

1. CONCESSION SERVICE**A. SERVICE TO EMPLOYEES****1. Description**

Rates and regulations applicable to residential telephone service furnished to active and retired employees of the Company. Concession service and program eligibility is determined by the Company.

2. Regulations

- a. The Company provides discounts on various products and services provided by the Company, as well as the Company's affiliates, on a concession basis, for one set rate¹, to its active employees and to those who are receiving service or disability pensions as follows:

- (1) Class A concession applies to all bargained-for employees with 30 years or more of service.

After December 31, 1998, Class A concession will no longer be offered, except to bargained-for employees with this class of service as of December 31, 1998, and bargained-for employees with a Class B, and C concession who reach 30 years of service on or before December 31, 2000.

- (2) Class B concession applies to active management employees (other than those qualifying for Class A) whose duties require them to be on call at any time. Class B concession eligibility is determined by the Company¹.

- (3) Class C concession applies to all other bargained-for employees.

After December 31, 1998, Class C will no longer be offered except to bargained-for employees who have this type of service as of December 31, 1998.

- (4) Class E concession applies to all bargained-for employees hired on or after January 1, 1999, or who have not received concession service before December 31, 1998, and bargained-for employees who moved from outside the Company's service area into the Company's service area after December 31, 1998.

/1/ At the discretion of the Company, rate subject to change and other terms and conditions relative to eligibility may apply.

1. CONCESSION SERVICE (Cont'd)**A. SERVICE TO EMPLOYEES (Cont'd)****3. Limitations or Special Conditions (Cont'd)**

- e. Employees eligible for Class B concession and have a bona fide second residence are eligible for a Class B concession at the second residence. Employees eligible for Class C concession and have a bona fide second residence are eligible for a Class C concession at the second residence. Class B concession eligibility is determined by the Company¹.

Effective January 1, 1999, a second residence concession is no longer offered, except for qualifying employees who have a second residence concession on or before December 31, 1998. A change to a second residence location after December 31, 1998 will terminate this eligibility.

- f. Election to receive the concession benefit and associated discounts, requires all recipients to select the Company as their telephone service provider and SBC affiliate products whenever there is a choice¹, services are available, and where operating conditions of the Company permit.

- g. Employee@homeSM Program

- (1) Employee@homeSM program is a package of products and services provided by the Company and SBC affiliates offered as an optional discount to eligible SBC employees and retirees². Eligible participants subscribing to this package will receive the full package of these products and services for one set rate¹. The full package rate will apply regardless of whether or not all products and services are ordered or utilized by the eligible participant. Only one Core Package will be offered per participant, and a maximum of two additional lines are allowed (see also (6) following).
- (2) Concession code for the Employee@homeSM program is X.

/1/ At the discretion of the Company, rate subject to change and other terms and conditions relative to eligibility may apply.

/2/ The Employee@homeSM Program applies to (1) active management employees, (2) management retirees, (3) non-management employees in collective bargaining units covered by an agreement for Employee@homeSM, and (4) non-management retirees except post-1998 non-management retirees. Additional criteria for employee and retiree eligibility are determined by the Company.

1. CONCESSION SERVICE (Cont'd)**A. SERVICE TO EMPLOYEES (Cont'd)****5. Rates and Charges**

- a. Bargained-for Plans - Concession Rates for each eligible bargained-for employee or retiree apply as follows:

(1) Basic Residential Access Line and Installation:

	Monthly Discount ¹	Installation Discount	Local Toll Credits ²
Class A Concession ^{4,5}	100%	100%	\$20.00
Class B Concession ³	100%	100%	NO
Class C Concession ³	50%	50%	NO
Class D Concession ³	100%	100%	NO
Class E Concession	NO	NO	NO
Class F Concession ⁷	NO	NO	NO
Class G Concession ^{4,7}	100%	100%	20.00
Class J Concession ^{4,7}	50%	50%	NO
Class P Concession ⁶	NO	NO	NO
Class R Concession ⁶	NO	NO	NO

(2) Line Extension Charges:

	Line Extension Credit
All Classes of Concession (except E and F ⁷)	\$100.00
Classes E and F ⁷ Plans	0.00

/1/ Includes measured rate local usage, if applicable.

/2/ Maximum amount. If the usage does not exceed the credit allowance, the customer will not be given credit for the unused portion. To receive this credit, the customer must choose the Utility as its Local Toll provider. (For non-subscribers, the Local Toll amount is credited to a Calling Card account).

/3/ Excludes ZUM Zone 3 minutes of use.

/4/ Plus a reasonable amount of ZUM Zone 3 minutes of use.

/5/ When there are two or more active or retired employees with these classes of service living in the same household and sharing a single telephone line, an additional toll allowance (up to the maximum amount) shall be provided.

/6/ Effective June 30, 2005, Concession Classes P & R are no longer offered to retired employees who are eligible to enroll in the Employee@home Program.

/7/ Effective June 30, 2005, Concession Classes F, G, & J are no longer offered to management retirees who retired on or after January 1, 1999 with a Class A, Class B or Class C concession immediately before retirement. These retirees are eligible to enroll in the Employee@home Program.

1. CONCESSION SERVICE (Cont'd)**A. SERVICE TO EMPLOYEES (Cont'd)****5. Rates and charges (Cont'd)**

- a. Bargained-for Plans - Concession rates for each eligible bargained-for employee or retiree apply as follows: (Cont'd)

- (3) Custom Calling Services as follows, including installation. Services are available where facilities and operating conditions permit

- | | |
|----------------------------|------------------------------------|
| • Anonymous Call Rejection | • Priority Ringing |
| • Call Forwarding | • Repeat Dialing |
| • Busy Call Forwarding | • Speed Calling |
| • Delayed Call Forwarding | • Three-Way Calling |
| • Call Return | • Remote Access to Call Forwarding |
| • Call Screen | • Select Call Forwarding |
| • Call Waiting | • Call Waiting ID |
| • Caller ID | • Privacy Manager |

	Monthly Discount
Class A Concession ¹	100%
Class B Concession ¹	100%
Class C Concession ¹	100%
Class D Concession	NO
Class E Concession ¹	100%
Class F Concession ³	100%
Class G Concession ³	100%
Class J Concession ³	100%
Class P Concession ²	NO
Class R Concession ²	NO

/1/ Bargained for employees' eligibility to elect to receive such features shall be determined by their collective bargaining agreements.

/2/ Effective June 30, 2005 Concession P & R are no longer offered to retired employees who are eligible to enroll in the Employee@home Program.

/3/ Effective June 30, 2005 Class F, G, & J are no longer offered to management retirees who retired on or after January 1, 1999 with a Class A, Class B or Class C concession immediately before retirement. These retirees are eligible to enroll in the Employee@home Program.

1. CONCESSION SERVICE (Cont'd)**A. SERVICE TO EMPLOYEES (Cont'd)****5. Rates and charges (Cont'd)**

- a. Bargained-for Plans - Concession rates for each eligible bargained-for employee or retiree apply as follows: (Cont'd)

- (3) Custom Calling Services as follows, including installation. Services are available where facilities and operating conditions permit

- | | | |
|---|------------------------------------|-----|
| • Anonymous Call Rejection ^{/4/} | • Priority Ringing | (C) |
| • Call Forwarding | • Repeat Dialing | |
| • Busy Call Forwarding | • Speed Calling ^{/4/} | (C) |
| • Delayed Call Forwarding | • Three-Way Calling | |
| • Call Return | • Remote Access to Call Forwarding | |
| • Call Screen | • Select Call Forwarding | |
| • Call Waiting | • Call Waiting ID | |
| • Caller ID | • Privacy Manager ^{/4/} | (C) |

	Monthly Discount	
Class A Concession ^{/1/}	100%	(C)
Class B Concession ^{/1/}	100%	
Class C Concession ^{/1/}	100%	(C)
Class D Concession	NO	
Class E Concession ^{/1/}	100%	(C)
Class F Concession ^{/3/}	100%	
Class G Concession ^{/3/}	100%	
Class J Concession ^{/3/}	100%	
Class P Concession ^{/2/}	NO	
Class R Concession ^{/2/}	NO	(C)

/1/ Bargained for employees' eligibility to elect to receive such features shall be determined by their collective bargaining agreements.

/2/ Effective June 30, 2005 Concession P & R are no longer offered to retired employees who are eligible to enroll in the Employee@home Program.

/3/ Effective June 30, 2005 Class F, G, & J are no longer offered to management retirees who retired on or after January 1, 1999 with a Class A, Class B or Class C concession immediately before retirement. These retirees are eligible to enroll in the Employee@home Program.

/4/ Frozen/Grandfathered for business customers: Anonymous Call Rejection, Speed Calling 8 and Privacy Manager, effective October 31, 2012. See Frozen/Grandfathered Services in AT&T California Guidebook Part 2, Section 2.

(N)
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(N)

1. CONCESSION SERVICE (Cont'd)**A. SERVICE TO EMPLOYEES (Cont'd)****5. Rates and charges (Cont'd)**

- a. Bargained-for Plans - Concession rates for each eligible bargained-for employee or retiree apply as follows: (Cont'd)

- (3) Custom Calling Services as follows, including installation. Services are available where facilities and operating conditions permit

- Anonymous Call Rejection^{/4/}
- Call Forwarding
- Busy Call Forwarding
- Delayed Call Forwarding
- Call Return
- Call Screen
- Call Waiting
- Caller ID

- Priority Ringing
- Repeat Dialing
- Speed Calling^{/5/}
- Three-Way Calling
- Remote Access to Call Forwarding
- Select Call Forwarding
- Call Waiting ID
- Privacy Manager^{/4/}

(C)

	Monthly Discount
Class A Concession ^{/1/}	100%
Class B Concession ^{/1/}	100%
Class C Concession ^{/1/}	100%
Class D Concession	NO
Class E Concession ^{/1/}	100%
Class F Concession ^{/3/}	100%
Class G Concession ^{/3/}	100%
Class J Concession ^{/3/}	100%
Class P Concession ^{/2/}	NO
Class R Concession ^{/2/}	NO

/1/ Bargained for employees' eligibility to elect to receive such features shall be determined by their collective bargaining agreements.

/2/ Effective June 30, 2005 Concession P & R are no longer offered to retired employees who are eligible to enroll in the Employee@home Program.

/3/ Effective June 30, 2005 Class F, G, & J are no longer offered to management retirees who retired on or after January 1, 1999 with a Class A, Class B or Class C concession immediately before retirement. These retirees are eligible to enroll in the Employee@home Program.

/4/ Frozen/Grandfathered for business customers: Anonymous Call Rejection and Privacy Manager, effective October 31, 2012. See Frozen/Grandfathered Services in AT&T California Guidebook Part 2, Section 2.

/5/ Speed Calling 8 is withdrawn for business customers effective October 31, 2013.

(C)

(N)

1. CONCESSION SERVICE (Cont'd)**A. SERVICE TO EMPLOYEES (Cont'd)****5. Rates and charges (Cont'd)**

- a. Bargained-for Plans - Concession rates for each eligible bargained-for employee or retiree apply as follows: (Cont'd)

- (3) Custom Calling Services as follows, including installation. Services are available where facilities and operating conditions permit^{/4/}

- | | |
|---|------------------------------------|
| • Anonymous Call Rejection ^{/4/} | • Priority Ringing |
| • Call Forwarding | • Repeat Dialing |
| • Busy Call Forwarding | • Speed Calling ^{/5/} |
| • Delayed Call Forwarding | • Three-Way Calling |
| • Call Return | • Remote Access to Call Forwarding |
| • Call Screen | • Select Call Forwarding |
| • Call Waiting | • Call Waiting ID |
| • Caller ID | (D) |

	Monthly Discount
Class A Concession ^{/1/}	100%
Class B Concession ^{/1/}	100%
Class C Concession ^{/1/}	100%
Class D Concession	NO
Class E Concession ^{/1/}	100%
Class F Concession ^{/3/}	100%
Class G Concession ^{/3/}	100%
Class J Concession ^{/3/}	100%
Class P Concession ^{/2/}	NO
Class R Concession ^{/2/}	NO

/1/ Bargained for employees' eligibility to elect to receive such features shall be determined by their collective bargaining agreements.

/2/ Effective June 30, 2005 Concession P & R are no longer offered to retired employees who are eligible to enroll in the Employee@home Program.

/3/ Effective June 30, 2005 Class F, G, & J are no longer offered to management retirees who retired on or after January 1, 1999 with a Class A, Class B or Class C concession immediately before retirement. These retirees are eligible to enroll in the Employee@home Program.

/4/ Privacy Manager is withdrawn for residence customers effective July 1, 2017.

(C)
(D)
(D)

/5/ Speed Calling 8 is withdrawn for business customers effective October 31, 2013.

1. CONCESSION SERVICE (Cont'd)**A. SERVICE TO EMPLOYEES (Cont'd)****5. Rates and Charges (Cont'd)**

b. Employee@homeSM Program - Rates for each eligible participant applies as follows¹: (Cont'd)

- (2) Optional network features for Employee@homeSM program plans. Available features are as follows. Services are available where facilities and operating conditions permit. The monthly rates are included in the package rate as shown in (1) preceding.

- | | |
|----------------------------|------------------------------------|
| • Anonymous Call Rejection | • Caller ID Name and Number |
| • Busy Call Forwarding | • Delayed Call Forwarding |
| • Call Forwarding | • Priority Ringing |
| • Call Return | • Speed Calling |
| • Call Screen | • Repeat Dialing |
| • Call Waiting | • Remote Access to Call Forwarding |
| • Call Waiting ID | • Select Call Forwarding |
| • Privacy Manager | • Three-Way Calling |

- (3) Line Extension Charges:

Employee@home SM Program	Line Extension Credit
All Classes of Concession (except E & F ²) (T)	\$100.00

/1/ The Employee@homeSM Program applies to (1) active management employees, (2) management retirees, (3) non-management employees in collective bargaining units covered by an agreement for Employee@homeSM, and (4) non-management retirees except post-1998 non-management retirees. Additional criteria for employee and retiree eligibility are determined by the Company.

/2/ Effective June 30, 2005, Class F is no longer offered to management retirees who retired on or after January 1, 1999 with a Class B or Class E concession immediately before retirement. These retirees are eligible to enroll in the Employee@home Program.

1. CONCESSION SERVICE (Cont'd)**A. SERVICE TO EMPLOYEES (Cont'd)****5. Rates and Charges (Cont'd)**

b. Employee@homeSM Program - Rates for each eligible participant applies as follows^{/1/}: (Cont'd) (C)

- (2) Optional network features for Employee@homeSM program plans. Available features are as follows. Services are available where facilities and operating conditions permit. The monthly rates are included in the package rate as shown in (1) preceding.

- | | | |
|---|------------------------------------|-----|
| • Anonymous Call Rejection ^{/3/} | • Caller ID Name and Number | (C) |
| • Busy Call Forwarding | • Delayed Call Forwarding | |
| • Call Forwarding | • Priority Ringing | |
| • Call Return | • Speed Calling ^{/3/} | (C) |
| • Call Screen | • Repeat Dialing | |
| • Call Waiting | • Remote Access to Call Forwarding | |
| • Call Waiting ID | • Select Call Forwarding | |
| • Privacy Manager ^{/3/} | • Three-Way Calling | (C) |

- (3) Line Extension Charges:

Employee@home SM Program	Line Extension Credit	
All Classes of Concession (except E & F ^{/2/})	\$100.00	(C)

/1/ The Employee@homeSM Program applies to (1) active management employees, (2) management retirees, (3) non-management employees in collective bargaining units covered by an agreement for Employee@homeSM, and (4) non-management retirees except post-1998 non-management retirees. Additional criteria for employee and retiree eligibility are determined by the Company.

/2/ Effective June 30, 2005, Class F is no longer offered to management retirees who retired on or after January 1, 1999 with a Class B or Class E concession immediately before retirement. These retirees are eligible to enroll in the Employee@home Program.

/3/ Frozen/Grandfathered for business customers: Anonymous Call Rejection, Speed Calling 8 and Privacy Manager, effective October 31, 2012. See Frozen/Grandfathered Services in AT&T California Guidebook Part 2, Section 2.

(N)
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(N)

1. CONCESSION SERVICE (Cont'd)**A. SERVICE TO EMPLOYEES (Cont'd)****5. Rates and Charges (Cont'd)**

b. Employee@homeSM Program - Rates for each eligible participant applies as follows^{/1/}: (Cont'd)

- (2) Optional network features for Employee@homeSM program plans. Available features are as follows.^{/3/} Services are available where facilities and operating conditions permit. The monthly rates are included in the package rate as shown in (1) preceding. (C)

- | | |
|----------------------------|------------------------------------|
| • Anonymous Call Rejection | • Caller ID Name and Number |
| • Busy Call Forwarding | • Delayed Call Forwarding |
| • Call Forwarding | • Priority Ringing |
| • Call Return | • Speed Calling |
| • Call Screen | • Repeat Dialing |
| • Call Waiting | • Remote Access to Call Forwarding |
| • Call Waiting ID | • Select Call Forwarding |
| (D) | • Three-Way Calling |

- (3) Line Extension Charges:

Employee@home SM Program	Line Extension Credit
All Classes of Concession (except E & F ^{/2/})	\$100.00

/1/ The Employee@homeSM Program applies to (1) active management employees, (2) management retirees, (3) non-management employees in collective bargaining units covered by an agreement for Employee@homeSM, and (4) non-management retirees except post-1998 non-management retirees. Additional criteria for employee and retiree eligibility are determined by the Company.

/2/ Effective June 30, 2005, Class F is no longer offered to management retirees who retired on or after January 1, 1999 with a Class B or Class E concession immediately before retirement. These retirees are eligible to enroll in the Employee@home Program.

/3/ Privacy Manager is withdrawn for residence customers effective July 1, 2017.

(C)
(D)
(D)

2. BUSINESS SOLUTIONS¹**A. TWO-LINE SOLUTION DISCOUNT – BUSINESS****1. DESCRIPTION**

The Two-Line Solution Discount (Business Solutions) is a feature package that offers individual business with at least two individual business access lines pricing discounts on a Pacific Bell Saver Pack^{1,4} and WirePro².

2. DESCRIPTION OF FEATURES

The Two-Line Solution Discount (Business Solutions) feature package must include the following services as indicated:

A Pacific Bell Saver Pack^{1,4} (Power Pack^{1,3} or The Works^{1,3} or Business Preferred^{SM 1,3}) discount on one Saver Pack¹ to business customers with at least two additional individual business access lines in combination with WirePro².

- /1/ Frozen/Grandfathered Two-Line Solution Discount and 1-Line Solution Discount (Business Solutions) and Saver Packs (Power Pack, The Works and Business PreferredSM) and discounts - See General Regulations, Schedule Cal.P.U.C. No. A2.1.2,A.4.
- /2/ See Guidebook Part 8, Section 8 Inside Wire Repair - Business.
- /3/ Power Pack¹, The Works¹ and Business Preferred^{SM 1}, see Guidebook Part 7, Section 2.
- /4/ Pacific Bell Saver Packs; see Guidebook Part 7, Section 2.

2. Reserved

(C)
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/1/ Material now appears in Part 20, Section 4, Sheet 1.

(C)

2. \$6 x12 Access Line Retention Offer

(N)

Eligible residence customers who call to disconnect their access line(s) and then decide to retain the line(s) and have, or newly subscribe to a Custom Calling feature per line, will receive a \$6.00 bill credit per month, per line.

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 required services for 30 days to receive the benefit of the offer.

The customer's bill will be credited \$6.00 each month per line that both the access line(s) and the Custom Calling feature(s) are retained. If the customer disconnects the line(s) or the required feature(s) or moves from their current location, the remaining benefits will cease.

This offer may not be combined with any other Company residence retention offers that provide a monthly discount. Customers subscribing to Complete Choice Enhanced must have the access line in service for a minimum of 60 days, before becoming eligible for this offer.

(N)

2. \$6 x12 Access Line Retention Offer

Eligible residence customers with flat rate services who call to disconnect their access line(s) and then decide to retain the flat rate line(s) and have, or newly subscribe to a Custom Calling feature per line, will receive a \$6.00 bill credit per month, per line. (C)
(C)

Eligible customers will receive a \$6.00 bill credit per month, per line for up to two flat rate access lines, for a maximum of 12 months. Eligible customers must keep the required services for 30 days to receive the benefit of the offer. (C)
|
(C)

The customer's bill will be credited \$6.00 each month per line that both the flat rate access line(s) and the Custom Calling feature(s) are retained. If the customer disconnects the line(s) or the required feature(s) or moves from their current location, the remaining benefits will cease. (C)

This offer may not be combined with any other Company residence retention offers that provide a monthly discount. Customers subscribing to Complete Choice Enhanced must have the access line in service for a minimum of 60 days, before becoming eligible for this offer.

2. \$6 x12 Access Line Retention Offer

Eligible residence customers with flat rate services who call to disconnect their access line(s) and then decide to retain the flat rate line(s) and have, or newly subscribe to a Custom Calling feature per line, will receive a \$6.00 bill credit per month, per line.

Eligible customers will receive a \$6.00 bill credit per month, per line for up to two flat rate access lines, for a maximum of 12 months. Eligible customers must keep the required services for 30 days to receive the benefit of the offer.

The customer's bill will be credited \$6.00 each month per line that both the flat rate access line(s) and the Custom Calling feature(s) are retained. If the customer disconnects the line(s) or the required feature(s) or moves from their current location, the remaining benefits will cease.

This offer may not be combined with any other Company residence retention offers that provide a monthly discount. Customers subscribing to Complete Choice Enhanced must have the access line in service for a minimum of 60 days, before becoming eligible for this offer.

\$10 off for 12 Months Access Line Retention Trial Offer

Between October 15, 2017 and January 15, 2018, customers newly qualifying for the \$6 x12 Access Line Retention Offer will receive the \$6.00 bill credit, described above, for 12 months plus an additional bill credit of \$4.00 per month for 12 months (total monthly bill credit is \$10.00) per eligible line, on a maximum of two lines (a maximum monthly bill credit of \$20.00). Beginning January 16, 2018, the additional bill credit of \$4.00 will no longer be available for customers newly qualifying for the \$6 x12 Access Line Retention Offer. During the 12-month benefit period of the trial offer, all other terms of the \$6 x12 Access Line Retention Offer apply.

(N)

(N)

2. BUSINESS SOLUTIONS¹ (Cont'd)**A. TWO-LINE SOLUTION DISCOUNT– BUSINESS (Cont'd)****3. REGULATIONS**

- a. The feature package discount on the Two-Line Solution (Business Solutions) is available only to business customers provided they meet all the requirements associated with the Two-Line Solution Discount (Business Solutions). (As mentioned in Paragraph A.2, preceding.)
- b.. Power Pack¹, Works¹ or Business Preferred^{SM 1} credit will apply to one basic business access line provided a minimum of two business access lines are billed on the same bill and one line has either Power Pack¹, The Works¹ or Business Preferred¹.
- c. WirePro credit will apply to all business access lines that subscribe to WirePro, provided there is a minimum of two basic business access lines and provided those lines carry the same basic business access class of service and are billed on the same bill as the Two-Line Solution Discount (Business Solutions) lines.
- d. Customers must verbally commit to a minimum 12-month term agreement to receive the Two-Line Solution Discount (Business Solutions).

/1/ Frozen/Grandfathered Two-Line Solution Discount and 1-Line Solution Discount (Business Solutions) and Saver Packs (Power Pack, The Works and Business PreferredSM) and discounts – See General Regulations, Schedule Cal.P.U.C. No. A2.1.2,A.4.

2. Reserved (C)
/1/

/1/ Material now appears in Part 20, Section 4, Sheet 2. (C)

AT&T BUSINESS LOCAL CALLING ASSURANCE

/4/(C)

A. Description

AT&T Business Local Calling Assurance is an optional business package for business customers that includes one to five individual Business Measured Rate^{/1/} access lines (access lines) within ZUM and non-ZUM exchanges^{/1/}, Unlimited Local Calling Plan, Caller ID, and Call Forwarding services.

B. Regulations

1. Eligible customers are 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 service area, and who now wish to establish their business local exchange access line service with the Company.

AT&T Business Local Calling Assurance customers must agree to a 12^{/3/}- or 24-month^{/2/} term for 1 to 5 access lines, Unlimited Local Calling Plan, Caller ID and Call Forwarding at rates set forth in C., following.

(C)

Regulations for the individual services in AT&T Business Local Calling Assurance will be governed by the respective Guidebook Parts and Sections listed in D., following.

2. AT&T Business Local Calling Assurance is not available with Foreign Exchange Service, Remote Call Forwarding, Toll Free services, PBX Trunks, Centrex, Semi-Public or Coin services.
3. A customer may have up to five (5) lines maximum per location subscribed to an AT&T Business Local Calling Assurance agreement.
4. Customers will receive a waiver of nonrecurring charges associated with the establishment of individual Business Measured Rate¹ service, Caller ID and Call Forwarding ordered at the time of initial subscription to AT&T Business Local Calling Assurance. Applicable nonrecurring charges will apply to services added after the initial order.

/1/ See Guidebook, Part 4, Section 2.

(C)

/2/ Effective January 2, 2015, the 24-Month term option, and the 12-month re-subscription option are Grandfathered and no longer available to new subscribers. Customers cannot subscribe to a new 24-month term, or a new 12-month term that includes a re-subscription option. Customers with an existing 12-month re-subscription agreement remain eligible for the options described in paragraph B.5.

(C)
(C)

/3/ Effective March 1, 2017, the 12-Month term option is Grandfathered and no longer available.

/4/

/4/ Material formerly appeared in Part 7, Section 5, Sheet 7.

(N)

2. BUSINESS SOLUTIONS¹ (Cont'd)**A. TWO-LINE SOLUTION DISCOUNT– BUSINESS (Cont'd)****3. REGULATIONS (Cont'd)**

- e. In the event of early termination, customers will be charged an early termination fee equal to the Two-Line Solution Discount (Business Solutions) credits applied to their account from the time of the verbal commitment until early termination.
- f. If a customer exceeds their 12-month verbal commitment, they will continue to receive monthly credits as long as they continue to qualify pursuant to the regulations as set forth within this Guidebook.
- g. Both lines must carry the same basic business access class of service, both lines must be billed on the same bill to apply the discount, and include WirePro on both lines. Existing restrictions as set forth within this Guidebook are applicable to Two-Line Solution Discount (Business Solutions).
- h. Any existing discounted or waived installation charges available with any of the above listed services will continue to apply.
- i. This package is available to business customers who have basic business access lines only, where facilities and operating conditions permit.
- j. All services referenced in the Two-Line Solution Discount – Business (Business Solutions) are provided as set forth within the Guidebook.

/1/ Frozen/Grandfathered Two-Line Solution Discount and 1-Line Solution Discount (Business Solutions) and Saver Packs (Power Pack, The Works and Business PreferredSM) and discounts – See General Regulations, Schedule Cal.P.U.C. No. A2.1.2,A.4.

2. Reserved (C)
/1/

/1/ Material now appears in Part 20, Section 4, Sheet 2. (C)

AT&T BUSINESS LOCAL CALLING ASSURANCE (cont'd)

/2/(C)

B. Regulations (cont'd)

5. Prior to January 2, 2015, AT&T Business Local Calling Assurance was offered as a 12-month^{/1/} oral re-subscribe agreement or a 24-month^{/1/} term. For customers with existing 12-month oral re-subscribe agreements on January 2, 2015, the plan will renew for 12-month intervals. A maximum of two 12-month terms are available after the initial 12-month term.^{/1/} The customer will receive written notification of their selection outlining the details of the agreement, plus subsequent notifications regarding their re-subscribe options prior to the expiration of each 12-month term. Customers are under no obligation to re-subscribe after any 12-month term period, however, customers must contact the Company prior to the beginning of the new 12-month term if they wish to cancel the upcoming 12-month term.^{/1/}

(C)

(C)

/2/(C)

6. Upon completion of the final renewal term, the customer will be billed at the Guidebook rates for the individual package components specified in Guidebook, Part 4, Section 2 and Guidebook, Part 7, Section 5 (Non-Business Solutions Rate for Unlimited Local Calling Plan) unless the customer expressly elects another service or plan.

/3/

Effective with new subscriptions as of January 17, 2011, the fixed monthly rate provided with this service continues after the end of the final renewal term. All lines under these subscriptions will no longer be price protected after the expiration of the term, unless the customer agrees to a new 12-month term.

7. AT&T Business Local Calling Assurance is not available in combination with any other access line, feature or usage discount offers.

8. Termination Charges

Fees applicable to the early termination of new and existing agreements were removed from this section and are no longer applicable as of February 15, 2010.

C. Rates and Charges

Monthly package rate, per line (maximum of 5 lines): \$25.00

/3/

/1/ Effective January 2, 2015, the 24-Month term option, and the 12-month re-subscription option are Grandfathered and no longer available to new subscribers. Customers cannot subscribe to a new 24-month term, or a new 12-month term that includes a re-subscription option. Customers with an existing 12-month re-subscription agreement remain eligible for the options described in paragraph B.5.

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/2/ Material formerly appeared in Part 7, Section 5, Sheet 7.

/3/ Material formerly appeared in Part 7, Section 5, Sheet 8.

AT&T BUSINESS LOCAL CALLING ASSURANCE (cont'd)**B. Regulations (cont'd)**

5. Prior to January 2, 2015, AT&T Business Local Calling Assurance was offered as a 12-month^{/1/} oral re-subscribe agreement or a 24-month^{/1/} term. For customers with existing 12-month oral re-subscribe agreements on January 2, 2015, the plan will renew for 12-month intervals. A maximum of two 12-month terms are available after the initial 12-month term.^{/1/} The customer will receive written notification of their selection outlining the details of the agreement, plus subsequent notifications regarding their re-subscribe options prior to the expiration of each 12-month term. Customers are under no obligation to re-subscribe after any 12-month term period, however, customers must contact the Company prior to the beginning of the new 12-month term if they wish to cancel the upcoming 12-month term.^{/1/}
6. Upon completion of the final renewal term, the customer will be billed at the Guidebook rates for the individual package components specified in Guidebook, Part 4, Section 2 and Guidebook, Part 7, Section 5 (Non-Business Solutions Rate for Unlimited Local Calling Plan) unless the customer expressly elects another service or plan.

Effective with new subscriptions as of January 17, 2011, the fixed monthly rate provided with this service continues after the end of the final renewal term. All lines under these subscriptions will no longer be price protected after the expiration of the term, unless the customer agrees to a new 12-month term.

7. AT&T Business Local Calling Assurance is not available in combination with any other access line, feature or usage discount offers.
8. Termination Charges

Fees applicable to the early termination of new and existing agreements were removed from this section and are no longer applicable as of February 15, 2010.

C. Rates and Charges

Monthly package rate, per line (maximum of 5 lines):	\$35.00	(l)
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^{/1/} Effective January 2, 2015, the 24-Month term option, and the 12-month re-subscription option are Grandfathered and no longer available to new subscribers. Customers cannot subscribe to a new 24-month term, or a new 12-month term that includes a re-subscription option. Customers with an existing 12-month re-subscription agreement remain eligible for the options described in paragraph B.5.

AT&T BUSINESS LOCAL CALLING ASSURANCE (cont'd)

B. Regulations (cont'd)

5. Prior to January 2, 2015, AT&T Business Local Calling Assurance was offered as a 12-month^{/1/} oral re-subscribe agreement or a 24-month^{/1/} term. For customers with existing 12-month oral re-subscribe agreements on January 2, 2015, the plan will renew for 12-month intervals. A maximum of two 12-month terms are available after the initial 12-month term.^{/1/} The customer will receive written notification of their selection outlining the details of the agreement, plus subsequent notifications regarding their re-subscribe options prior to the expiration of each 12-month term. Customers are under no obligation to re-subscribe after any 12-month term period, however, customers must contact the Company prior to the beginning of the new 12-month term if they wish to cancel the upcoming 12-month term.^{/1/}
6. Upon completion of the final renewal term, the customer will be billed at the Guidebook rates for the individual package components specified in Guidebook, Part 4, Section 2 and Guidebook, Part 7, Section 5 (Non-Business Solutions Rate for Unlimited Local Calling Plan) unless the customer expressly elects another service or plan.

Effective with new subscriptions as of January 17, 2011, the fixed monthly rate provided with this service continues after the end of the final renewal term. All lines under these subscriptions will no longer be price protected after the expiration of the term, unless the customer agrees to a new 12-month term.

7. AT&T Business Local Calling Assurance is not available in combination with any other access line, feature or usage discount offers.
8. Termination Charges

Fees applicable to the early termination of new and existing agreements were removed from this section and are no longer applicable as of February 15, 2010.

C. Rates and Charges

Monthly package rate, per line (maximum of 5 lines):	\$45.00	(l)
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^{/1/} Effective January 2, 2015, the 24-Month term option, and the 12-month re-subscription option are Grandfathered and no longer available to new subscribers. Customers cannot subscribe to a new 24-month term, or a new 12-month term that includes a re-subscription option. Customers with an existing 12-month re-subscription agreement remain eligible for the options described in paragraph B.5.

AT&T BUSINESS LOCAL CALLING ASSURANCE (cont'd)**B. Regulations (cont'd)**

5. Prior to January 2, 2015, AT&T Business Local Calling Assurance was offered as a 12-month^{/1/} oral re-subscribe agreement or a 24-month^{/1/} term. For customers with existing 12-month oral re-subscribe agreements on January 2, 2015, the plan will renew for 12-month intervals. A maximum of two 12-month terms are available after the initial 12-month term.^{/1/} The customer will receive written notification of their selection outlining the details of the agreement, plus subsequent notifications regarding their re-subscribe options prior to the expiration of each 12-month term. Customers are under no obligation to re-subscribe after any 12-month term period, however, customers must contact the Company prior to the beginning of the new 12-month term if they wish to cancel the upcoming 12-month term.^{/1/}
6. Upon completion of the final renewal term, the customer will be billed at the Guidebook rates for the individual package components specified in Guidebook, Part 4, Section 2 and Guidebook, Part 7, Section 5 (Non-Business Solutions Rate for Unlimited Local Calling Plan) unless the customer expressly elects another service or plan.

Effective with new subscriptions as of January 17, 2011, the fixed monthly rate provided with this service continues after the end of the final renewal term. All lines under these subscriptions will no longer be price protected after the expiration of the term, unless the customer agrees to a new 12-month term.

7. AT&T Business Local Calling Assurance is not available in combination with any other access line, feature or usage discount offers.
8. Termination Charges

Fees applicable to the early termination of new and existing agreements were removed from this section and are no longer applicable as of February 15, 2010.

C. Rates and Charges

Monthly package rate, per line (maximum of 5 lines):	\$55.00	(l)
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^{/1/} Effective January 2, 2015, the 24-Month term option, and the 12-month re-subscription option are Grandfathered and no longer available to new subscribers. Customers cannot subscribe to a new 24-month term, or a new 12-month term that includes a re-subscription option. Customers with an existing 12-month re-subscription agreement remain eligible for the options described in paragraph B.5.

AT&T BUSINESS LOCAL CALLING ASSURANCE (cont'd)

B. Regulations (cont'd)

5. Prior to January 2, 2015, AT&T Business Local Calling Assurance was offered as a 12-month^{/1/} oral re-subscribe agreement or a 24-month^{/1/} term. For customers with existing 12-month oral re-subscribe agreements on January 2, 2015, the plan will renew for 12-month intervals. A maximum of two 12-month terms are available after the initial 12-month term.^{/1/} The customer will receive written notification of their selection outlining the details of the agreement, plus subsequent notifications regarding their re-subscribe options prior to the expiration of each 12-month term. Customers are under no obligation to re-subscribe after any 12-month term period, however, customers must contact the Company prior to the beginning of the new 12-month term if they wish to cancel the upcoming 12-month term.^{/1/}
6. Upon completion of the final renewal term, the customer will be billed at the Guidebook rates for the individual package components specified in Guidebook, Part 4, Section 2 and Guidebook, Part 7, Section 5 (Non-Business Solutions Rate for Unlimited Local Calling Plan) unless the customer expressly elects another service or plan.

Effective with new subscriptions as of January 17, 2011, the fixed monthly rate provided with this service continues after the end of the final renewal term. All lines under these subscriptions will no longer be price protected after the expiration of the term, unless the customer agrees to a new 12-month term.

7. AT&T Business Local Calling Assurance is not available in combination with any other access line, feature or usage discount offers.
8. Termination Charges

Fees applicable to the early termination of new and existing agreements were removed from this section and are no longer applicable as of February 15, 2010.

C. Rates and Charges

Monthly package rate, per line (maximum of 5 lines):	\$65.00	(l)
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/1/ Effective January 2, 2015, the 24-Month term option, and the 12-month re-subscription option are Grandfathered and no longer available to new subscribers. Customers cannot subscribe to a new 24-month term, or a new 12-month term that includes a re-subscription option. Customers with an existing 12-month re-subscription agreement remain eligible for the options described in paragraph B.5.