwarding (EVD), Three Way Calling (ESC), Speed Calling 30 (ESF), Call Screen (CCB), Call Return (CCR), Repeat Dialing (CRP), Priority Ringing (CLP), Call Waiting (ESX) and Hunting Service (HTG).

Customers will receive these discounted rates as long as they remain subscribed to Business Local Calling Assurance when it is part of the All For Less bundle. When the customer's All For Less subscription expires, these discounted rates will no longer apply.

There is no termination fee associated with this Feature Promotion. This Feature Promotion cannot be combined with any other promotions or packages.

Effective June 15, 2011 this offer will be modified as follows:

- Busy Call Forwarding and Delayed Call Forwarding will be available at a net monthly rate of \$1.00 each, and
- Hunting service will be available at a 100% monthly discount.

Business Feature Promotion II is available for resale.

/1/ The All For Less bundle combines Business Local Calling Assurance, provided by Pacific Bell Telephone Company, with services offered by affiliates of Pacific Bell Telephone Company (Long Distance and non-regulated Internet services) in a bundled offering.

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Business Feature Promotion II**

A promotional period will be established from January 1, 2013, through December 31, 2014. (C)

During this period eligible business customers will receive a 50% discount per month on up to (10) Custom Calling Services (vertical features) per line. A waiver of applicable installation charges associated with adding these features will also be provided.

Eligible customers are those business customers who are subscribed to Business Local Calling Assurance when it is part of the All For Less bundle<sup>/1/</sup>. Eligible customers who subscribe to a 12- or 24-month term agreement for the All For Less bundle with Business Local Calling Assurance will receive 50% off of the standard tariff rate for up to (10) of the following vertical Features per line: Busy Call Forwarding (EVB), Delayed Call Forwarding (EVD), Three Way Calling (ESC), Speed Calling 30 (ESF), Call Screen (CCB), Call Return (CCR), Repeat Dialing (CRP), Priority Ringing (CLP), Call Waiting (ESX) and Hunting Service (HTG).

Customers will receive these discounted rates as long as they remain subscribed to Business Local Calling Assurance when it is part of the All For Less bundle. When the customer's All For Less subscription expires, these discounted rates will no longer apply.

There is no termination fee associated with this Feature Promotion. This Feature Promotion cannot be combined with any other promotions or packages.

Effective June 15, 2011 this offer will be modified as follows:

- Busy Call Forwarding and Delayed Call Forwarding will be available at a net monthly rate of \$1.00 each, and
- Hunting service will be available at a 100% monthly discount.

Business Feature Promotion II is available for resale.

/1/ The All For Less bundle combines Business Local Calling Assurance, provided by Pacific Bell Telephone Company, with services offered by affiliates of Pacific Bell Telephone Company (Long Distance and non-regulated Internet services) in a bundled offering.

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Business Feature Promotion II**

A promotional period will be established through December 31, 2015.

(C)

During this period eligible business customers will receive a 50% discount per month on up to (10) Custom Calling Services (vertical features) per line. A waiver of applicable installation charges associated with adding these features will also be provided.

Eligible customers are those business customers who are subscribed to Business Local Calling Assurance when it is part of the All For Less bundle<sup>/1/</sup>. Eligible customers who subscribe to a 12- or 24-month term agreement for the All For Less bundle with Business Local Calling Assurance will receive 50% off of the standard tariff rate for up to (10) of the following vertical Features per line: Busy Call Forwarding (EVB), Delayed Call Forwarding (EVD), Three Way Calling (ESC), Speed Calling 30 (ESF), Call Screen (CCB), Call Return (CCR), Repeat Dialing (CRP), Priority Ringing (CLP), Call Waiting (ESX) and Hunting Service (HTG).

Customers will receive these discounted rates as long as they remain subscribed to Business Local Calling Assurance when it is part of the All For Less bundle. When the customer's All For Less subscription expires, these discounted rates will no longer apply.

There is no termination fee associated with this Feature Promotion. This Feature Promotion cannot be combined with any other promotions or packages.

Effective June 15, 2011 this offer will be modified as follows:

- Busy Call Forwarding and Delayed Call Forwarding will be available at a net monthly rate of \$1.00 each, and
- Hunting service will be available at a 100% monthly discount.

Business Feature Promotion II is available for resale.

/1/ The All For Less bundle combines Business Local Calling Assurance, provided by Pacific Bell Telephone Company, with services offered by affiliates of Pacific Bell Telephone Company (Long Distance and non-regulated Internet services) in a bundled offering.

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Business Feature Promotion II**

A promotional period will be extended through December 31, 2016.

(C)

During this period eligible business customers will receive a 50% discount per month on up to (10) Custom Calling Services (vertical features) per line. A waiver of applicable installation charges associated with adding these features will also be provided.

Eligible customers are those business customers who are subscribed to Business Local Calling Assurance when it is part of the All For Less bundle<sup>/1/</sup>. Eligible customers who subscribe to a 12- or 24-month term agreement for the All For Less bundle with Business Local Calling Assurance will receive 50% off of the standard tariff rate for up to (10) of the following vertical Features per line: Busy Call Forwarding (EVB), Delayed Call Forwarding (EVD), Three Way Calling (ESC), Speed Calling 30 (ESF), Call Screen (CCB), Call Return (CCR), Repeat Dialing (CRP), Priority Ringing (CLP), Call Waiting (ESX) and Hunting Service (HTG).

Customers will receive these discounted rates as long as they remain subscribed to Business Local Calling Assurance when it is part of the All For Less bundle. When the customer's All For Less subscription expires, these discounted rates will no longer apply.

There is no termination fee associated with this Feature Promotion. This Feature Promotion cannot be combined with any other promotions or packages.

Effective June 15, 2011 this offer will be modified as follows:

- Busy Call Forwarding and Delayed Call Forwarding will be available at a net monthly rate of \$1.00 each, and
- Hunting service will be available at a 100% monthly discount.

Business Feature Promotion II is available for resale.

/1/ The All For Less bundle combines Business Local Calling Assurance, provided by Pacific Bell Telephone Company, with services offered by affiliates of Pacific Bell Telephone Company (Long Distance and non-regulated Internet services) in a bundled offering.

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Business Feature Promotion II**

A promotional period will be extended through December 31, 2017.

(C)

During this period eligible business customers will receive a 50% discount per month on up to (10) Custom Calling Services (vertical features) per line. A waiver of applicable installation charges associated with adding these features will also be provided.

Eligible customers are those business customers who are subscribed to Business Local Calling Assurance when it is part of the All For Less bundle<sup>/1/</sup>. Eligible customers who subscribe to a 12- or 24-month term agreement for the All For Less bundle with Business Local Calling Assurance will receive 50% off of the standard tariff rate for up to (10) of the following vertical Features per line: Busy Call Forwarding (EVB), Delayed Call Forwarding (EVD), Three Way Calling (ESC), Speed Calling 30 (ESF), Call Screen (CCB), Call Return (CCR), Repeat Dialing (CRP), Priority Ringing (CLP), Call Waiting (ESX) and Hunting Service (HTG).

Customers will receive these discounted rates as long as they remain subscribed to Business Local Calling Assurance when it is part of the All For Less bundle. When the customer's All For Less subscription expires, these discounted rates will no longer apply.

There is no termination fee associated with this Feature Promotion. This Feature Promotion cannot be combined with any other promotions or packages.

Effective June 15, 2011 this offer will be modified as follows:

- Busy Call Forwarding and Delayed Call Forwarding will be available at a net monthly rate of \$1.00 each, and
- Hunting service will be available at a 100% monthly discount.

Business Feature Promotion II is available for resale.

/1/ The All For Less bundle combines Business Local Calling Assurance, provided by Pacific Bell Telephone Company, with services offered by affiliates of Pacific Bell Telephone Company (Long Distance and non-regulated Internet services) in a bundled offering.

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

Primary Rate ISDN (PRI) Promotion 1200

A retail promotional period shall be established from January 1, 2009 through December 31, 2009. During this promotional period eligible business customers who order PRI service with a digital transport facility under a 3 Year Term Payment Plan (TPP) as provided under appropriate Schedule Cal.P.U.C. Nos. 175-T, or FCC1 (see Guidebook, Part 17, Section 2.), will receive a \$1200.00 discount per PRI, off the standard rates for the service as described in Guidebook, Part 17, Section 2. The discount will be applied as a recurring monthly credit on the customer's PRI bill, of \$100.00 per month during the first twelve (12) months of the new 3 Year DS1 TPP. Eligible customers may only subscribe to a 3 Year DS1 TPP in conjunction with this offer.

Eligible customers include:

- new or existing business customers who order new PRI service with a 3 Year DS1 TPP,
- existing business customers who convert existing ISDN PRI service with a DS1 digital transport facility under a Month-to-Month payment plan to a DS1 digital transport facility under a 36-Month TPP, and
- existing business customers who upgrade existing ISDN PRI service with a DS1 digital transport facility under a 1 or 2 Year TPP to a DS1 digital transport facility under a 36-Month TPP, which has an expiration date that is beyond the end of the current TPP agreement (see Schedule Cal.P.U.C. No. 175-T, Section 7.4.10,(A)(2)(a)).

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

Primary Rate ISDN (PRI) Promotion 1200

A retail promotional period shall be established from January 12, 2010 through December 31, 2010. (C) During this promotional period eligible business customers who order PRI service with a digital transport facility under a 3 Year Term Payment Plan (TPP) as provided under appropriate Schedule Cal.P.U.C. Nos. 175-T, or FCC1 (see Guidebook, Part 17, Section 2.), will receive a \$1200.00 discount per PRI, off the standard rates for the service as described in Guidebook, Part 17, Section 2. The discount will be applied as a recurring monthly credit on the customer's PRI bill, of \$100.00 per month during the first twelve (12) months of the new 3 Year DS1 TPP. Eligible customers may only subscribe to a 3 Year DS1 TPP in conjunction with this offer.

Eligible customers include:

- new or existing business customers who order new PRI service with a 3 Year DS1 TPP,
- existing business customers who convert existing ISDN PRI service with a DS1 digital transport facility under a Month-to-Month payment plan to a DS1 digital transport facility under a 36-Month TPP, and
- existing business customers who upgrade existing ISDN PRI service with a DS1 digital transport facility under a 1 or 2 Year TPP to a DS1 digital transport facility under a 36-Month TPP, which has an expiration date that is beyond the end of the current TPP agreement (see Schedule Cal.P.U.C. No. 175-T, Section 7.4.10,(A)(2)(a)).

**2. GENERAL - BUSINESS (cont'd)**

**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

Primary Rate ISDN (PRI) Promotion 1200 (Cont'd)

This offer is not available with other ISDN PRI offers. However, this offer is available with CompleteLink (contributory only). Service must be installed by April 1, 2009.

In the event of termination of this service or of the associated DS1 service prior to the expiration of the 3 Year DS1 TPP, customers will be liable for Termination Charges associated with the 3 Year DS1 Term Plan agreement, as described Schedule Cal.P.U.C. No. 175-T, Section 7.4.10, (A)(2) and (B)(1).

All other terms and conditions applicable to ISDN PRI service will apply, as described in Guidebook, Part 17, Section 2

**2. GENERAL - BUSINESS (cont'd)**

**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

Primary Rate ISDN (PRI) Promotion 1200 (Cont'd)

This offer is not available with other ISDN PRI offers. However, this offer is available with CompleteLink (contributory only). Service must be installed by April 1, 2011.

(C)

In the event of termination of this service or of the associated DS1 service prior to the expiration of the 3 Year DS1 TPP, customers will be liable for Termination Charges associated with the 3 Year DS1 Term Plan agreement, as described Schedule Cal.P.U.C. No. 175-T, Section 7.4.10, (A)(2) and (B)(1).

All other terms and conditions applicable to ISDN PRI service will apply, as described in Guidebook, Part 17, Section 2

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

CompleteLink Basic with MATUC

Any business customer who signs a CompleteLink Basic agreement and also agrees to commit 10% of their Minimum Annual Revenue Commitment level (MARC) listed below to a Minimum Annual Toll Usage Commitment (MATUC) sub-commitment will receive special rates for CompleteLink Basic Services listed below. The customer must agree to have the Company be designated as its Local Primary Interexchange Carrier (LPIC). The total toll spending will be included in the calculation of the MARC. Custom 8, IntraLATA toll, non-operator assisted Calling card and ZUM3 usage will be included in the MATUC sub-commitment calculation.

|                                       |                                          | <b>Toll</b>     | <b>Custom 8</b> | <b>ZUM3</b>    |
|---------------------------------------|------------------------------------------|-----------------|-----------------|----------------|
| <b>MARC<sup>(1)</sup></b>             | <b>MATUC<sup>(2)</sup></b>               | <b>Rate</b>     | <b>Rate</b>     | <b>Rate</b>    |
| \$5,000                               | \$500                                    | \$.047 per min. | \$.047 per min. | \$.030 Per min |
| \$10,000                              | \$1,000                                  | \$.046 per min. | \$.046 per min. | \$.030 Per min |
| \$15,000                              | \$1,500                                  | \$.045 per min. | \$.045 per min. | \$.029 Per min |
| \$25,000                              | \$2,500                                  | \$.044 per min. | \$.044 per min. | \$.029 Per min |
| \$35,000                              | \$3,500                                  | \$.043 per min. | \$.043 per min. | \$.028 Per min |
| \$50,000                              | \$5,000                                  | \$.042 per min. | \$.042 per min. | \$.028 Per min |
| \$75,000                              | \$7,500                                  | \$.041 per min. | \$.041 per min. | \$.027 Per min |
| \$100,000                             | \$10,000                                 | \$.039 per min. | \$.039 per min. | \$.027 Per min |
| (1) Minimum Annual Revenue Commitment | (2) Minimum Annual Toll Usage Commitment |                 |                 |                |

Under-utilization charges will be billed for customers not meeting the MATUC and MARC commitments. The charge will be equal to the difference between the commitment and the actual charges. Example: Customer signs a CompleteLink Basic \$5,000 MARC with a \$500 MATUC commitment. Customers actual spending at the end of year 1 for toll is \$450 and \$4,750 for all other services including toll spending. The Under-Utilization charge for the MATUC would be equal to \$500-\$450=\$50 and for the MARC \$5,000-\$4,750=\$250-\$50=\$200. The MATUC under-utilization charge will be included in the MARC under-utilization calculation.

This promotion may be combined with the CompleteLink Basic Fast Start promotion.

This promotion is available from April 29, 2001 through August 26, 2002 for a total of 120 days and is available for resale.

This promotion is extended from August 27, 2002 through December 24, 2002 for a total of 120 days for a grand total of 240 days and is available for resale.

2. GENERAL - BUSINESS (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

(D)

(D)

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**CompleteLink<sup>SM</sup> NRC Waiver**

A new statewide promotion for Individual Line Measured Rates Business Service ("Individual Service"), as described in Guidebook, Part 6, Section 9 and CompleteLink<sup>SM</sup> service, as described in Guidebook, Part 9, Section 3, available to business customers who (1) have discontinued their service with the Company for the purpose of establishing service with a Competitive Local Exchange Carrier operating within the Company's territory and who now wish to return to the Company ("Winback Customers") and (2) have established service with a Competitive Local Exchange Carrier operating within the Company's territory and who now wish to establish their service with the Company ("Win Customers"). During the promotion period, eligible customers that newly subscribe to Individual Service and CompleteLink<sup>SM</sup> service and verbally commit to a 12 month term, will receive a waiver of the nonrecurring Service Charge for installation of the Individual Service.

If the customer terminates the CompleteLink<sup>SM</sup> agreement prior to the term expiration date, the customer will be liable for all applicable CompleteLink<sup>SM</sup> early termination fees, as described in Guidebook, Part 9, Section 3. However, the customer will not be required to return the waived nonrecurring Service Charge for installation of the Individual Service. Service taken under this promotion may not be combined with the CompleteLink<sup>SM</sup> MARC Credit II Promotion, the California NRC Waiver with \$20 Minimum promotion, or Unlimited \$30 promotion, but may be combined with the Bargain Hunting Promotion and any other promotions that may be offered and for which the customer qualifies.

This promotion is offered from March 28, 2005 for a maximum of 120 days and is available for resale.

2. GENERAL - BUSINESS (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

(D)

(D)

2. GENERAL - BUSINESS (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

**BUSINESS LOCAL CALLING ASSURANCE SAVE PROMOTION**

A promotional period will be in effect from August 5, 2018, through December 31, 2018. During this period eligible Business customers will receive a discounted per line effective rate for AT&T Business Local Calling Assurance package charges.

Eligible customers are existing customers who subscribe to the Business Local Calling Assurance package, and who communicate a desire to disconnect their lines, then reconsider and keep the lines with the Company (save).

Eligible customers will receive a net monthly rate of \$35 per line (via a \$10 credit per line) for 12 months, on their AT&T Business Local Calling Assurance package.

This offer is only allowed on single location accounts.

Billed to Number arrangements are not allowed.

Customers cannot call back at a subsequent date and receive additional credits for lines targeted for disconnection.

This offer may not be combined with other AT&T Business Local Calling Assurance discount.

All other terms and conditions associated with AT&T Business Local Calling Assurance, as appropriate, will apply.

(N)

(N)

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**BUSINESS LOCAL CALLING ASSURANCE SAVE PROMOTION**

A promotional period will be in effect from February 1, 2019, through December 31, 2019. During this period eligible Business customers will receive a discounted per line effective rate for AT&T Business Local Calling Assurance package charges. (C)

Eligible customers are existing customers who subscribe to the Business Local Calling Assurance package, and who communicate a desire to disconnect their lines, then reconsider and keep the lines with the Company (save).

Eligible customers will receive a net monthly rate of \$35 per line (via a \$10 credit per line) for 12 months, on their AT&T Business Local Calling Assurance package.

This offer is only allowed on single location accounts.

Billed to Number arrangements are not allowed.

Customers cannot call back at a subsequent date and receive additional credits for lines targeted for disconnection.

This offer may not be combined with other AT&T Business Local Calling Assurance discount.

All other terms and conditions associated with AT&T Business Local Calling Assurance, as appropriate, will apply.

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**BUSINESS LOCAL CALLING ASSURANCE SAVE PROMOTION**

A promotional period will be in effect from February 1, 2019, through December 31, 2020. During this period eligible Business customers will receive a discounted per line effective rate for AT&T Business Local Calling Assurance package charges. (C)

Eligible customers are existing customers who subscribe to the Business Local Calling Assurance package, and who communicate a desire to disconnect their lines, then reconsider and keep the lines with the Company (save).

Eligible customers will receive a net monthly rate of \$35 per line (via a \$10 credit per line) for 12 months, on their AT&T Business Local Calling Assurance package.

This offer is only allowed on single location accounts.

Billed to Number arrangements are not allowed.

Customers cannot call back at a subsequent date and receive additional credits for lines targeted for disconnection.

This offer may not be combined with other AT&T Business Local Calling Assurance discount.

All other terms and conditions associated with AT&T Business Local Calling Assurance, as appropriate, will apply.

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

LineSaver Promotion

A statewide promotion for Access Service available to existing business customers who call to discontinue their service or who receive a competitive offer and call the Company to switch to a competitive Local Exchange Service provider ("Save").

Eligible customers must commit to a one (1) year minimum CompleteLink™ 2.0 agreement (as described in Guidebook, Part 9, Section 3) and commit 25 or more lines. Customers who commit 25 to 49 business lines will receive a bonus credit of \$35.00 per eligible business line (maximum of \$8,000 per year) and customers who commit 50 or more business lines will receive a bonus credit of \$45.00 per eligible business line (maximum of \$20,000 per year). The bonus credits will be applied equally to the customer's bill over a twelve (12) month period. During the term, disconnected business lines under the agreement will not be eligible for the bonus credit and the plan will terminate if the number of committed lines falls below the minimum required number of lines.

This promotion cannot be combined with any other promotional offers unless otherwise specified.

This promotion is offered from October 2, 2006 through June 30, 2007 and is available for resale.

2. GENERAL - BUSINESS (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

(D)

(D)

**2. GENERAL - BUSINESS (cont'd)**

**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**AT&T Business Local Calling 5+ Line Promotion**

A retail promotional period will be established from January 2, 2012 through April 30, 2012. During this period eligible business customers will receive a 10% discount off of the 1-year renewable term and the 2-year term monthly rates for AT&T Business Local Calling Unlimited Option A and Unlimited Option B.

Eligible customers are those who 1) install a minimum of (5) new, incremental business lines, and 2) subscribe these newly installed lines to a new AT&T Business Local Calling (BLC) 1-year renewable or 2-year term agreement for either Unlimited Option A or Unlimited Option B. All new and existing BLC Unlimited Option A and Unlimited Option B lines included in the same, new agreement, up to a maximum of 19 lines, will receive the discount.

This offer is not combinable with the AT&T Business Local Calling Additional Line Promotion.

This offer is available for resale.

(N)

(N)

**2. GENERAL - BUSINESS (cont'd)**

**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**AT&T Business Local Calling 5+ Line Promotion**

A retail promotional period will be established from January 2, 2012 through August 31, 2012. (C)  
During this period eligible business customers will receive a 10% discount off of the 1-year renewable term and the 2-year term monthly rates for AT&T Business Local Calling Unlimited Option A and Unlimited Option B.

Eligible customers are those who 1) install a minimum of (5) new, incremental business lines, and 2) subscribe these newly installed lines to a new AT&T Business Local Calling (BLC) 1-year renewable or 2-year term agreement for either Unlimited Option A or Unlimited Option B. All new and existing BLC Unlimited Option A and Unlimited Option B lines included in the same, new agreement, up to a maximum of 19 lines, will receive the discount.

This offer is not combinable with the AT&T Business Local Calling Additional Line Promotion.

This offer is available for resale.

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**AT&T Business Local Calling 3+ Line Promotion (C)**

A retail promotional period will be established from January 2, 2012 through December 31, 2012. (C)  
During this period eligible business customers will receive a 10% discount off of the 1-year renewable term and the 2-year term monthly rates for AT&T Business Local Calling Unlimited Option A and Unlimited Option B.

Eligible customers are those who 1) install a minimum of three (3) new, incremental business lines, and 2) subscribe these newly installed lines to a new AT&T Business Local Calling (BLC) 1-year renewable or 2-year term agreement for either Unlimited Option A or Unlimited Option B. (C)  
All new and existing BLC Unlimited Option A and Unlimited Option B lines included in the same, new agreement, up to a maximum of 19 lines, will receive the discount.

This offer is not combinable with the AT&T Business Local Calling Additional Line Promotion.

This offer is available for resale.

**2. GENERAL - BUSINESS (cont'd)**

**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**AT&T Business Local Calling 3+ Line Promotion**

A retail promotional period will be established from January 2, 2012, through April 30, 2013. (C)  
During this period eligible business customers will receive a 10% discount off of the 1-year renewable term and the 2-year term monthly rates for AT&T Business Local Calling Unlimited Option A and Unlimited Option B.

Eligible customers are those who 1) install a minimum of three (3) new, incremental business lines, and 2) subscribe these newly installed lines to a new AT&T Business Local Calling (BLC) 1-year renewable or 2-year term agreement for either Unlimited Option A or Unlimited Option B. All new and existing BLC Unlimited Option A and Unlimited Option B lines included in the same, new agreement, up to a maximum of 19 lines, will receive the discount.

This offer is not combinable with the AT&T Business Local Calling Additional Line Promotion.

This offer is available for resale.

**2. GENERAL - BUSINESS (cont'd)**

**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**AT&T Business Local Calling 3+ Line Promotion**

A retail promotional period will be established from January 2, 2012, through August 31, 2013. (C)  
During this period eligible business customers will receive a 10% discount off of the 1-year renewable term and the 2-year term monthly rates for AT&T Business Local Calling Unlimited Option A and Unlimited Option B.

Eligible customers are those who 1) install a minimum of three (3) new, incremental business lines, and 2) subscribe these newly installed lines to a new AT&T Business Local Calling (BLC) 1-year renewable or 2-year term agreement for either Unlimited Option A or Unlimited Option B. All new and existing BLC Unlimited Option A and Unlimited Option B lines included in the same, new agreement, up to a maximum of 19 lines, will receive the discount.

This offer is not combinable with the AT&T Business Local Calling Additional Line Promotion.

This offer is available for resale.

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**AT&T Business Local Calling 3+ Line Promotion**

A retail promotional period will be established from January 2, 2012, through December 31, 2013. (C)  
During this period eligible business customers will receive a 10% discount off of the 1-year renewable term and the 2-year term monthly rates for AT&T Business Local Calling Unlimited Option A and Unlimited Option B.

Eligible customers are those who 1) install a minimum of three (3) new, incremental business lines, and 2) subscribe these newly installed lines to a new AT&T Business Local Calling (BLC) 1-year renewable or 2-year term agreement for either Unlimited Option A or Unlimited Option B. All new and existing BLC Unlimited Option A and Unlimited Option B lines included in the same, new agreement, up to a maximum of 19 lines, will receive the discount.

This offer is not combinable with the AT&T Business Local Calling Additional Line Promotion. (N)  
All orders must be completed by January 31, 2014.

This offer is available for resale.

**2. GENERAL - BUSINESS (cont'd)**

**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**AT&T Business Local Calling 3+ Line Promotion**

A retail promotional period will be established from January 2, 2012, through April 30, 2014. (C)  
During this period eligible business customers will receive a 10% discount off of the 1-year renewable term and the 2-year term monthly rates for AT&T Business Local Calling Unlimited Option A and Unlimited Option B.

Eligible customers are those who 1) install a minimum of three (3) new, incremental business lines, and 2) subscribe these newly installed lines to a new AT&T Business Local Calling (BLC) 1-year renewable or 2-year term agreement for either Unlimited Option A or Unlimited Option B. All new and existing BLC Unlimited Option A and Unlimited Option B lines included in the same, new agreement, up to a maximum of 19 lines, will receive the discount.

This offer is not combinable with the AT&T Business Local Calling Additional Line Promotion. (C)  
All orders must be completed by May 31, 2014.

This offer is available for resale.

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**AT&T Business Local Calling 3+ Line Promotion**

Available through August 31, 2014. During this period eligible business customers will receive a 10% discount off of the 1-year renewable term and the 2-year term monthly rates for AT&T Business Local Calling Unlimited Option A and Unlimited Option B. (C)

Eligible customers are those who 1) install a minimum of three (3) new, incremental business lines, and 2) subscribe these newly installed lines to a new AT&T Business Local Calling (BLC) 1-year renewable or 2-year term agreement for either Unlimited Option A or Unlimited Option B. All new and existing BLC Unlimited Option A and Unlimited Option B lines included in the same, new agreement, up to a maximum of 19 lines, will receive the discount.

This offer is not combinable with the AT&T Business Local Calling Additional Line Promotion. All orders must be completed by September 30, 2014. (C)

This offer is available for resale.

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Charter Number Nonrecurring Charge Promotion**

A new statewide promotion for Charter Number Service (as described in Guidebook, Part 8, Section 8) available to business customers. During the promotion, eligible business customers who retain more than twenty-five (25) telephone numbers under Charter Number Service and request a move to another location that is served by a different wire center but within the same rate center/rate district, will be allowed to retain their telephone number from the original location. The tariff nonrecurring charge of \$20.00 per Charter Number will be reduced to \$5.00 per Charter Number after the first twenty-five Charter Numbers are ported and charged at the prevailing tariff rate.

This offer is based on the number of telephone numbers retained per order and would not be cumulative with subsequent orders.

This promotion cannot be combined with any other promotional offers unless otherwise specified.

This promotion is offered from July 1, 2007 through November 9, 2007, and is available for resale.

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Charter Number Nonrecurring Charge Promotion**

A new statewide promotion for Charter Number Service (as described in Guidebook, Part 8, Section 8) available to business customers. During the promotion, eligible business customers who retain more than twenty-five (25) telephone numbers under Charter Number Service and request a move to another location that is served by a different wire center but within the same rate center/rate district, will be allowed to retain their telephone number from the original location. The tariff nonrecurring charge of \$20.00 per Charter Number will be reduced to \$5.00 per Charter Number after the first twenty-five Charter Numbers are ported and charged at the prevailing tariff rate.

This offer is based on the number of telephone numbers retained per order and would not be cumulative with subsequent orders.

This promotion cannot be combined with any other promotional offers unless otherwise specified.

This promotion is offered from July 1, 2007 through November 9, 2007, and is available for resale.

**Centrex 12 and 24 Month Term Extension Promotion - 2010**

A new statewide promotion is available to business customers who currently subscribe to Centrex service and have 12 months or less remaining on their existing 24-month or 36-month term agreement for one of the following Centrex term agreements: The Solution (Guidebook Part 5, section 1.) or A Little Something Extra (Guidebook Part 15, Section 1)

During the promotion period, the customer may extend their term agreement for either an additional 12-month or 24-month period at the same rates provided under the original term agreement. Customers may extend their term agreement up to three times for the duration of this promotion. The Company reserves the right to terminate this promotion at any given time with a one-day notice. Customers who exercise the option to extend the term of the agreement are not entitled to a different rate based on the overall term of the agreement as extended (i.e., customers with an initial 24-month agreement and extend it by an additional 12 months are not entitled to the rates allowed under a 36-month agreement). The extension will begin on the expiration date of the existing agreement or extension. Early termination fees are applicable according to the terms and conditions of the Guidebook term agreement.

This promotion is not available to customers with Centrex provided under individual case basis contracts. This promotion is offered from May 10, 2010 through May 9, 2011 and is available for resale.

(N)

(N)

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

CompleteLink<sup>SM</sup> MARC Credit II Promotion (Cont'd)

Customers that are existing CompleteLink<sup>SM</sup> subscribers and customers that subscribe to CompleteLink<sup>SM</sup> prior to the effective date of the promotion are not eligible for this promotion. Service taken under this promotion may be combined with any other promotion that may be offered and for which the customer qualifies, except that this promotion can not be combined with any promotion on intraLATA (a.k.a. Local Toll) service, OPT-E-MAN<sup>SM</sup> service, or any other promotion on CompleteLink<sup>SM</sup>.

This promotion is offered from January 5, 2005 for a maximum of 120 days and is available for resale.

This promotion is extended and is now offered from May 5, 2005 for a maximum of 83 additional days for a maximum total of 203 days. This promotion continues to be available for resale.

(D)

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**BUSINESS LOCAL CALLING – AFL BACK UP BUNDLE PROMOTION III**

(N)

A promotional period will be in effect from July 1, 2019, through December 31, 2019. During this period eligible Business customers will receive a net monthly rate of \$35 (via a credit) for AT&T Business Local Calling (BLC) Option A package charges. Eligible customers are as follow:

- New customers who do not have local exchange service with the Company, or new customers who have their local exchange access line service with another competitive local exchange carrier within the Company service area and who now wish to establish their local exchange access line service with the Company as a part of a Bundle<sup>/1/</sup> (Win/Winback), and who subscribe to a 12-month Term Plan for BLC, or
- Existing customers currently subscribing to AT&T local service, who subscribe to a 12-month Term Plan for BLC and who are newly subscribing to or currently have AT&T Long Distance and AT&T Internet Service, AT&T Mobility, or DIRECTV as a part of a Bundle<sup>/1/</sup>, or
- Existing customers who communicate a desire to disconnect their lines then reconsider and keep the lines with the Company as a part of a Bundle<sup>/1/</sup> (Save), and who subscribe to a 12-month Term Plan for BLC Option A.

Furthermore,

- Customers participating in a Business Local Calling promotion as part of a Bundle<sup>/1/</sup>, may continue to participate in the Bundle<sup>/1/</sup> and will receive a net monthly rate of \$40 (via a credit), if they agree to a new 12-month term.

This offer may not be combined with other AT&T Business Local Calling Term Plan discounts.

This offer is only allowed on single location accounts.

Billed to Number (BTN) arrangements are not allowed.

This offer is limited to nineteen (19) lines per customer location.

When the customer's bundle subscription expires, these benefits will no longer apply.

All other terms and conditions associated with AT&T Business Local Calling, as appropriate, will apply.

/1/ The bundle combines the AT&T Business Local Calling Option A, provided by the Company with the following services (offered by affiliates of the Company) in a bundled offering: AT&T Long Distance, and AT&T Internet, AT&T Mobility, or DIRECTV.

(N)

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**BUSINESS LOCAL CALLING – AFL BACK UP BUNDLE PROMOTION III**

A promotional period will be in effect from July 1, 2019, through December 31, 2020. During this period eligible Business customers will receive a net monthly rate of \$35 (via a credit) for AT&T Business Local Calling (BLC) Option A package charges. Eligible customers are as follow: (C)

- New customers who do not have local exchange service with the Company, or new customers who have their local exchange access line service with another competitive local exchange carrier within the Company service area and who now wish to establish their local exchange access line service with the Company as a part of a Bundle<sup>/1/</sup> (Win/Winback), and who subscribe to a 12-month Term Plan for BLC, or
- Existing customers currently subscribing to AT&T local service, who subscribe to a 12-month Term Plan for BLC and who are newly subscribing to or currently have AT&T Long Distance and AT&T Internet Service, AT&T Mobility, or DIRECTV as a part of a Bundle<sup>/1/</sup>, or
- Existing customers who communicate a desire to disconnect their lines then reconsider and keep the lines with the Company as a part of a Bundle<sup>/1/</sup> (Save), and who subscribe to a 12-month Term Plan for BLC Option A.

Furthermore,

- Customers participating in a Business Local Calling promotion as part of a Bundle<sup>/1/</sup>, may continue to participate in the Bundle<sup>/1/</sup> and will receive a net monthly rate of \$40 (via a credit), if they agree to a new 12-month term.

This offer may not be combined with other AT&T Business Local Calling Term Plan discounts.

This offer is only allowed on single location accounts.

Billed to Number (BTN) arrangements are not allowed.

This offer is limited to nineteen (19) lines per customer location.

When the customer's bundle subscription expires, these benefits will no longer apply.

All other terms and conditions associated with AT&T Business Local Calling, as appropriate, will apply.

/1/ The bundle combines the AT&T Business Local Calling Option A, provided by the Company with the following services (offered by affiliates of the Company) in a bundled offering: AT&T Long Distance, and AT&T Internet, AT&T Mobility, or DIRECTV.

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**BUSINESS LOCAL CALLING – AFL BACK UP BUNDLE PROMOTION III**

A promotional period will be in effect from July 1, 2019, through December 31, 2021. During this period eligible Business customers will receive a net monthly rate of \$35 (via a credit) for AT&T Business Local Calling (BLC) Option A package charges. Eligible customers are as follow: (C)

- New customers who do not have local exchange service with the Company, or new customers who have their local exchange access line service with another competitive local exchange carrier within the Company service area and who now wish to establish their local exchange access line service with the Company as a part of a Bundle<sup>/1/</sup> (Win/Winback), and who subscribe to a 12-month Term Plan for BLC, or
- Existing customers currently subscribing to AT&T local service, who subscribe to a 12-month Term Plan for BLC and who are newly subscribing to or currently have AT&T Long Distance and AT&T Internet Service, AT&T Mobility, or DIRECTV as a part of a Bundle<sup>/1/</sup>, or
- Existing customers who communicate a desire to disconnect their lines then reconsider and keep the lines with the Company as a part of a Bundle<sup>/1/</sup> (Save), and who subscribe to a 12-month Term Plan for BLC Option A.

Furthermore,

- Customers participating in a Business Local Calling promotion as part of a Bundle<sup>/1/</sup>, may continue to participate in the Bundle<sup>/1/</sup> and will receive a net monthly rate of \$40 (via a credit), if they agree to a new 12-month term.

This offer may not be combined with other AT&T Business Local Calling Term Plan discounts.

This offer is only allowed on single location accounts.

Billed to Number (BTN) arrangements are not allowed.

This offer is limited to nineteen (19) lines per customer location.

When the customer's bundle subscription expires, these benefits will no longer apply.

All other terms and conditions associated with AT&T Business Local Calling, as appropriate, will apply.

/1/ The bundle combines the AT&T Business Local Calling Option A, provided by the Company with the following services (offered by affiliates of the Company) in a bundled offering: AT&T Long Distance, and AT&T Internet, AT&T Mobility, or DIRECTV.

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**BUSINESS LOCAL CALLING – AFL BACK UP BUNDLE PROMOTION III**

A promotional period will be in effect from July 1, 2019, through December 31, 2022. During this period eligible Business customers will receive a net monthly rate of \$35 (via a credit) for AT&T Business Local Calling (BLC) Option A package charges. Eligible customers are as follow: (C)

- New customers who do not have local exchange service with the Company, or new customers who have their local exchange access line service with another competitive local exchange carrier within the Company service area and who now wish to establish their local exchange access line service with the Company as a part of a Bundle<sup>/1/</sup> (Win/Winback), and who subscribe to a 12-month Term Plan for BLC, or
- Existing customers currently subscribing to AT&T local service, who subscribe to a 12-month Term Plan for BLC and who are newly subscribing to or currently have AT&T Long Distance and AT&T Internet Service, AT&T Mobility, or DIRECTV as a part of a Bundle<sup>/1/</sup>, or
- Existing customers who communicate a desire to disconnect their lines then reconsider and keep the lines with the Company as a part of a Bundle<sup>/1/</sup> (Save), and who subscribe to a 12-month Term Plan for BLC Option A.

Furthermore,

- Customers participating in a Business Local Calling promotion as part of a Bundle<sup>/1/</sup>, may continue to participate in the Bundle<sup>/1/</sup> and will receive a net monthly rate of \$40 (via a credit), if they agree to a new 12-month term.

This offer may not be combined with other AT&T Business Local Calling Term Plan discounts.

This offer is only allowed on single location accounts.

Billed to Number (BTN) arrangements are not allowed.

This offer is limited to nineteen (19) lines per customer location.

When the customer's bundle subscription expires, these benefits will no longer apply.

All other terms and conditions associated with AT&T Business Local Calling, as appropriate, will apply.

/1/ The bundle combines the AT&T Business Local Calling Option A, provided by the Company with the following services (offered by affiliates of the Company) in a bundled offering: AT&T Long Distance, and AT&T Internet, AT&T Mobility, or DIRECTV.

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**CompleteLink<sup>SM</sup> Bonus Credit Promotion**

A new statewide promotion for CompleteLink<sup>SM</sup> service, as described in Guidebook, Part 9, Section 3, for existing business customers who have received a competitive offer from a Competitive Local Exchange Carrier within the Company's service area for business local exchange service ("Save Customers").

During this promotional period eligible business customers who commit to a minimum threshold of lines to a new CompleteLink<sup>SM</sup> 1-year term agreement or longer will receive either a \$40.00 or \$50.00 bonus credit per eligible access line per year.

Eligible customers who commit between 25 and 49 eligible access lines in the Company's service area will receive a bonus credit of \$40.00 per line per year of the term plan. Eligible customers who commit a minimum of 50 eligible access lines in the Company's service area will receive a bonus credit of \$50.00 per line per year of the term plan, up to a maximum credit of \$20,000 per year. Bonus credit level is determined by the number of lines in service when the customer calls to discuss disconnection of service. Only in-service lines the customer was considering disconnecting are eligible for this credit.

The bonus credit will be applied on a monthly basis in equal amounts for each month in a 12 month term period. The customer must agree to associate all their lines with one of the CompleteLink<sup>SM</sup> eligible term plans to receive the credits. If, at any time during the benefit period, lines are disconnected, the credits will be discontinued for those disconnected lines. Customers receiving \$40 per line credit will need to maintain at minimum 25 access lines. Customers receiving \$50 per line credit will need to maintain at minimum 50 access lines. If, at any time during the benefit period, the customer fails to maintain their minimum line levels, the credits will be discontinued on all lines.

This offer can be applied only once per customer during this promotional period. All other terms and conditions applicable to CompleteLink<sup>SM</sup> will apply. This offer cannot be combined with other discount plans or promotions unless such a plan or promotion specifically states that it can be combined with this promotion.

This promotion is offered from October 1, 2005 for a maximum of 120 days and is available for resale.

**2. GENERAL - BUSINESS (cont'd)**

**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

(D)

(D)

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Business Remote Call Forwarding with Unlimited Local Usage Win/Winback Promotion II**

(N)

A promotional period will be established from February 12, 2020, through December 31, 2020. During this promotional period, eligible business customers will receive a net effective rate of \$5.00 per month per path for Remote Call Forwarding (RCF) service and unlimited AT&T Local Usage and AT&T Message Telecommunications Service.

Eligible customers are business customers who have their exchange access service with another Carrier and who now establish their exchange access service with the Company or AT&T Business Voice over IP Service (AT&T Phone), are now requesting 1-10 business exchange access lines and/or 1-6 AT&T Phone seats, and cannot port their telephone number and require RCF to keep their existing telephone numbers at existing location

To qualify for this Promotion, the Call Forwarded number of the RCF service must terminate to a Company business access line (excluding 800 service lines) or AT&T Business Voice over IP Service, at the time customer subscribes to this Promotion. Subscribers must order RCF service within 30 days of establishing the qualifying exchange access service from the other carrier. Subscribers may have a maximum of ten RCF paths (initial/additional) per billing account participating in this discounted service, and the RCF path(s) must be located in the same state where service from the other carrier was located.

If subscriber with this RCF Promotion terminates Company business access line or AT&T Business Voice over IP Service and retains the Company's RCF, this Promotion will continue to apply until customer terminates the RCF service. The monthly Remote Call Forwarding rates and unlimited local or local toll usage will be discounted for each path and for each additional path.

Eligible customers will receive a waiver of the nonrecurring charges to add Remote Call Forwarding.

This Win/Winback Promotion cannot be combined with other RCF promotions or offers, including the existing RCF discount offer, which will still be available.

(N)

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Business Remote Call Forwarding with Unlimited Local Usage Win/Winback Promotion II**

A promotional period will be established from January 1, 2021, through December 31, 2022. (C)  
During this promotional period, eligible business customers will receive a net effective rate of \$5.00 per month per path for Remote Call Forwarding (RCF) service and unlimited AT&T Local Usage and AT&T Message Telecommunications Service.

Eligible customers are business customers who have their exchange access service with another Carrier and who now establish their exchange access service with the Company or AT&T Business Voice over IP Service (AT&T Phone), are now requesting 1-10 business exchange access lines and/or 1-6 AT&T Phone seats, and cannot port their telephone number and require RCF to keep their existing telephone numbers at existing location

To qualify for this Promotion, the Call Forwarded number of the RCF service must terminate to a Company business access line (excluding 800 service lines) or AT&T Business Voice over IP Service, at the time customer subscribes to this Promotion. Subscribers must order RCF service within 30 days of establishing the qualifying exchange access service from the other carrier. Subscribers may have a maximum of ten RCF paths (initial/additional) per billing account participating in this discounted service, and the RCF path(s) must be located in the same state where service from the other carrier was located.

If subscriber with this RCF Promotion terminates Company business access line or AT&T Business Voice over IP Service and retains the Company's RCF, this Promotion will continue to apply until customer terminates the RCF service. The monthly Remote Call Forwarding rates and unlimited local or local toll usage will be discounted for each path and for each additional path.

Eligible customers will receive a waiver of the nonrecurring charges to add Remote Call Forwarding.

This Win/Winback Promotion cannot be combined with other RCF promotions or offers, including the existing RCF discount offer, which will still be available.

**2. GENERAL - BUSINESS (cont'd)**

**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Custom BizSaver Bonus Promotion**

Any existing qualifying Company Business customer that does not currently subscribe to an optional voice package with a term plan will receive a \$50 bill credit by newly subscribing to any Custom BizSaver plan. All terms and conditions for Custom BizSaver apply. Unless otherwise specified, this offer may be combined with any other Custom BizSaver promotion. This offer is available from September 1, 2008 through August 31, 2009, and is available for resale.

**2. GENERAL - BUSINESS (cont'd)**

**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Custom BizSaver Bonus Promotion**

Any existing qualifying Company Business customer that does not currently subscribe to an optional voice package with a term plan will receive a \$50 bill credit by newly subscribing to any Custom BizSaver plan. All terms and conditions for Custom BizSaver apply. Unless otherwise specified, this offer may be combined with any other Custom BizSaver promotion. This offer is available from September 1, 2008 through July 30, 2009, and is available for resale.

(C)

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Business Unlimited Local Usage**

A new statewide promotion for Zone Usage Measurement ("ZUM") Service as described in Guidebook, Part 4, Section 1 available to existing business customers ("Retention Customers"), existing business customers who have received a competitive offer from a Competitive Local Exchange Carrier within the Company's service area for business local exchange service ("Save Customers"), business customers who have discontinued their business local exchange service with the Company for the purpose of establishing their business local exchange service with a Competitive Local Exchange Carrier operating within the Company's territory and who now wish to return their business local exchange service to the Company ("Winback Customers"), and business customers who have not previously had business local exchange service with the Company but have established their business local exchange service with a Competitive Local Exchange Carrier operating within the Company's territory and who now wish to establish business local exchange service with the Company ("Win Customers"). During the promotion period, eligible customers who subscribe to Individual Lines Measured Rate Business Service (1MB++), Individual Lines Measured Rate Business Service (1ML++), Individual Line Measured Rate Business Service (1MC++), or Individual Line Measured Rate Business Service (1MS++) and CompleteLink<sup>SM</sup> service with a minimum one-year term agreement, will qualify to receive ZUM Measurement Areas 1, 2, and 3 unlimited local usage at an effective fixed monthly recurring rate of \$13.00 for the length of the term commitment. This rate will be applied in lieu of any CompleteLink<sup>SM</sup> service eligible business service discount or product level discount on ZUM Service that would otherwise be available to the customer for subscribing to CompleteLink<sup>SM</sup> service.

To be eligible for this promotion, all business access lines on the billed telephone number with CompleteLink<sup>SM</sup> must be enrolled in this promotion. If the customer terminates the CompleteLink<sup>SM</sup> agreement prior to the term expiration date, the customer will be liable for all applicable CompleteLink<sup>SM</sup> early termination fees, as described in Guidebook, Part 9, Section 3. After the term has been completed (or otherwise ended due to early termination), monthly recurring charges for unlimited local usage will no longer apply and basic local usage rates will apply unless the customer selects another local usage calling plan or CompleteLink<sup>SM</sup> plan option with different local usage rates available at that time. This promotion may not be combined with any other promotion.

This promotion is offered from August 31, 2005 for a maximum of 84 days and is available for resale.

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

Business Unlimited Usage for Centrex

A new statewide promotion for Zone Usage Measurement ("ZUM") Service as described in Guidebook, Part 4, Section 1 available to existing business customers ("Retention Customers"), existing business customers who have received a competitive offer from a Competitive Local Exchange Carrier within the Company's service area for business local exchange service ("Save Customers"), business customers who have discontinued their business local exchange service with the Company for the purpose of establishing their business local exchange service with a Competitive Local Exchange Carrier operating within the Company's territory and who now wish to return their business local exchange service to the Company ("Winback Customers"), and business customers who have not previously had business local exchange service with the Company but have established their business local exchange service with a Competitive Local Exchange Carrier operating within the Company's territory and who now wish to establish business local exchange service with the Company ("Win Customers").

During the promotion period, eligible customers who subscribe to Centrex service and verbally commit to a 12 month term for Business Unlimited Local Usage for Centrex will receive ZUM Measurement Areas 1, 2, and 3 unlimited local usage at an effective monthly recurring rate of \$20.00. Customers discontinuing their minimum 12 month term for Business Unlimited Local Usage for Centrex will be liable for an amount equal to \$10 per month of their remaining term.

To be eligible for this promotion, all Centrex lines on the billed telephone number must be enrolled in this promotion. This promotion cannot be combined with any other ZUM usage promotion or plan.

This promotion is offered from September 18, 2005 for a maximum of 65 days and is available for resale.

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Centrex Combine Promotion**

A new statewide promotion for Centrex service available to business customers who have discontinued their service with the Utility for the purpose of establishing Centrex service with a CLC Reseller operating within the Utility's territory and who now wish to return to the Utility ("Winback Customers") and business customers who have not previously had service with the Utility but have established Centrex service with a CLC Reseller operating within the Utility's territory and who now wish to establish Centrex service with the Utility ("Win Customers"). To be eligible, customers must sign a new 36-month term agreement for any of the following Centrex term offerings: The Answer (Guidebook, Part 5, Section 1), The Solution (Guidebook, Part 5, Section 1) or A Little Something Extra (Guidebook, Part 5, Section 1). The 36-month term agreement must be signed on or after January 1, 2007 through December 31, 2007.

During the promotional period, the nonrecurring charges will be waived for each analog and ISDN BRI Station connected during the installation of the Centrex system. The customer will also receive a one-time bill credit of \$40.00 per Centrex Station, up to a maximum of 30 stations per term agreement. The bill credit will appear between the third and fifth billing cycles after the order is issued.

Customers participating in this Centrex promotion are not eligible for other Centrex promotions unless otherwise specified. Standard termination charges apply for early, partial or total discontinuance of the term agreement. This promotion is not available to business customers with Centrex provided under G.O. 96-A contracts.

This promotion is offered from January 1, 2007 through December 31, 2007 and is available for resale.

2. GENERAL - BUSINESS (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

(D)

(D)

2. GENERAL - BUSINESS (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

**AT&T Business Local Calling Promotion II**

A promotion period will be established from May 25, 2011, through May 24, 2012. During this promotional period eligible business customers who subscribe to a new 36-month term agreement for AT&T Business Local Calling with 5 to 19 initial lines will receive a 6% discount on the monthly rate for lines subscribed to Options A or B.

Eligible customers include those existing business customers with 5 to 19 business lines that are not on a Company voice package term agreement or have less than 90 days remaining on a Company voice package term plan. Eligible customers may only receive discounts for a maximum of 19 lines subscribed to either Options A or B.

All other terms and conditions applicable to AT&T Business Local Calling, as appropriate, will apply. This promotion may not be combined with any other promotional offers.

This promotion is available for resale.

(N)

(N)

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**AT&T Business Local Calling Promotion II**

A promotion period will be established from May 25, 2011, through May 24, 2013.  
During this promotional period eligible business customers who subscribe to a new 36-month term agreement for AT&T Business Local Calling with 5 to 19 initial lines will receive a 6% discount on the monthly rate for lines subscribed to Options A or B.

(C)

Eligible customers include those existing business customers with 5 to 19 business lines that are not on a Company voice package term agreement or have less than 90 days remaining on a Company voice package term plan. Eligible customers may only receive discounts for a maximum of 19 lines subscribed to either Options A or B.

All other terms and conditions applicable to AT&T Business Local Calling, as appropriate, will apply. This promotion may not be combined with any other promotional offers.

This promotion is available for resale.

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**AT&T Business Local Calling Promotion II**

A promotion period will be established from May 25, 2013, through May 24, 2014.  
During this promotional period eligible business customers who subscribe to a new 36-month term agreement for AT&T Business Local Calling with 5 to 19 initial lines will receive a 6% discount on the monthly rate for lines subscribed to Options A or B.

(C)

Eligible customers include those existing business customers with 5 to 19 business lines that are not on a Company voice package term agreement or have less than 90 days remaining on a Company voice package term plan. Eligible customers may only receive discounts for a maximum of 19 lines subscribed to either Options A or B.

All other terms and conditions applicable to AT&T Business Local Calling, as appropriate, will apply. This promotion may not be combined with any other promotional offers.

This promotion is available for resale.

**2. GENERAL - BUSINESS (cont'd)**

**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**AT&T Business Local Calling Promotion II**

Available through May 24, 2015. During this promotional period eligible business customers who subscribe to a new 36-month term agreement for AT&T Business Local Calling with 5 to 19 initial lines will receive a 6% discount on the monthly rate for lines subscribed to Options A or B. (C)

Eligible customers include those existing business customers with 5 to 19 business lines that are not on a Company voice package term agreement or have less than 90 days remaining on a Company voice package term plan. Eligible customers may only receive discounts for a maximum of 19 lines subscribed to either Options A or B.

All other terms and conditions applicable to AT&T Business Local Calling, as appropriate, will apply. This promotion may not be combined with any other promotional offers.

This promotion is available for resale.

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Centrex Nonrecurring Charge Waiver Promotion**

A new statewide promotion for Centrex service is available to business customers who are (1) a new subscriber to Centrex, (2) have discontinued their service with the Company for the purpose of establishing Centrex service with a CLC Reseller operating within the Company's territory and who now wish to return to the Company ("Winback Customers"), (3) business customers who have not previously had service with the Company but have established Centrex service with a CLC Reseller operating within the Company's territory and who now wish to establish Centrex service with the Company ("Win Customers"), and (4) an existing Centrex subscriber moving their Centrex service to a new location within the Company's territory. To be eligible, customers must sign a new 24-month or 36-month term agreement for any of the following Centrex term offerings: The Answer (Guidebook, Part 5, Section 1), The Solution (Guidebook, Part 5, Section 1), or A Little Something Extra (Guidebook, Part 5, Section 1). The monthly term agreement must be signed on or after May 10, 2009 through May 9, 2010.

During the promotional period, the nonrecurring charges will be waived for each analog and ISDN BRI station connected during the new installation of the Centrex system and waived for each station connected at the new location when their Centrex service is moved.

Customers participating in this Centrex promotion are not eligible for other Centrex promotions unless specified otherwise. Customers who have discontinued their service with the Company for the purpose of establishing Centrex service with a CLC Reseller operating within the Company's territory and who now wish to return to the Company ("Winback Customers"), and business customers who have not previously had service with the Company but have established Centrex service with a CLC Reseller operating within the Company's territory and who now wish to establish Centrex service with the Company ("Win Customers"), are eligible to combine the Centrex Thank You Promotion with this promotion. In addition, customers are eligible to combine this promotion with the Centrex Welcoming Rewards Promotion, if available.

The bill credit will be applied no later than the second billing cycle after the order is issued. Standard termination charges apply for early, partial or total discontinuance of the term agreement. This promotion is not available to business customers with Centrex provided under G.O. 96-A contracts.

This promotion is offered from May 10, 2009 through May 9, 2010 and is available for resale.

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Centrex Welcoming Rewards Promotion**

A new statewide promotion for Centrex service is available to business customers who are (1) a new subscriber to Centrex, (2) have discontinued their service with the Company for the purpose of establishing Centrex service with a CLC Reseller operating within the Company's territory and who now wish to return to the Company ("Winback Customers"), (3) business customers who have not previously had service with the Company but have established Centrex service with a CLC Reseller operating within the Company's territory and who now wish to establish Centrex service with the Company ("Win Customers"), and (4) business customers who open a new location.

To be eligible, customers must commit to a verbal one-year Welcoming Reward Promotional Agreement to receive the benefits. Customers are also required to commit to a Centrex 24-month or longer term offering, A Little Something Extra (Guidebook, Part 5, Section 1). A minimum of 2 lines must be connected. ISDN lines are not included in this promotion.

During the promotional period, eligible customers will receive a one-time bill credit of \$50.00 on the first line connected and \$25.00 one-time bill credit for each additional Centrex line purchased through 20 lines, with a maximum credit amount of \$525. The bill credits will be applied no later than the second bill cycle after the order is issued.

Customers participating in this promotion are not eligible for the Centrex Thank You Promotion. Customers are eligible to combine Centrex Nonrecurring Charge Waiver Promotion with this Promotion.

If the customer disconnects their Centrex service prior to one year after the date of installation, all bill credits given with this promotion will be billed to the customer. In addition, standard Centrex early termination charges apply for partial or total discontinuance of service prior to the expiration of the 24-month or longer term. This promotion is not available to business customers with Centrex provided under G.O. 96-A contracts.

This promotion is offered from April 1, 2008 through March 31, 2009 and is available for resale.

**2. GENERAL – BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Centrex Add-A-Line Waiver Promotion**

A new statewide promotion for Centrex service is available to business customers who currently subscribe to Centrex service under a tariff term or sign a new 12-month or longer term agreement for the tariff Centrex term offering, A Little Something Extra (Guidebook, Part 5, Section 1) and install an additional Centrex station.

During the promotion period, the nonrecurring charges will be waived for each analog or ISDN BRI Station connected. The Centrex term agreement must be dated and signed between May 10, 2009 and May 9, 2010.

Customers participating in this Centrex promotion are not eligible for other Centrex promotions unless otherwise specified. Standard termination charges apply for partial or total discontinuance of service prior to the expiration term. This promotion is not available to customers with Centrex provided under G.O.96-A contracts.

This promotion will be offered from May 10, 2009 through May 9, 2010 and is available for resale.

**2. GENERAL – BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Centrex Add-A-Line Waiver Promotion**

A new statewide promotion for Centrex service is available to business customers who currently subscribe to Centrex service under a tariff term or sign a new 12-month or longer term agreement for the tariff Centrex term offering, A Little Something Extra (Guidebook, Part 5, Section 1) and install an additional Centrex station.

During the promotion period, the nonrecurring charges will be waived for each analog or ISDN BRI Station connected. The Centrex term agreement must be dated and signed between May 10, 2009 and May 9, 2010.

Customers participating in this Centrex promotion are not eligible for other Centrex promotions unless otherwise specified. Standard termination charges apply for partial or total discontinuance of service prior to the expiration term. This promotion is not available to customers with Centrex provided under G.O.96-A contracts.

This promotion will be offered from May 10, 2009 through May 9, 2010 and is available for resale.

**AT&T Business Local Calling Promotion**

A promotion period will be established from September 1, 2010, through August 31, 2011. During this promotion period eligible business customers who subscribe to a new 24-month term agreement for AT&T Business Local Calling with 6 to 19 initial lines will receive a 10% discount on the monthly rate for lines subscribed to Options A or B.

Eligible customers include those business customers with 6 to 19 business lines who have their business network access lines with another competitive local exchange carrier within the AT&T California or AT&T Nevada service areas and who now wish to establish their business network access line service with the Company. Save customers, existing business customers who have received a competitive offer and are considering switching their business network access lines to another carrier (proof of competitive offer may be required), with 6 to 19 business lines are also eligible. Eligible customers may only receive discounts for a maximum of 19 lines subscribed to either Options A or B.

All other terms and conditions applicable to AT&T Business Local Calling, as appropriate, will apply. This promotion may not be combined with any other promotional offers with the exception of the Welcoming Rewards promotion for Win/Winback customers, where applicable, which can be combined with this promotion.

This promotion is available for resale.

(N)

(N)

**2. GENERAL – BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Centrex Add-A-Line Waiver Promotion**

A new statewide promotion for Centrex service is available to business customers who currently subscribe to Centrex service under a tariff term or sign a new 12-month or longer term agreement for the tariff Centrex term offering, A Little Something Extra (Guidebook, Part 5, Section 1) and install an additional Centrex station.

During the promotion period, the nonrecurring charges will be waived for each analog or ISDN BRI Station connected. The Centrex term agreement must be dated and signed between May 10, 2009 and May 9, 2010.

Customers participating in this Centrex promotion are not eligible for other Centrex promotions unless otherwise specified. Standard termination charges apply for partial or total discontinuance of service prior to the expiration term. This promotion is not available to customers with Centrex provided under G.O.96-A contracts.

This promotion will be offered from May 10, 2009 through May 9, 2010 and is available for resale.

**AT&T Business Local Calling Promotion**

A promotion period will be established from September 1, 2010, through August 31, 2011. During this promotion period eligible business customers who subscribe to a new 24-month term agreement for AT&T Business Local Calling with 6 to 19 initial lines will receive a 10% discount on the monthly rate for lines subscribed to Options A or B.

Eligible customers include those business customers with 6 to 19 business lines who have their business network access lines with another competitive local exchange carrier within the AT&T California or AT&T Nevada service areas and who now wish to establish their business network access line service with the Company. Save customers, existing business customers who have received a competitive offer and are considering switching their business network access lines to another carrier (proof of competitive offer may be required), with 6 to 19 business lines are also eligible. Existing business customers currently subscribed to AT&T Business Local Calling Assurance who transfer these lines to this Program are also eligible. Eligible customers may only receive discounts for a maximum of 19 lines subscribed to either Options A or B.

(N)  
(N)

All other terms and conditions applicable to AT&T Business Local Calling, as appropriate, will apply. This promotion may not be combined with any other promotional offers with the exception of the Welcoming Rewards promotion for Win/Winback customers, where applicable, which can be combined with this promotion.

This promotion is available for resale.

**2. GENERAL – BUSINESS (cont'd)**

**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Centrex Add-A-Line Waiver Promotion**

A new statewide promotion for Centrex service is available to business customers who currently subscribe to Centrex service under a tariff term or sign a new 12-month or longer term agreement for the tariff Centrex term offering, A Little Something Extra (Guidebook, Part 5, Section 1) and install an additional Centrex station.

During the promotion period, the nonrecurring charges will be waived for each analog or ISDN BRI Station connected. The Centrex term agreement must be dated and signed between May 10, 2009 and May 9, 2010.

Customers participating in this Centrex promotion are not eligible for other Centrex promotions unless otherwise specified. Standard termination charges apply for partial or total discontinuance of service prior to the expiration term. This promotion is not available to customers with Centrex provided under G.O.96-A contracts.

This promotion will be offered from May 10, 2009 through May 9, 2010 and is available for resale.

**AT&T Business Local Calling Promotion**

A promotion period will be established from September 1, 2010, through August 31, 2011. During this promotion period eligible business customers who subscribe to a new, minimum 24-month term agreement for AT&T Business Local Calling with 5 to 19 initial lines will receive a 10% discount on the monthly rate for lines subscribed to Options A or B.

(C)  
|  
(C)

Eligible customers include those business customers with 5 to 19 business lines who have their business network access lines with another competitive local exchange carrier within the AT&T California or AT&T Nevada service areas and who now wish to establish their business network access line service with the Company. Save customers, existing business customers who have received a competitive offer and are considering switching their business network access lines to another carrier (proof of competitive offer may be required), with 5 to 19 business lines are also eligible. Existing business customers currently subscribed to AT&T Business Local Calling Assurance who transfer these lines to this Program are also eligible. Eligible customers may only receive discounts for a maximum of 19 lines subscribed to either Options A or B.

(C)  
  
  
  
  
(C)

All other terms and conditions applicable to AT&T Business Local Calling, as appropriate, will apply. This promotion may not be combined with any other promotional offers with the exception of the Welcoming Rewards promotion for Win/Winback customers, where applicable, which can be combined with this promotion.

This promotion is available for resale.

**2. GENERAL – BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Centrex Add-A-Line Waiver Promotion**

A new statewide promotion for Centrex service is available to business customers who currently subscribe to Centrex service under a tariff term or sign a new 12-month or longer term agreement for the tariff Centrex term offering, A Little Something Extra (Guidebook, Part 5, Section 1) and install an additional Centrex station.

During the promotion period, the nonrecurring charges will be waived for each analog or ISDN BRI Station connected. The Centrex term agreement must be dated and signed between May 10, 2009 and May 9, 2010.

Customers participating in this Centrex promotion are not eligible for other Centrex promotions unless otherwise specified. Standard termination charges apply for partial or total discontinuance of service prior to the expiration term. This promotion is not available to customers with Centrex provided under G.O.96-A contracts.

This promotion will be offered from May 10, 2009 through May 9, 2010 and is available for resale.

**AT&T Business Local Calling Promotion**

A promotion period will be established from September 1, 2010, through May 24, 2012. (C)  
During this promotion period eligible business customers who subscribe to a new, minimum 24-month term agreement for AT&T Business Local Calling with 5 to 19 initial lines will receive a 10% discount on the monthly rate for lines subscribed to Options A or B.

Eligible customers include those business customers with 5 to 19 business lines who have their business network access lines with another competitive local exchange carrier within the AT&T California or AT&T Nevada service areas and who now wish to establish their business network access line service with the Company. Save customers, existing business customers who have received a competitive offer and are considering switching their business network access lines to another carrier (proof of competitive offer may be required), with 5 to 19 business lines are also eligible. Existing business customers currently subscribed to AT&T Business Local Calling Assurance who transfer these lines to this Program are also eligible. Eligible customers may only receive discounts for a maximum of 19 lines subscribed to either Options A or B.

All other terms and conditions applicable to AT&T Business Local Calling, as appropriate, will apply. This promotion may not be combined with any other promotional offers with the exception of the Welcoming Rewards promotion for Win/Winback customers, where applicable, which can be combined with this promotion.

This promotion is available for resale.

**2. GENERAL – BUSINESS (cont'd)**

**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

(D)

(D)

**AT&T Business Local Calling Promotion**

A promotion period will be established from September 1, 2010, through May 24, 2013. (C)

During this promotion period eligible business customers who subscribe to a new, minimum 24-month term agreement for AT&T Business Local Calling with 6 to 19 initial lines will receive a 10% discount on the monthly rate for lines subscribed to Options A or B. (C)

Eligible customers include those business customers with 6 to 19 business lines who have their business network access lines with another competitive local exchange carrier within the AT&T California or AT&T Nevada service areas and who now wish to establish their business network access line service with the Company. Save customers, existing business customers who have received a competitive offer and are considering switching their business network access lines to another carrier (proof of competitive offer may be required), with 6 to 19 business lines are also eligible. Existing business customers currently subscribed to AT&T Business Local Calling Assurance who transfer these lines to this Program are also eligible. Eligible customers may only receive discounts for a maximum of 19 lines subscribed to either Options A or B. (C)

All other terms and conditions applicable to AT&T Business Local Calling, as appropriate, will apply. This promotion may not be combined with any other promotional offers with the exception of the Welcoming Rewards promotion for Win/Winback customers, where applicable, which can be combined with this promotion.

This promotion is available for resale.

**2. GENERAL – BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**AT&T Business Local Calling Promotion**

A promotion period will be established from May 25, 2013, through May 24, 2014. (C)

During this promotion period eligible business customers who subscribe to a new, minimum 24-month term agreement for AT&T Business Local Calling with 6 to 19 initial lines will receive a 10% discount on the monthly rate for lines subscribed to Options A or B.

Eligible customers include those business customers with 6 to 19 business lines who have their business network access lines with another competitive local exchange carrier within the AT&T California or AT&T Nevada service areas and who now wish to establish their business network access line service with the Company. Save customers, existing business customers who have received a competitive offer and are considering switching their business network access lines to another carrier (proof of competitive offer may be required), with 6 to 19 business lines are also eligible. Existing business customers currently subscribed to AT&T Business Local Calling Assurance who transfer these lines to this Program are also eligible. Eligible customers may only receive discounts for a maximum of 19 lines subscribed to either Options A or B.

All other terms and conditions applicable to AT&T Business Local Calling, as appropriate, will apply. This promotion may not be combined with any other promotional offers with the exception of the Welcoming Rewards promotion for Win/Winback customers, where applicable, which can be combined with this promotion.

This promotion is available for resale.

**2. GENERAL – BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**AT&T Business Local Calling Promotion**

Available through May 24, 2015. During this promotion period eligible business customers who subscribe to a new, minimum 24-month term agreement for AT&T Business Local Calling with 6 to 19 initial lines will receive a 10% discount on the monthly rate for lines subscribed to Options A or B.

(C)

Eligible customers include those business customers with 6 to 19 business lines who have their business network access lines with another competitive local exchange carrier within the AT&T California or AT&T Nevada service areas and who now wish to establish their business network access line service with the Company. Save customers, existing business customers who have received a competitive offer and are considering switching their business network access lines to another carrier (proof of competitive offer may be required), with 6 to 19 business lines are also eligible. Existing business customers currently subscribed to AT&T Business Local Calling Assurance who transfer these lines to this Program are also eligible. Eligible customers may only receive discounts for a maximum of 19 lines subscribed to either Options A or B.

All other terms and conditions applicable to AT&T Business Local Calling, as appropriate, will apply. This promotion may not be combined with any other promotional offers with the exception of the Welcoming Rewards promotion for Win/Winback customers, where applicable, which can be combined with this promotion.

This promotion is available for resale.

**2. GENERAL – BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

Extra Line Promotion

A new statewide promotion is available to eligible existing business customers who add additional lines to their account.

During the promotion period eligible business customers will receive a one-time \$50 bill credit for subscribing to a qualifying term plan. Eligible customers are existing business customers who purchase new additional lines and subscribe those lines to a qualifying voice term plan. Qualifying voice term plans are Custom BizSaver® and SimpleLink<sup>SM</sup> Enhanced. Customers currently not on a qualifying term plan must subscribe to one during the promotion period and add new additional lines in order to receive the credit for those new lines. Customers who are currently on a qualifying term plan must establish a new agreement for the qualifying term plan during the promotion period to receive credit for any new additional lines.

All other terms and conditions applicable to Custom BizSaver® and SimpleLink<sup>SM</sup> Enhanced will apply, as appropriate. This offer can not be combined with the Save the Deal, Save The Deal 2008, or Encore Bonus promotions.

This promotion is available from October 15, 2008 through December 31, 2008 and is not available for resale.

**2. GENERAL – BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Save The Deal 2008**

Save The Deal 2008 is a statewide promotion for Business Access Lines (Schedule Cal.P.U.C. No. A5.2.1) for customers who renew or subscribe to any of the following qualifying voice packages:

- Custom BizSaver (Schedule Cal.P.U.C. No. A5.15)
- SimpleLink<sup>SM</sup> Enhanced (Schedule Cal.P.U.C. No. A6.5.2) or
- CompleteLink<sup>®</sup> 2.0 (Schedule Cal.P.U.C. No. A6.5.16)

Eligible business customers who renew or subscribe for a minimum of one (1) year to any of the qualifying voice packages: Custom BizSaver, SimpleLink<sup>SM</sup> Enhanced, or CompleteLink<sup>®</sup> 2.0, will receive a monthly credit of \$3.00 per eligible primary access line for 12 months (for a total of \$36.00) and a credit of \$6.00 per eligible additional line for 12 months (for a total of \$72.00), on up to a maximum of 15 lines (not to exceed \$1044.00 total per customer).

All lines must be associated with one of the eligible term plans. Eligible customers are existing customers who are not on a voice package term plan or who have less than six (6) months remaining on their voice package term and who, after calling to disconnect their lines agree to keep them. The customer must agree to associate all their lines with one of the eligible voice packages to receive the credit.

Credit will be applied only to the lines intended for disconnection and the customer must subscribe/re-term during the promotional period. All other terms and conditions applicable to Custom BizSaver, SimpleLink<sup>SM</sup> Enhanced, or CompleteLink<sup>®</sup> 2.0 will apply. The credit will be applied beginning the first month through the twelfth month of the new term. This promotion is available only once to the customer during the promotional period and is not available to customers who subscribed to Save the Deal promotion.

This promotion cannot be combined with any other promotional offers for Access Lines including Win or Winback offers.

This promotion is offered from October 15, 2008 through August 31, 2009 and is available for resale.

**2. GENERAL – BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Save The Deal 2008**

Save The Deal 2008 is a statewide promotion for Business Access Lines (Schedule Cal.P.U.C. No. A5.2.1) for customers who renew or subscribe to any of the following qualifying voice packages:

- Custom BizSaver (Schedule Cal.P.U.C. No. A5.15)
- SimpleLink<sup>SM</sup> Enhanced (Schedule Cal.P.U.C. No. A6.5.2) or
- CompleteLink<sup>®</sup> 2.0 (Schedule Cal.P.U.C. No. A6.5.16)

Eligible business customers who renew or subscribe for a minimum of one (1) year to any of the qualifying voice packages: Custom BizSaver, SimpleLink<sup>SM</sup> Enhanced, or CompleteLink<sup>®</sup> 2.0, will receive a monthly credit of \$3.00 per eligible primary access line for 12 months (for a total of \$36.00) and a credit of \$6.00 per eligible additional line for 12 months (for a total of \$72.00), on up to a maximum of 15 lines (not to exceed \$1044.00 total per customer).

All lines must be associated with one of the eligible term plans. Eligible customers are existing customers who are not on a voice package term plan or who have less than six (6) months remaining on their voice package term and who, after calling to disconnect their lines agree to keep them. The customer must agree to associate all their lines with one of the eligible voice packages to receive the credit.

Credit will be applied only to the lines intended for disconnection and the customer must subscribe/re-term during the promotional period. All other terms and conditions applicable to Custom BizSaver, SimpleLink<sup>SM</sup> Enhanced, or CompleteLink<sup>®</sup> 2.0 will apply. The credit will be applied beginning the first month through the twelfth month of the new term. This promotion is available only once to the customer during the promotional period and is not available to customers who subscribed to Save the Deal promotion.

This promotion cannot be combined with any other promotional offers for Access Lines including Win or Winback offers.

This promotion is offered from October 15, 2008 through July 29, 2009 and is available for resale.

(C)

**2. GENERAL – BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Encore Bonus Promotion**

A new statewide promotion is available to eligible existing business customers who subscribe to a new qualifying voice term plan.

During the promotion period eligible business customers will receive a one-time \$50 bill credit for subscribing to a qualifying term plan.

Eligible customers are existing business customers with 120 days or less remaining on their current local voice term plan who subscribe to a new qualifying local voice term plan prior to their current term expiration date. Qualifying local voice term plans are Custom BizSaver® and SimpleLink<sup>SM</sup> Enhanced. The one-time bill credit will be applied within 2 bill cycles.

All other terms and conditions applicable to Custom BizSaver® and SimpleLink<sup>SM</sup> Enhanced will apply, as appropriate. This offer can not be combined with the Save the Deal, Save The Deal 2008, or Welcoming Rewards promotions. This offer may be combined with the Extra Line Enhanced Promotion and Custom BizSaver® geographically-specific offers, denoted in A5.15, C.1.d and C.3.c., following.

This promotion is available from February 1, 2009 through August 31, 2009 and is available for resale.

**2. GENERAL – BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Extra Line Enhanced Promotion**

A new statewide promotion is available to eligible existing business customers who add additional lines to their account.

During the promotion period eligible business customers will receive a one-time \$25 bill credit per additional line added, for up to a maximum of 10 additional lines per account, when new additional lines are added to a qualifying term plan. Qualifying term plans are Custom BizSaver® and SimpleLink<sup>SM</sup> Enhanced.

Eligible customers are existing business customers who purchase new additional lines and subscribe those lines to a qualifying voice term plan. Customers currently not on a qualifying term plan must subscribe to one during the promotion period and add new additional lines in order to receive the credit for those new lines. Customers who are currently on a qualifying term plan must establish a new agreement for the qualifying term plan during the promotion period to receive credit for any new additional lines.

All other terms and conditions applicable to Custom BizSaver® and SimpleLink<sup>SM</sup> Enhanced will apply, as appropriate. This offer can not be combined with the Save The Deal and Welcoming Rewards promotions, nor with Custom BizSaver® geographically-specific offers, denoted in A5.15, C.1.d and C.3.c., following. The offer may be combined with Custom BizSaver® Bonus promotions and the Encore Bonus promotion.

This promotion is available from January 15, 2009 through August 31, 2009 and is available for resale.

**2. GENERAL – BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**AT&T Moves You Promotion - 2009**

A new promotion is available to eligible business customers who subscribe to either a new Custom BizSaver, SimpleLink<sub>SM</sub>, or SimpleLink<sub>SM</sub> Enhanced agreement. The customer will receive a waiver of the normally applicable nonrecurring service ordering and line connection charges associated with local exchange access lines and/or trunks, for up to 15 lines/trunks maximum per location in their initial order excluding their first line/trunk, when subscribing to the above named services. In addition, customers will receive a waiver of applicable nonrecurring charges associated with Custom Calling Features and Hunting for up to 15 lines maximum per location in their initial order when subscribing to the above named services.

- Eligible customers include existing business customers that are moving from one location to another within the Company's local exchange service area. Eligible customers must indicate whether they are considering other competitive offers in order to receive this offer. The competitive offer requirement is not applicable for customers subscribing to this offer on-line via a Company-authorized website (i.e., att.com/bizstartup).
- Eligible customers must agree to subscribe all their lines and trunks to one of the eligible term agreements named above in order to receive this benefit. This offer is only applicable at the time of placing the initial order for the moved business service and is not available for subsequent orders placed for additional lines or services.

All other terms and conditions applicable to either Custom BizSaver, SimpleLink, or SimpleLink Enhanced, as appropriate, will apply.

Business customers currently subscribed to other carriers who wish to transfer their service to AT&T are not eligible for this offer. This offer cannot be combined with any other promotional offers waiving nonrecurring charges for local exchange access lines.

This offer is offered from April 1, 2009 through December 31, 2009 and is available for resale.

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Welcoming Rewards Promotion - 2009**

A statewide promotion is established for eligible business customers subscribing to new business local exchange access lines, trunks or Centrex service. Eligible customers will receive a one-time credit based on the number of new lines ordered. The first line will receive a credit of \$50.00. Lines 2 through 20 will receive a credit of \$25.00 per line. The lines must be at the same location and only the first 20 lines will qualify for the credit. This promotion may be combined with the Centrex Nonrecurring Charges (NRC) Waiver. One time credit(s) will be provided within the first two bill cycles. In addition, the applicable non-recurring charges (NRCs) associated with the installation of local exchange access lines, Centrex lines or trunks and Custom Calling Services, up to 20 lines maximum per location, will be waived for the initial order only. The Centrex Service Establishment Charge will also be waived for Centrex service with terms of 24 months or greater.

Eligible customers include 1) new businesses, 2) businesses currently with another carrier and who now establish service with the Company, or 3) existing businesses adding a new location and who may participate at the new location only. Eligible customers must subscribe to new business local exchange access lines, trunks or Centrex service and select one of the following specified term plans: Custom BizSaver or Centrex service with a 24-month or longer term with a minimum of two basic or electronic key lines. Customers must also commit to a verbal one-year Welcoming Rewards Promotional Agreement in order to receive the benefits.

Terms and conditions for Custom BizSaver (Part 4, Section 5) and Centrex (Part 5, Section 1) services, apply. The commitment to one of the specified term plans is in addition to the verbal one-year Welcoming Rewards Promotional Agreement commitment. This promotion is only applicable when placing the initial order and is not available for subsequent orders placed for additional lines or services.

Customers who disconnect their account prior to completion of the verbal one year Welcoming Rewards Promotional Agreement will be billed for all upfront Welcoming Rewards promotional credits provided as described above, in addition to other charges that may be associated with a subscription to a qualifying term plan. Centrex early termination charges will also apply for the Centrex service if the customer disconnects the Centrex service prior to the expiration of the Centrex service contract.

Customers subscribing to the following products/promotions are not eligible to participate in the Welcoming Rewards Promotion - 2009: SimpleLink<sup>SM</sup> Enhanced, CompleteLink® 2.0, Gift Card offers, the Centrex "Thank You for Renewing" promotion, 1-2-3 Punch, Win/Winback Access Lines NRC Waiver for Customers with 1-3 Lines, and CBS geographic-specific pricing.

This promotion is available from April 22, 2009, through March 31, 2010 and is available for resale.

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Welcoming Rewards Promotion - 2009**

A statewide promotion is established for eligible business customers subscribing to new business local exchange access lines, trunks or Centrex service. Eligible customers will receive a one-time credit based on the number of new lines ordered. The first line will receive a credit of \$50.00. Lines 2 through 20 will receive a credit of \$25.00 per line. The lines must be at the same location and only the first 20 lines will qualify for the credit. This promotion may be combined with the Centrex Nonrecurring Charges (NRC) Waiver. One time credit(s) will be provided within the first two bill cycles. In addition, the applicable non-recurring charges (NRCs) associated with the installation of local exchange access lines, Centrex lines or trunks and Custom Calling Services, up to 20 lines maximum per location, will be waived for the initial order only. The Centrex Service Establishment Charge will also be waived for Centrex service with terms of 24 months or greater.

Eligible customers include 1) new businesses, 2) businesses currently with another carrier and who now establish service with the Company, or 3) existing businesses adding a new location and who may participate at the new location only. Eligible customers must subscribe to new business local exchange access lines, trunks or Centrex service and select one of the following specified term plans: Custom BizSaver or Centrex service with a 24-month or longer term with a minimum of two basic or electronic key lines. Customers must also commit to a verbal one-year Welcoming Rewards Promotional Agreement in order to receive the benefits.

Terms and conditions for Custom BizSaver (Part 4, Section 5) and Centrex (Part 5, Section 1) services, apply. The commitment to one of the specified term plans is in addition to the verbal one-year Welcoming Rewards Promotional Agreement commitment. This promotion is only applicable when placing the initial order and is not available for subsequent orders placed for additional lines or services.

Customers who disconnect their account prior to completion of the verbal one year Welcoming Rewards Promotional Agreement will be billed for all upfront Welcoming Rewards promotional credits provided as described above, in addition to other charges that may be associated with a subscription to a qualifying term plan. Centrex early termination charges will also apply for the Centrex service if the customer disconnects the Centrex service prior to the expiration of the Centrex service contract.

Customers subscribing to the following products/promotions are not eligible to participate in the Welcoming Rewards Promotion - 2009: SimpleLink<sup>SM</sup> Enhanced, CompleteLink® 2.0, Gift Card offers, the Centrex "Thank You for Renewing" promotion, 1-2-3 Punch, Win/Winback Access Lines NRC Waiver for Customers with 1-3 Lines, and CBS geographic-specific pricing.

This promotion is available from April 22, 2009, through August 31, 2009 and is available for resale. (C)

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Thank You For Renewing Promotion**

A statewide promotion for Centrex service is available to existing Centrex business customers. To be eligible, customers must sign a new 36-month term agreement for any of the following Centrex term offerings: The Answer (Schedule Cal.P.U.C. No. D10.1,A.2.a.), The Solution (Schedule Cal.P.U.C. No. D10.1,A.2.b.) or A Little Something Extra (Schedule Cal.P.U.C. No. D10.1,A.2.c.). In addition, the customer must have 12 months or less remaining on an existing term agreement or currently be on month-to-month rates. Customers not under a Centrex tariff term agreement must sign a 36-month term agreement for one of the preceding Centrex term agreements. The term agreement must be signed and dated no later than January 4, 2010. The service must be installed by February 5, 2010.

During the promotion period, customers will receive a one-time bill credit of \$50.00 per Centrex station up to a maximum of \$1,550.00 per term agreement. Customers participating in this Centrex promotion are not eligible for other Centrex promotions unless specified otherwise.

Customers who have discontinued their service with the Company for the purpose of establishing Centrex service with a CLC Reseller operating within the Company's territory and who now wish to return to the Company ("Winback Customers") and business customers who have not previously had service with the Company but have established Centrex service with a CLC Reseller operating within the Company's territory and who now wish to establish Centrex service with the Company ("Win Customers"), are eligible to combine the Centrex Nonrecurring Charge Waiver Promotion with this promotion.

Standard termination charges apply for early, partial or total discontinuance of the term agreement. This promotion is not available to customers with Centrex service provided under an individually negotiated contract.

This promotion is offered from January 5, 2009 through January 4, 2010 and is available for resale.



**2. GENERAL - BUSINESS (cont'd)**

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

**AT&T Business Local Calling Online Bonus Promotion**

A statewide promotion is established for eligible business customers who commit to a new agreement for AT&T Business Local Calling. Eligible customers will receive a one-time credit of \$50 per account. The credit will be applied within 1-2 bill periods.

Eligible customers are existing business customers who currently are not subscribed to an AT&T local voice term plan and who subscribe electronically only, via online ordering methods, in order to qualify for this offer. All orders must be completed by January 31, 2010.

All other terms and conditions applicable to AT&T Business Local Calling, as appropriate, will apply.

This promotion is available September 1, 2009, through December 31, 2009 and is available for resale.

2. GENERAL - BUSINESS (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

**AT&T Business Local Calling Online Bonus Promotion**

A statewide promotion is established for eligible business customers who commit to a new agreement for AT&T Business Local Calling. Eligible customers will receive a one-time credit of \$50 per account. The credit will be applied within 1-2 bill periods.

Eligible customers are new and existing business customers who currently are not subscribed to an AT&T local voice term plan and who subscribe electronically only, via online ordering methods, in order to qualify for this offer. All orders must be completed by May 31, 2010. Win and Winback customers are not eligible for this promotion.

All other terms and conditions applicable to AT&T Business Local Calling, as appropriate, will apply.

This promotion is available September 1, 2009, through April 30, 2010 and is available for resale.

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**AT&T Business Local Calling Trio Reward Winback/Win Promotion**

A new statewide promotion is established for eligible business customers who subscribe to a new AT&T Business Local Calling agreement. Eligible customers will receive a bill credit equal to the monthly recurring charge (MRC) for their AT&T Business Local Calling package for 1, 2, or 3 bill periods based on the length of term, as follows:

- 12 month or 12 month re-subscribe option term: MRC bill credit in month 6 of first year's term only
- 24 month term: MRC bill credit in months 12 and 24
- 36 month term: MRC bill credit in months 12, 24, and 36

Eligible customers are those business customers who have their business network access lines with another competitive local exchange carrier within the AT&T California service area who establish their business network access line service with the Company, and who subscribe these lines to a new AT&T Business Local Calling 12, 24, or 36 month term plan.

Existing customers who transfer lines from a competitive local exchange carrier to an existing AT&T Business Local Calling account are not eligible. Customers who terminate their AT&T Business Local Calling plan prior to completion of the term period will forfeit all remaining bill credits that are otherwise eligible.

All other terms and conditions applicable to AT&T Business Local Calling will apply, as appropriate.

This promotion is available from September 1, 2009 through August 31, 2010 and is available for resale.

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**AT&T Business Local Calling Trio Reward Winback/Win Promotion**

A new statewide promotion is established for eligible business customers who subscribe to a new AT&T Business Local Calling agreement. Eligible customers will receive a bill credit equal to the monthly recurring charge (MRC) for their AT&T Business Local Calling package for 1, 2, or 3 bill periods based on the length of term, as follows:

- 12 month or 12 month re-subscribe option term: MRC bill credit in month 6 of first year's term only
- 24 month term: MRC bill credit in months 12 and 24
- 36 month term: MRC bill credit in months 12, 24, and 36

Eligible customers are those business customers who have their business network access lines with another competitive local exchange carrier within the AT&T California service area who establish their business network access line service with the Company, and who subscribe these lines to a new AT&T Business Local Calling 12, 24, or 36 month term plan.

Existing customers who transfer lines from a competitive local exchange carrier to an existing AT&T Business Local Calling account are not eligible. Customers who terminate their AT&T Business Local Calling plan prior to completion of the term period will forfeit all remaining bill credits that are otherwise eligible.

All other terms and conditions applicable to AT&T Business Local Calling will apply, as appropriate.

This promotion is available from September 1, 2009 through December 31, 2010 and is available for resale.

(C)

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**AT&T Business Local Calling Trio Reward Winback/Win Promotion**

A new statewide promotion is established for eligible business customers who subscribe to a new AT&T Business Local Calling agreement. Eligible customers will receive a bill credit equal to the monthly recurring charge (MRC) for their AT&T Business Local Calling package for 1, 2, or 3 bill periods based on the length of term, as follows:

- 12 month or 12 month re-subscribe option term: MRC bill credit in month 6 of first year's term only
- 24 month term: MRC bill credit in months 12 and 24
- 36 month term: MRC bill credit in months 12, 24, and 36

Eligible customers are those business customers who have their business network access lines with another competitive local exchange carrier within the AT&T California service area who establish their business network access line service with the Company, and who subscribe these lines to a new AT&T Business Local Calling 12, 24, or 36 month term plan.

Existing customers who transfer lines from a competitive local exchange carrier to an existing AT&T Business Local Calling account are not eligible. Customers who terminate their AT&T Business Local Calling plan prior to completion of the term period will forfeit all remaining bill credits that are otherwise eligible.

All other terms and conditions applicable to AT&T Business Local Calling will apply, as appropriate.

This promotion is available from January 1, 2011 through December 31, 2011 and is available for resale.

(C)

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**AT&T Business Local Calling Trio Reward Winback/Win Promotion**

A new statewide promotion is established for eligible business customers who subscribe to a new AT&T Business Local Calling agreement. Eligible customers will receive a bill credit equal to the monthly recurring charge (MRC) for their AT&T Business Local Calling package for 1, 2, or 3 bill periods based on the length of term, as follows:

- 12 month or 12 month re-subscribe option term: MRC bill credit in month 6 of first year's term only
- 24 month term: MRC bill credit in months 12 and 24
- 36 month term: MRC bill credit in months 12, 24, and 36

Eligible customers are those business customers who have their business network access lines with another competitive local exchange carrier within the AT&T California service area who establish their business network access line service with the Company, and who subscribe these lines to a new AT&T Business Local Calling 12, 24, or 36 month term plan.

Existing customers who transfer lines from a competitive local exchange carrier to an existing AT&T Business Local Calling account are not eligible. Customers who terminate their AT&T Business Local Calling plan prior to completion of the term period will forfeit all remaining bill credits that are otherwise eligible.

All other terms and conditions applicable to AT&T Business Local Calling will apply, as appropriate.

This promotion is available from January 1, 2012 through December 31, 2012 and is available for resale.

(C)

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**AT&T Business Local Calling Trio Reward Winback/Win Promotion**

A new statewide promotion is established for eligible business customers who subscribe to a new AT&T Business Local Calling agreement. Eligible customers will receive a bill credit equal to the monthly recurring charge (MRC) for their AT&T Business Local Calling package for 1, 2, or 3 bill periods based on the length of term, as follows:

- 12 month or 12 month re-subscribe option term: MRC bill credit in month 6 of first year's term only
- 24 month term: MRC bill credit in months 12 and 24
- 36 month term: MRC bill credit in months 12, 24, and 36

Eligible customers are those business customers who have their business network access lines with another competitive local exchange carrier within the AT&T California service area who establish their business network access line service with the Company, and who subscribe these lines to a new AT&T Business Local Calling 12, 24, or 36 month term plan.

Existing customers who transfer lines from a competitive local exchange carrier to an existing AT&T Business Local Calling account are not eligible. Customers who terminate their AT&T Business Local Calling plan prior to completion of the term period will forfeit all remaining bill credits that are otherwise eligible.

All other terms and conditions applicable to AT&T Business Local Calling will apply, as appropriate.

This promotion is available from January 1, 2012, through December 31, 2013, and is available for resale.

(C)

**2. GENERAL - BUSINESS (cont'd)**

## B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

## Sign Up and Save 50 Promotion

A statewide promotion is available to eligible, new business customers. During the promotion period, eligible business customers will receive a one-time \$50.00 bill credit with the purchase of a qualifying voice package. Eligible customers will also receive a waiver of the non-recurring service charges associated with their business access lines as well as the non-recurring charges associated with the Hunting option and vertical features on the access lines when ordered at the same time as the establishment of service. The one time credit will be provided within the first two bill cycles.

Eligible customers are those customers who are new to local exchange service with the Company. Customers of other local service providers and existing customers setting up service at a new location are not eligible to participate in this promotion.

Eligible customers must purchase AT&T Business Local Calling or Centrex service with a 24-month or longer term in order to receive the \$50 credit. Eligible customers must also purchase a minimum of one and a maximum of 20 access lines.

This promotion can only be combined with the Centrex Nonrecurring Charge Waiver Promotion.

This promotion is available from October 1, 2009 through December 31, 2009 and is available for resale.

**2. GENERAL - BUSINESS (cont'd)**

## B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

## Sign Up and Save 50 Promotion

A statewide promotion is available to eligible, new business customers. During the promotion period, eligible business customers will receive a one-time \$50.00 bill credit with the purchase of a qualifying voice package. Eligible customers will also receive a waiver of the non-recurring service charges associated with their business access lines as well as the non-recurring charges associated with the Hunting option and vertical features on the access lines when ordered at the same time as the establishment of service. The one time credit will be provided within the first two bill cycles.

Eligible customers are those customers who are new to local exchange service with the Company. Customers of other local service providers and existing customers setting up service at a new location are not eligible to participate in this promotion.

Eligible customers must purchase AT&T Business Local Calling or Centrex service with a 24-month or longer term in order to receive the \$50 credit. Eligible customers must also purchase a minimum of one and a maximum of 20 access lines.

This promotion can only be combined with the Centrex Nonrecurring Charge Waiver Promotion.

This promotion is available from October 1, 2009 through September 30, 2010 and is available for resale.

(C)

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Welcoming Rewards Win/Winback Promotion**

A retail promotional period shall be established from November 2, 2009, through October 31, 2010. During this promotional period eligible business customers subscribing to new business local exchange access lines or trunks will receive a one-time credit based on the number of new lines ordered. The first line will receive a credit of \$50.00. Lines 2 up to 20 will receive a credit of \$25.00 per line. Lines must be at the same location and only the first 20 lines will qualify. In addition, waivers will be provided for the normally applicable service charges and central office non-recurring charges (NRCs) associated with the installation of local exchange access lines, trunks or Centrex lines, up to 20 lines maximum per location, for the initial order only. The one time credit(s) will be provided within the first two bill cycles. In addition, a waiver of the non-recurring service establishment charges normally associated with Custom Calling Services or Centrex service ordered at the time of initial order placement will be provided for up to 20 lines.

Eligible customers include those businesses that are currently with another carrier and are establishing service with the Company. Eligible customers must subscribe to new business local exchange access lines or trunks and select one of the specified term plan offers listed below. Customers must also commit to an oral 1 year Welcoming Rewards Promotional Agreement in order to receive the benefits.

Eligible customers must subscribe separately to one of the following term plan offers in order to receive the Welcoming Rewards benefits: AT&T Business Local Calling or Centrex Service with a minimum of 2 basic or electronic key lines for a 2, 3, 5, or 7 year term, or Custom BizSaver (with the Block of Time option). All terms and conditions applicable to AT&T Business Local Calling or Centrex, as appropriate, will apply. The commitment to one of the specified term plans is in addition to the oral 1 year Welcoming Rewards Promotional Agreement commitment.

This offer is only applicable at the time of placing the initial order and is not available for subsequent orders placed for additional lines or services.

The bill credits are discounts. If customer disconnects their account prior to the expiration of the oral 1 year Welcoming Rewards Promotional Agreement, the customer will be liable for early termination fees equal to the bill credit discount already given. This charge is in addition to other charges that may be associated with a subscription to a qualifying term plan.

This offer can be combined only with the only AT&T Business Local Calling Trio Rewards Promo or the Centrex Nonrecurring Charge Waiver Promotion, and is available for resale.

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Welcoming Rewards Win/Winback Promotion**

A retail promotional period shall be established from November 1, 2010, through October 31, 2011. During this promotional period eligible business customers subscribing to new business local exchange access lines or trunks will receive a one-time credit based on the number of new lines ordered. The first line will receive a credit of \$50.00. Lines 2 up to 20 will receive a credit of \$25.00 per line. Lines must be at the same location and only the first 20 lines will qualify. In addition, waivers will be provided for the normally applicable service charges and central office non-recurring charges (NRCs) associated with the installation of local exchange access lines, trunks or Centrex lines, up to 20 lines maximum per location, for the initial order only. The one time credit(s) will be provided within the first two bill cycles. In addition, a waiver of the non-recurring service establishment charges normally associated with Custom Calling Services or Centrex service ordered at the time of initial order placement will be provided for up to 20 lines. (C)  
(C)

Eligible customers include those businesses that are currently with another carrier and are establishing service with the Company. Eligible customers must subscribe to new business local exchange access lines or trunks and select one of the specified term plan offers listed below. Customers must also commit to an oral 1 year Welcoming Rewards Promotional Agreement in order to receive the benefits.

Eligible customers must subscribe separately to one of the following term plan offers in order to receive the Welcoming Rewards benefits: AT&T Business Local Calling or Centrex Service with a minimum of 2 basic or electronic key lines for a 2, 3, 5, or 7 year term, or Custom BizSaver (with the Block of Time option). All terms and conditions applicable to AT&T Business Local Calling or Centrex, as appropriate, will apply. The commitment to one of the specified term plans is in addition to the oral 1 year Welcoming Rewards Promotional Agreement commitment.

This offer is only applicable at the time of placing the initial order and is not available for subsequent orders placed for additional lines or services.

The bill credits are discounts. If customer disconnects their account prior to the expiration of the oral 1 year Welcoming Rewards Promotional Agreement, the customer will be liable for early termination fees equal to the bill credit discount already given. This charge is in addition to other charges that may be associated with a subscription to a qualifying term plan.

This offer can be combined only with the only AT&T Business Local Calling Trio Rewards Promo or the Centrex Nonrecurring Charge Waiver Promotion, and is available for resale.

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Welcoming Rewards Win/Winback Promotion**

A retail promotional period shall be established from November 1, 2011, through November 1, 2012. During this promotional period eligible business customers subscribing to new business local exchange access lines or trunks will receive a one-time credit based on the number of new lines ordered. The first line will receive a credit of \$50.00. Lines 2 up to 20 will receive a credit of \$25.00 per line. Lines must be at the same location and only the first 20 lines will qualify. In addition, waivers will be provided for the normally applicable service charges and central office non-recurring charges (NRCs) associated with the installation of local exchange access lines, trunks or Centrex lines, up to 20 lines maximum per location, for the initial order only. The one time credit(s) will be provided within the first two bill cycles. In addition, a waiver of the non-recurring service establishment charges normally associated with Custom Calling Services or Centrex service ordered at the time of initial order placement will be provided for up to 20 lines. (C)  
(C)

Eligible customers include those businesses that are currently with another carrier and are establishing service with the Company. Eligible customers must subscribe to new business local exchange access lines or trunks and select one of the specified term plan offers listed below. Customers must also commit to an oral 1 year Welcoming Rewards Promotional Agreement in order to receive the benefits.

Eligible customers must subscribe separately to one of the following term plan offers in order to receive the Welcoming Rewards benefits: AT&T Business Local Calling or Centrex Service with a minimum of 2 basic or electronic key lines for a 2, 3, 5, or 7 year term, or Custom BizSaver (with the Block of Time option). All terms and conditions applicable to AT&T Business Local Calling or Centrex, as appropriate, will apply. The commitment to one of the specified term plans is in addition to the oral 1 year Welcoming Rewards Promotional Agreement commitment.

This offer is only applicable at the time of placing the initial order and is not available for subsequent orders placed for additional lines or services.

The bill credits are discounts. If customer disconnects their account prior to the expiration of the oral 1 year Welcoming Rewards Promotional Agreement, the customer will be liable for early termination fees equal to the bill credit discount already given. This charge is in addition to other charges that may be associated with a subscription to a qualifying term plan.

This offer can be combined only with the only AT&T Business Local Calling Trio Rewards Promo or the Centrex Nonrecurring Charge Waiver Promotion, and is available for resale.

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Welcoming Rewards Win/Winback Promotion**

A retail promotional period shall be established from November 1, 2011, through October 31, 2012. During this promotional period eligible business customers subscribing to new business local exchange access lines or trunks will receive a one-time credit based on the number of new lines ordered. The first line will receive a credit of \$50.00. Lines 2 up to 20 will receive a credit of \$25.00 per line. Lines must be at the same location and only the first 20 lines will qualify. In addition, waivers will be provided for the normally applicable service charges and central office non-recurring charges (NRCs) associated with the installation of local exchange access lines, trunks or Centrex lines, up to 20 lines maximum per location, for the initial order only. The one time credit(s) will be provided within the first two bill cycles. In addition, a waiver of the non-recurring service establishment charges normally associated with Custom Calling Services or Centrex service ordered at the time of initial order placement will be provided for up to 20 lines. (C)

Eligible customers include those businesses that are currently with another carrier and are establishing service with the Company. Eligible customers must subscribe to new business local exchange access lines or trunks and select one of the specified term plan offers listed below. Customers must also commit to an oral 1 year Welcoming Rewards Promotional Agreement in order to receive the benefits.

Eligible customers must subscribe separately to one of the following term plan offers in order to receive the Welcoming Rewards benefits: AT&T Business Local Calling, AT&T Business Local Calling Assurance, or Centrex Service with a minimum of 2 basic or electronic key lines for a 2, 3, 5, or 7 year term, or Custom BizSaver (with the Block of Time option). All terms and conditions applicable to AT&T Business Local Calling, AT&T Business Local Calling Assurance, or Centrex, as appropriate, will apply. The commitment to one of the specified term plans is in addition to the oral 1 year Welcoming Rewards Promotional Agreement commitment. (C) (C) (C)

This offer is only applicable at the time of placing the initial order and is not available for subsequent orders placed for additional lines or services.

The bill credits are discounts. If customer disconnects their account prior to the expiration of the oral 1 year Welcoming Rewards Promotional Agreement, the customer will be liable for early termination fees equal to the bill credit discount already given. This charge is in addition to other charges that may be associated with a subscription to a qualifying term plan.

This offer can be combined only with the only AT&T Business Local Calling Trio Rewards Promo or the Centrex Nonrecurring Charge Waiver Promotion, and is available for resale.

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Welcoming Rewards Win/Winback Promotion**

A retail promotional period shall be established from November 1, 2011, through October 31, 2013. During this promotional period eligible business customers subscribing to new business local exchange access lines or trunks will receive a one-time credit based on the number of new lines ordered. The first line will receive a credit of \$50.00. Lines 2 up to 20 will receive a credit of \$25.00 per line. Lines must be at the same location and only the first 20 lines will qualify. In addition, waivers will be provided for the normally applicable service charges and central office non-recurring charges (NRCs) associated with the installation of local exchange access lines, trunks or Centrex lines, up to 20 lines maximum per location, for the initial order only. The one time credit(s) will be provided within the first two bill cycles. In addition, a waiver of the non-recurring service establishment charges normally associated with Custom Calling Services or Centrex service ordered at the time of initial order placement will be provided for up to 20 lines.

(C)

Eligible customers include those businesses that are currently with another carrier and are establishing service with the Company. Eligible customers must subscribe to new business local exchange access lines or trunks and select one of the specified term plan offers listed below. Customers must also commit to an oral 1 year Welcoming Rewards Promotional Agreement in order to receive the benefits.

Eligible customers must subscribe separately to one of the following term plan offers in order to receive the Welcoming Rewards benefits: AT&T Business Local Calling, AT&T Business Local Calling Assurance, or Centrex Service with a minimum of 2 basic or electronic key lines for a 2, 3, 5, or 7 year term, or Custom BizSaver (with the Block of Time option). All terms and conditions applicable to AT&T Business Local Calling, AT&T Business Local Calling Assurance, or Centrex, as appropriate, will apply. The commitment to one of the specified term plans is in addition to the oral 1 year Welcoming Rewards Promotional Agreement commitment.

This offer is only applicable at the time of placing the initial order and is not available for subsequent orders placed for additional lines or services.

The bill credits are discounts. If customer disconnects their account prior to the expiration of the oral 1 year Welcoming Rewards Promotional Agreement, the customer will be liable for early termination fees equal to the bill credit discount already given. This charge is in addition to other charges that may be associated with a subscription to a qualifying term plan.

This offer can be combined only with the only AT&T Business Local Calling Trio Rewards Promo or the Centrex Nonrecurring Charge Waiver Promotion, and is available for resale.

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Welcoming Rewards Win/Winback Promotion**

A retail promotional period shall be established from November 1, 2011, through October 31, 2014. During this promotional period eligible business customers subscribing to new business local exchange access lines or trunks will receive a one-time credit based on the number of new lines ordered. The first line will receive a credit of \$50.00. Lines 2 up to 20 will receive a credit of \$25.00 per line. Lines must be at the same location and only the first 20 lines will qualify. In addition, waivers will be provided for the normally applicable service charges and central office non-recurring charges (NRCs) associated with the installation of local exchange access lines, trunks or Centrex lines, up to 20 lines maximum per location, for the initial order only. The one time credit(s) will be provided within the first two bill cycles. In addition, a waiver of the non-recurring service establishment charges normally associated with Custom Calling Services or Centrex service ordered at the time of initial order placement will be provided for up to 20 lines. (C)

Eligible customers include those businesses that are currently with another carrier and are establishing service with the Company. Eligible customers must subscribe to new business local exchange access lines or trunks and select one of the specified term plan offers listed below. Customers must also commit to an oral 1 year Welcoming Rewards Promotional Agreement in order to receive the benefits.

Eligible customers must subscribe separately to one of the following term plan offers in order to receive the Welcoming Rewards benefits: AT&T Business Local Calling, AT&T Business Local Calling Assurance, or Centrex Service with a minimum of 2 basic or electronic key lines for a 2, 3, 5, or 7 year term, or Custom BizSaver (with the Block of Time option). All terms and conditions applicable to AT&T Business Local Calling, AT&T Business Local Calling Assurance, or Centrex, as appropriate, will apply. The commitment to one of the specified term plans is in addition to the oral 1 year Welcoming Rewards Promotional Agreement commitment.

This offer is only applicable at the time of placing the initial order and is not available for subsequent orders placed for additional lines or services.

The bill credits are discounts. If customer disconnects their account prior to the expiration of the oral 1 year Welcoming Rewards Promotional Agreement, the customer will be liable for early termination fees equal to the bill credit discount already given. This charge is in addition to other charges that may be associated with a subscription to a qualifying term plan.

This offer can be combined only with the only AT&T Business Local Calling Trio Rewards Promo or the Centrex Nonrecurring Charge Waiver Promotion, and is available for resale.

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Welcoming Rewards Win/Winback Promotion**

A retail promotional period shall be extended through October 31, 2015. During this promotional period eligible business customers subscribing to new business local exchange access lines or trunks will receive a one-time credit based on the number of new lines ordered. The first line will receive a credit of \$50.00. Lines 2 up to 20 will receive a credit of \$25.00 per line. Lines must be at the same location and only the first 20 lines will qualify. In addition, waivers will be provided for the normally applicable service charges and central office non-recurring charges (NRCs) associated with the installation of local exchange access lines, trunks or Centrex lines, up to 20 lines maximum per location, for the initial order only. The one time credit(s) will be provided within the first two bill cycles. In addition, a waiver of the non-recurring service establishment charges normally associated with Custom Calling Services or Centrex service ordered at the time of initial order placement will be provided for up to 20 lines.

(C)

Eligible customers include those businesses that are currently with another carrier and are establishing service with the Company. Eligible customers must subscribe to new business local exchange access lines or trunks and select one of the specified term plan offers listed below. Customers must also commit to an oral 1 year Welcoming Rewards Promotional Agreement in order to receive the benefits.

Eligible customers must subscribe separately to one of the following term plan offers in order to receive the Welcoming Rewards benefits: AT&T Business Local Calling, AT&T Business Local Calling Assurance, or Centrex Service with a minimum of 2 basic or electronic key lines for a 2, 3, 5, or 7 year term, or Custom BizSaver (with the Block of Time option). All terms and conditions applicable to AT&T Business Local Calling, AT&T Business Local Calling Assurance, or Centrex, as appropriate, will apply. The commitment to one of the specified term plans is in addition to the oral 1 year Welcoming Rewards Promotional Agreement commitment.

This offer is only applicable at the time of placing the initial order and is not available for subsequent orders placed for additional lines or services.

The bill credits are discounts. If customer disconnects their account prior to the expiration of the oral 1 year Welcoming Rewards Promotional Agreement, the customer will be liable for early termination fees equal to the bill credit discount already given. This charge is in addition to other charges that may be associated with a subscription to a qualifying term plan.

This offer can be combined only with the only AT&T Business Local Calling Trio Rewards Promo or the Centrex Nonrecurring Charge Waiver Promotion, and is available for resale.

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Welcoming Rewards Win/Winback Promotion**

A retail promotional period shall be extended through October 31, 2016. During this promotional period eligible business customers subscribing to new business local exchange access lines or trunks will receive a one-time credit based on the number of new lines ordered. The first line will receive a credit of \$50.00. Lines 2 up to 20 will receive a credit of \$25.00 per line. Lines must be at the same location and only the first 20 lines will qualify. In addition, waivers will be provided for the normally applicable service charges and central office non-recurring charges (NRCs) associated with the installation of local exchange access lines, trunks or Centrex lines, up to 20 lines maximum per location, for the initial order only. The one time credit(s) will be provided within the first two bill cycles. In addition, a waiver of the non-recurring service establishment charges normally associated with Custom Calling Services or Centrex service ordered at the time of initial order placement will be provided for up to 20 lines.

(C)

Eligible customers include those businesses that are currently with another carrier and are establishing service with the Company. Eligible customers must subscribe to new business local exchange access lines or trunks and select one of the specified term plan offers listed below. Customers must also commit to an oral 1 year Welcoming Rewards Promotional Agreement in order to receive the benefits.

Eligible customers must subscribe separately to one of the following term plan offers in order to receive the Welcoming Rewards benefits: AT&T Business Local Calling, AT&T Business Local Calling Assurance, or Centrex Service with a minimum of 2 basic or electronic key lines for a 2, 3, 5, or 7 year term, or Custom BizSaver (with the Block of Time option). All terms and conditions applicable to AT&T Business Local Calling, AT&T Business Local Calling Assurance, or Centrex, as appropriate, will apply. The commitment to one of the specified term plans is in addition to the oral 1 year Welcoming Rewards Promotional Agreement commitment.

This offer is only applicable at the time of placing the initial order and is not available for subsequent orders placed for additional lines or services.

The bill credits are discounts. If customer disconnects their account prior to the expiration of the oral 1 year Welcoming Rewards Promotional Agreement, the customer will be liable for early termination fees equal to the bill credit discount already given. This charge is in addition to other charges that may be associated with a subscription to a qualifying term plan.

This offer can be combined only with the only AT&T Business Local Calling Trio Rewards Promo or the Centrex Nonrecurring Charge Waiver Promotion, and is available for resale.

2. GENERAL - BUSINESS (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

**Business Feature Promotion**

A promotional period will be established from January 4, 2010 through December 31, 2010. During this period eligible business customers will receive a 50% discount per month on up to ten (10) Custom Calling Services and Hunting Service (vertical services) per line.

Eligible customers are those business customers who are subscribed to the Business Local Calling Assurance package. These eligible customers will receive 50% off the standard Guidebook rates for up to ten (10) of the following vertical services per line and a waiver of the applicable nonrecurring service charges associated with adding these features:

|                                |                               |
|--------------------------------|-------------------------------|
| Busy Call Forwarding (EVB)     | Delayed Call Forwarding (EVD) |
| Three Way Calling (ESC)        | Speed Calling 8 (ESL)         |
| Speed Calling 30 (ESF)         | Privacy Manager (PVM)         |
| Call Screen (CCB)              | Call Return (CCR)             |
| Repeat Dialing (CRP)           | Priority Ringing (CLP)        |
| Anonymous Call Rejection (CRE) | Call Waiting (ESX)            |
| Hunting Service (HTG)          |                               |

Customers will receive these discounted rates as long as they remain subscribed to Business Local Calling Assurance. Customers must be subscribed to a term agreement for Business Local Calling Assurance. When the Business Local Calling Assurance term agreement is no longer valid, these discounted rates will no longer apply.

There is no termination fee associated with this Feature Promotion. Termination fees may apply, as required, if the Business Local Calling Assurance term agreement is terminated early. This Feature Promotion cannot be combined with any other promotions or packages.

This promotion is available for resale.

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Business ADL Promotion**

A business promotional period will be established from December 7, 2009 through April 30, 2010. During this period eligible, existing business customers that purchase new, additional local exchange access lines will receive a one-time credit per line for up to a maximum of four (4) new, incremental lines per customer location.

Eligible customers are existing customers who are subscribed to AT&T Business Local Calling, who add new, additional lines to their existing AT&T Business Local Calling account as either Option A or B, who will receive a one-time \$50 bill credit per line for up to (4) lines per location, and any existing business customer who adds new, additional lines that are not under a term plan, who will receive a one-time \$25 credit per line for up to (4) lines per location. This offer is limited to only four (4) one-time credits of either amount per customer location. Customer locations with greater than 10 existing lines are not eligible for this offer.

These credits will become effective with the first bill period following eligibility. Customers must retain all new lines for at least 6 months in order to retain the credits. Customers that disconnect any of the new lines before 6 months have elapsed will be billed a portion of the one-time credits provided, as described above, per the schedule below:

| <u>Line Disconnected</u> | <u>Percent of Credits Billed</u> |
|--------------------------|----------------------------------|
| Within 30 days           | 100%                             |
| Within 31 to 60 days     | 80%                              |
| Within 61 to 90 days     | 60%                              |
| Within 91 to 120 days    | 40%                              |
| Within 121 to 150 days   | 20%                              |
| Greater than 150 days    | 0%                               |

All orders must be completed by May 31, 2010. This offer can only be combined with the AT&T Business Local Calling Online Bonus Promotion and is available for resale.

**2. GENERAL - BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Business ADL Promotion**

A business promotional period will be established from December 7, 2009 through August 31, 2010. During this period eligible, existing business customers that purchase new, additional local exchange access lines will receive a one-time credit per line for up to a maximum of four (4) new, incremental lines per customer location. (C)

Eligible customers are existing customers who are subscribed to AT&T Business Local Calling, who add new, additional lines to their existing AT&T Business Local Calling account as either Option A or B, who will receive a one-time \$50 bill credit per line for up to (4) lines per location, and any existing business customer who adds new, additional lines that are not under a term plan, who will receive a one-time \$25 credit per line for up to (4) lines per location. This offer is limited to only four (4) one-time credits of either amount per customer location. Customer locations with greater than 10 existing lines are not eligible for this offer.

These credits will become effective with the first bill period following eligibility. Customers must retain all new lines for at least 6 months in order to retain the credits. Customers that disconnect any of the new lines before 6 months have elapsed will be billed a portion of the one-time credits provided, as described above, per the schedule below:

| <u>Line Disconnected</u> | <u>Percent of Credits Billed</u> |
|--------------------------|----------------------------------|
| Within 30 days           | 100%                             |
| Within 31 to 60 days     | 80%                              |
| Within 61 to 90 days     | 60%                              |
| Within 91 to 120 days    | 40%                              |
| Within 121 to 150 days   | 20%                              |
| Greater than 150 days    | 0%                               |

All orders must be completed by September 30, 2010. This offer can only be combined with the AT&T Business Local Calling Online Bonus Promotion and is available for resale. (C)

**2. GENERAL – BUSINESS (cont'd)****B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

**Centrex Nonrecurring Charge Waiver Promotion - 2010**

A new statewide promotion for Centrex service is available to business customers who are (1) new subscribers to Centrex, (2) have discontinued their service with the Company for the purpose of establishing Centrex service with a CLC Reseller operating within the Company's territory and who now wish to return to the Company ("Winback Customers"), (3) business customers who have not previously had service with the Company but have established Centrex service with a CLC Reseller operating within the Company's territory and who now wish to establish Centrex service with the Company ("Win Customers"), and (4) an existing Centrex subscriber moving their Centrex service to a new location within the Company's territory. To be eligible, customers must sign a new 24-month or 36-month term agreement for any of the following Centrex term offerings: The Answer (Guidebook, Part 5, Section 1), The Solution (Guidebook, Part 5, Section 1), or A Little Something Extra (Guidebook, Part 5, Section 1). The customer must install a minimum of eight (8) stations. The monthly term agreement must be signed on or after May 10, 2010 through May 9, 2011.

During the promotional period, the nonrecurring charges will be waived for each analog and ISDN BRI station connected during the new installation of the Centrex system and waived for each station connected at the new location when their Centrex service is moved. Customers participating in this Centrex promotion are not eligible for other Centrex promotions unless specified otherwise. Business "Winback Customers" and "Win Customers" are eligible to combine the Centrex Thank You Promotion with this promotion. In addition, customers are eligible to combine this promotion with the Centrex Welcoming Rewards Promotion, if available.

The bill credit will be applied no later than the second billing cycle after the order is issued. Standard termination charges apply for early, partial or total discontinuance of the term agreement. This promotion is not available to business customers with Centrex provided under individual case basis (ICB) contracts.

This promotion is offered from May 10, 2010 through May 9, 2011 and is available for resale.

**2. GENERAL - BUSINESS (cont'd)**

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

Enhanced AT&T Save A Line Promotion

Enhanced AT&T Save A Line promotion is a new business promotional offer available from June 18, 2010 through August 31, 2010 and available for resale.

Eligible customers who subscribe to an AT&T Business Local Calling package with Options A, B, or D will receive a monthly credit of \$3.00 per eligible access line, up to a maximum of 19 lines, for 12 months. At no time will the credits rendered exceed \$684.00 per customer.

Eligible customers are existing customers who are not on a voice package term plan or who have less than six (6) months remaining on their voice package term plan who communicate a desire to disconnect lines but then reconsider and keep the lines. The customer must agree to subscribe all of their lines to AT&T Business Local Calling in order to receive the credit.

Those customers who initially refuse a new AT&T Business Local Calling offer will be eligible to receive a monthly credit of \$6.00 per eligible access line, up to a maximum of 19 lines, for 12 months. At no time will these credits rendered exceed \$1368.00 per customer.

All other terms and conditions applicable to AT&T Business Local Calling will apply. This promotion is available only once per customer during the promotion period.

This promotion cannot be combined with any other promotional offers on access lines including Win or Winback offers.

**2. GENERAL - BUSINESS (cont'd)**

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

Enhanced AT&T Save A Line Promotion

Enhanced AT&T Save A Line promotion is a new business promotional offer available from June 18, 2010 through June 17, 2011 and available for resale.

(C)

Eligible customers who subscribe to an AT&T Business Local Calling package with Options A, B, or D will receive a monthly credit of \$3.00 per eligible access line, up to a maximum of 19 lines, for 12 months. At no time will the credits rendered exceed \$684.00 per customer.

Eligible customers are existing customers who are not on a voice package term plan or who have less than six (6) months remaining on their voice package term plan who communicate a desire to disconnect lines but then reconsider and keep the lines. The customer must agree to subscribe all of their lines to AT&T Business Local Calling in order to receive the credit.

Those customers who initially refuse a new AT&T Business Local Calling offer will be eligible to receive a monthly credit of \$6.00 per eligible access line, up to a maximum of 19 lines, for 12 months. At no time will these credits rendered exceed \$1368.00 per customer.

All other terms and conditions applicable to AT&T Business Local Calling will apply. This promotion is available only once per customer during the promotion period.

This promotion cannot be combined with any other promotional offers on access lines including Win or Winback offers.

**2. GENERAL - BUSINESS (cont'd)**

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

Enhanced AT&T Save A Line Promotion

Enhanced AT&T Save A Line promotion is a new business promotional offer available from June 18, 2010 through June 17, 2011 and available for resale.

Eligible customers who subscribe to an AT&T Business Local Calling package with Options A, B, C or D will receive a monthly credit of \$3.00 per eligible access line, up to a maximum of 19 lines, for 12 months. At no time will the credits rendered exceed \$684.00 per customer. (N)

Eligible customers are existing customers who are not on a voice package term plan or who have less than six (6) months remaining on their voice package term plan who communicate a desire to disconnect lines but then reconsider and keep the lines. The customer must agree to subscribe all of their lines to AT&T Business Local Calling in order to receive the credit.

Those customers who initially refuse a new AT&T Business Local Calling offer will be eligible to receive a monthly credit of \$6.00 per eligible access line, up to a maximum of 19 lines, for 12 months. At no time will these credits rendered exceed \$1368.00 per customer.

All other terms and conditions applicable to AT&T Business Local Calling will apply. This promotion is available only once per customer during the promotion period.

This promotion cannot be combined with any other promotional offers on access lines including Win or Winback offers.