

**1. BARGAIN HUNTING (cont'd)****C. REGULATIONS**

1. Customers must meet the eligibility requirements in B., preceding.
2. Customers must verbally commit to keeping a minimum of two Hunting Services for a minimum period of 1 year (12 months).
3. Bargain Hunting is available on Business Measured Rate Service (basic access lines) and Private Branch Exchange Trunk Line Service (trunk lines) as described in Guidebook, Part 4, Section 2 and 3, respectively.

Bargain Hunting is not available on Centrex service, services covered under a 96-A contract, Hunting Services discounted under Access Advantage Plus packages, or on any other service or package that includes a discount on Hunting Service and/or a waiver of the nonrecurring charges.

4. Customers subscribing to Bargain Hunting are not eligible for any promotion for, or package containing, Hunting Service on the same line during the 12 month term, unless otherwise stated in the promotion or package.
5. Early Termination: Customers not subscribing to a minimum of two Hunting Services by the end of the 12 month term will be billed for the entire credited amount.

## 2. SELECT FEATURE PACKAGE

### A. DESCRIPTION AND AVAILABILITY

1. Select Feature Package is a package of exchange services available to residential customers in Zone Usage Measurement (ZUM) and non-ZUM exchanges as defined in Guidebook, Part 4, Section 1 and Part 4, Section 2, preceding.
2. Select Feature Package is available to residential customers classified as new, retention (existing), Win or Winback.
3. Select Feature Package consists of a residential access line (required) and the following Custom Calling Services, where available<sup>/1/</sup>:

Call Forwarding  
Call Return  
Call Screen  
Call Waiting  
Call Waiting ID  
Caller ID  
Metro Plan<sup>/2/</sup> (in ZUM exchanges)  
Priority Ringing  
Privacy Manager (optional)  
Repeat Dialing  
Select Call Forwarding  
Speed Calling 8  
Three-Way Calling

- a. The residential access line may be a Flat Rate or Measured Rate service, or California Lifeline service (flat or measured rate) as described in Guidebook, Part 4, Section 2; Part 4, Section 5, preceding. Foreign Exchange, Foreign Prefix or Foreign District Area Service (see descriptions in Guidebook, Part 4, Section 3) are also available with Select Feature Package.
  - b. Custom Calling Services Regulations are found in Guidebook, Part 7, Section 2, preceding.
4. Select Feature Package is available when at least 8 Custom Calling Services listed in 3. preceding are available.

/1/ Custom Calling Services are available subject to availability. See Guidebook, Part 7, Section 2, preceding.

/2/ Metro Plan is not a Custom Calling Service, but is a selectable feature included with Select Feature Package.

**2. SELECT FEATURE PACKAGE<sup>/1/</sup> (cont'd)****B. REGULATIONS**

1. Select Feature Package is available on a customer's primary line or additional lines.
2. Call Waiting and Call Waiting ID may be removed (de-selected) from the Select Feature Package at the customer's option. No adjustment is made in the monthly package rate when Call Waiting and Call Waiting ID are de-selected. The customer may add these services back to their Select Feature Package; no nonrecurring charge applies.
3. Privacy Manager is an optional feature in the Select Feature Package and may be added at any time with no nonrecurring charge. No adjustment is made in the monthly package rate when Privacy Manager is not included in the Select Feature Package.
4. All Custom Calling Features included in the Select Feature Package must be purchased on the same access line. Features may not be split between access lines.
5. Usage Sensitive Custom Calling Services are not included in the Select Feature Package.
6. Customers currently subscribing to all components of the Select Feature Package may request billing at the Select Feature Package rate.
7. Select Feature Package customers will benefit from the package rate until they disconnect any of the following Custom Calling Services<sup>/2/</sup>:

Call Forwarding  
Call Return  
Call Screen  
Caller ID  
Priority Ringing  
Repeat Dialing  
Select Call Forwarding  
Speed Calling 8  
Three-Way Calling

/1/ Select Feature Package is Frozen/Grandfathered as of November 14, 2008. See Schedule Cal.P.U.C. No. A2.1.1 – Definitions of Terms.

/2/ Not applicable to Caller ID if the Company is unable to provide Caller ID due to facility or system limitations.

**2. SELECT FEATURE PACKAGE<sup>/1/</sup> (cont'd)****B. REGULATIONS (cont'd)**

8. Additional Custom Calling Services, where available, may be purchased at their respective Guidebook rates.
9. Select Feature Package nonrecurring charges will consist of a charge for the access line and a charge for the Custom Calling Services as set forth in Guidebook, Part 3, Section 1. If the access line is a Foreign Exchange, Foreign Prefix or Foreign District Area Service, the nonrecurring charge as set forth in Guidebook Part 3, Section 1 will apply to the access line.
10. Nonrecurring charges will apply when the customer orders a new Select Feature Package or adds additional Custom Calling Services to an existing account in order to qualify for the Select Feature Package rate. Exceptions are noted in 2. and 3. preceding.
11. Nonrecurring charges for establishing a new Select Feature Package will be waived for Win and Winback customers. This waiver does not apply if the service is a Foreign Exchange, Foreign Prefix or Foreign District Area Service.
  - a. Win customers are those customers who established their service with a CLC operating within the Company's territory and who now wish to establish their service with the Company.
  - b. Winback customers are those customers who discontinued their service with the Company for the purpose of establishing service with a Competitive Local Exchange Carrier (CLC) operating within the Company's territory and who now wish to return to the Company.
12. Select Feature Package may be included in packages, bundles and product groupings that may be marketed under other names at a combined price.
13. If the customer resides in an area where Caller ID is not available due to facility or system limitations, the customer will receive a \$1.00 discount on the monthly rate. The discount will appear as a credit on the bill.

/1/ Select Feature Package is Frozen/Grandfathered as of November 14, 2008. See Schedule Cal.P.U.C. No. A2.1.1 – Definitions of Terms.

2. SELECT FEATURE PACKAGE<sup>/1/</sup> (cont'd)

## C. RATES AND CHARGES

Select Feature Package:

Access Line Option	Monthly Recurring Charge <sup>/2/,/5/,/6/</sup>	Nonrecurring Charges
Select Feature Package with Flat Rate access line	\$26.00	RR <sup>/3/</sup>
Select Feature Package with Measured Rate access line	\$19.78	RR <sup>/3/</sup>
Select Feature Package with California Lifeline flat rate access line	\$18.61	RR <sup>/4/</sup>
Select Feature Package with California Lifeline measured rate access line	\$15.77	RR <sup>/4/</sup>

- /1/ Select Feature Package is Frozen/Grandfathered as of November 14, 2008. See Schedule Cal.P.U.C. No. A2.1.1 – Definitions of Terms.
- /2/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in Guidebook, Part 4, Section 2 preceding.
- /3/ Nonrecurring charges consist of a charge for the installation of a new access line and a charge for installation of Custom Calling Services. See Guidebook, Part 3, Section 1. If the access line is a Foreign Exchange, Foreign Prefix or Foreign District Area Service, the nonrecurring charge noted in Guidebook, Part 3, Section 1 will apply.
- /4/ Nonrecurring charges consist of a charge for the installation of a new access line and a charge for installation of Custom Calling Services. See Guidebook, Part 4, Section 1 and Guidebook, Part 3, Section 1..
- /5/ Where Caller ID is not available due to facility or system limitations, the customer will receive a \$1.00 discount. The discount will appear as a credit on the bill.
- /6/ For Foreign Exchange (FXS), Foreign Prefix (FPS) or Foreign District Area (FDA) Services, FXS Increment and Mileage charges apply in addition to the rates in C. (Guidebook, Part 4, Section 3).

2. SELECT FEATURE PACKAGE<sup>/1/</sup> (cont'd)

## C. RATES AND CHARGES

Select Feature Package:

Access Line Option	Monthly Recurring Charge <sup>/2/ /5/</sup>	Nonrecurring Charges	(C)
Select Feature Package with Flat Rate access line	\$28.00 <sup>/6/</sup> (I)	RR <sup>/3/</sup>	(C)
Select Feature Package with Measured Rate access line	\$20.42 <sup>/6/</sup> (I)	RR <sup>/3/</sup>	(C)
Select Feature Package with California Lifeline flat rate access line	\$18.39 (R)	RR <sup>/4/</sup>	
Select Feature Package with California Lifeline measured rate access line	\$15.21 (R)	RR <sup>/4/</sup>	

/1/ Select Feature Package is Frozen/Grandfathered as of November 14, 2008. See Schedule Cal.P.U.C. No. A2.1.1 – Definitions of Terms.

/2/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in Guidebook, Part 4, Section 2 preceding.

/3/ Nonrecurring charges consist of a charge for the installation of a new access line and a charge for installation of Custom Calling Services. See Guidebook, Part 3, Section 1. If the access line is a Foreign Exchange, Foreign Prefix or Foreign District Area Service, the nonrecurring charge noted in Guidebook, Part 3, Section 1 will apply.

/4/ Nonrecurring charges consist of a charge for the installation of a new access line and a charge for installation of Custom Calling Services. See Guidebook, Part 4, Section 1 and Guidebook, Part 3, Section 1..

/5/ Where Caller ID is not available due to facility or system limitations, the customer will receive a \$1.00 discount. The discount will appear as a credit on the bill.

/6/ For Foreign Exchange (FXS), Foreign Prefix (FPS) or Foreign District Area (FDA) Services, FXS Increment and Mileage charges apply in addition to the rates in C. (Guidebook, Part 4, Section 3).

**3. AT&T BUSINESS LOCAL CALLING ASSURANCE****A. DESCRIPTION**

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

**B. REGULATIONS**

1. AT&T Business Local Calling Assurance customers must agree to a 12 or 24-month term for 1 to 4 access lines, Unlimited Local Calling Plan, Caller ID and Call Forwarding at rates set forth in D. following.

Regulations for the individual services in AT&T Business Local Calling Assurance will be governed by the respective Guidebook Parts and Sections listed in E. 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 only subscribe to one AT&T Business Local Calling Assurance package and term agreement at a given location, with a maximum of four access lines.
4. Customers will receive a waiver of nonrecurring charges associated with the establishment of individual Business Measured Rate<sup>1</sup> 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.
5. AT&T Business Local Calling Assurance is offered as a 12-month oral re-subscribe agreement or a 24-month term. Under the 12-month re-subscribe option, the plan will renew for 12 month intervals. A maximum of two 12-month terms are available after the initial 12-month term. 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/ See Guidebook, Part 4, Section 2, preceding.

**3. AT&T BUSINESS LOCAL CALLING ASSURANCE****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<sup>1</sup> access lines (access lines) within ZUM (C) and non-ZUM exchanges<sup>/1/</sup>, Unlimited Local Calling Plan, Caller ID, and Call Forwarding services.

**B. REGULATIONS**

1. AT&T Business Local Calling Assurance customers must agree to a 12 or 24-month term for 1 to 5 access lines, Unlimited Local Calling Plan, Caller ID and Call Forwarding at rates set forth in D. 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 E. 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. (C)
3. A customer may have up to five (5) lines maximum per location subscribed to an AT&T Business Local Calling Assurance agreement. (C)
4. Customers will receive a waiver of nonrecurring charges associated with the establishment of individual Business Measured Rate<sup>1</sup> 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. (C)
5. AT&T Business Local Calling Assurance is offered as a 12-month oral re-subscribe agreement or a 24-month term. Under the 12-month re-subscribe option, the plan will renew for 12 month intervals. A maximum of two 12-month terms are available after the initial 12-month term. 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. (C)

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

**3. AT&T BUSINESS LOCAL CALLING ASSURANCE****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<sup>1</sup> access lines (access lines) within ZUM and non-ZUM exchanges<sup>/1/</sup>, Unlimited Local Calling Plan, Caller ID, and Call Forwarding services.

**B. REGULATIONS**

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

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. (C)

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 Rate<sup>1</sup> 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.
5. AT&T Business Local Calling Assurance is offered as a 12-month oral re-subscribe agreement or a 24-month term. Under the 12-month re-subscribe option, the plan will renew for 12 month intervals. A maximum of two 12-month terms are available after the initial 12-month term. 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/ See Guidebook, Part 4, Section 2, preceding.

**3. AT&T BUSINESS LOCAL CALLING ASSURANCE****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<sup>/1/</sup> access lines (access lines) within ZUM and non-ZUM exchanges<sup>/1/</sup>, Unlimited Local Calling Plan, Caller ID, and Call Forwarding services.

**B. Regulations**

1. AT&T Business Local Calling Assurance customers must agree to a 12- or 24-month<sup>/2/</sup> 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 Rate<sup>1</sup> 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.
5. AT&T Business Local Calling Assurance is offered as a 12-month oral re-subscribe agreement or a 24-month<sup>/2/</sup> term. Under the 12-month re-subscribe option, the plan will renew for 12-month intervals. A maximum of two 12-month terms are available after the initial 12-month term. 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. (C)

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

/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. Only a new 12-month term will be available. Customers with an existing 12-month re-subscription agreement remain eligible for the options described in paragraph B.5.

(N)  
(N)

**3. AT&T BUSINESS LOCAL CALLING ASSURANCE****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<sup>/1</sup> access lines (access lines) within ZUM and non-ZUM exchanges<sup>/1</sup>, 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. (N)  
(N)

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

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 Rate<sup>1</sup> 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.
5. AT&T Business Local Calling Assurance is offered as a 12-month oral re-subscribe agreement or a 24-month<sup>/2</sup> term. Under the 12-month re-subscribe option, the plan will renew for 12-month intervals. A maximum of two 12-month terms are available after the initial 12-month term. 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/ See Guidebook, Part 4, Section 2, preceding.

/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. Only a new 12-month term will be available. Customers with an existing 12-month re-subscription agreement remain eligible for the options described in paragraph B.5.

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

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

**C. TERMINATION LIABILITY**

1. Customers who terminate their agreement prior to completion of their term will be assessed early termination charges equal to 50% of the monthly recurring charges times the number of months left on the term commitment.
2. Termination charges are not applicable if, during the term period, the customer converts to another Company access and local usage plan with a term equal to or greater than the remaining AT&T Business Local Calling Assurance term plan.

**D. RATES AND CHARGES**

Monthly package rate, per line (maximum of 4 lines):	\$25.00
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**3. AT&T BUSINESS LOCAL CALLING ASSURANCE (cont'd)****B. REGULATIONS (cont'd)**

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

**C. TERMINATION LIABILITY**

1. Customers who terminate their agreement prior to completion of their term will be assessed early termination charges equal to 50% of the monthly recurring charges times the number of months left on the term commitment.
2. Termination charges are not applicable if, during the term period, the customer converts to another Company access and local usage plan with a term equal to or greater than the remaining AT&T Business Local Calling Assurance term plan.

**D. RATES AND CHARGES**

Monthly package rate, per line (maximum of 5 lines):	\$25.00	(C)
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**3. AT&T BUSINESS LOCAL CALLING ASSURANCE (cont'd)****B. REGULATIONS (cont'd)**

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

(D)

(D)

**C. RATES AND CHARGES**

(C)

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

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

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

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. (N)

**C. RATES AND CHARGES**

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

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

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 from this point forward.

(N)  
|  
(N)

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

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.

(C)

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

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.

(C)  
(N)

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. AT&T BUSINESS LOCAL CALLING ASSURANCE (cont'd)****E. COMPONENT DESCRIPTIONS**

The AT&T Business Local Calling Assurance components are provided in accordance with Regulations described in the following Guidebook sections:

<u>Service</u>	<u>Guidebook.</u>
Business Measured Rate Service	Part 4, Section 2
Unlimited Local Calling Plan	Part 7, Section 5
Caller ID	Part 7, Section 2
Call Forwarding	Part 7, Section 2

**3. AT&T BUSINESS LOCAL CALLING ASSURANCE (cont'd)****D. COMPONENT DESCRIPTIONS**

(C)

The AT&T Business Local Calling Assurance components are provided in accordance with Regulations described in the following Guidebook sections:

<u>Service</u>	<u>Guidebook.</u>
Business Measured Rate Service	Part 4, Section 2
Unlimited Local Calling Plan	Part 7, Section 5
Caller ID	Part 7, Section 2
Call Forwarding	Part 7, Section 2

**4. LOCAL USAGE OPTIONAL CALLING PLANS FOR BUSINESS (cont'd)*****C. REGULATIONS***

1. Person, collect, conference, third number billed, calling card, toll stations or any other calls requiring operator handling except as specified in 15.b, following, are not included and will be billed at the regular toll or ZUM rate schedule applicable to the type of call.
2. These rates are applicable to the Local Usage Optional Calling plans only and do not apply to any other Company offered plans.
3. Local Usage Optional Calling plans are only available on BTNs billed to the customer of record.
4. Local Usage Optional Calling plans are not available on Basic 8, Easy 8, 900, 976, or Private Line Services.
5. Customers subscribing to another Optional Calling Plan that includes any Zone 1, 2 or 3 exchanges are ineligible for a Local Usage Optional Calling Plan.
6. Local Usage Optional Calling Plans may not be furnished to any individual business access line measured rate service (except Remote Call Forwarding Service as specified in Guidebook, Part 7, Section 4 that is interconnected, physically, acoustically or by any other means to any other line, facilities or service at the customer's premises to extend a two-point connection beyond the originating station and called station location.
7. The premises of a customer is that shown in Schedule Cal.P.U.C. No. A2.1, Premises. In the event the premises is located in more than one exchange, the premises will be considered as in the exchange in which the primary service is located.
8. Local Usage Optional Calling Plans will not be furnished in connection with multiparty (operator identified) service.

**4. LOCAL USAGE OPTIONAL CALLING PLANS FOR BUSINESS (cont'd)*****C. REGULATIONS***

1. Person, collect, conference, third number billed, calling card, toll stations or any other calls requiring operator handling except as specified in 15.b, following, are not included and will be billed at the regular toll or ZUM rate schedule applicable to the type of call.
2. These rates are applicable to the Local Usage Optional Calling plans only and do not apply to any other Company offered plans.
3. Local Usage Optional Calling plans are only available on BTNs billed to the customer of record.
4. Local Usage Optional Calling plans are not available on Basic 8, Easy 8, or Private Line Services. (C)  
(D)
5. Customers subscribing to another Optional Calling Plan that includes any Zone 1, 2 or 3 exchanges are ineligible for a Local Usage Optional Calling Plan.
6. Local Usage Optional Calling Plans may not be furnished to any individual business access line measured rate service (except Remote Call Forwarding Service as specified in Guidebook, Part 7, Section 4 that is interconnected, physically, acoustically or by any other means to any other line, facilities or service at the customer's premises to extend a two-point connection beyond the originating station and called station location.
7. The premises of a customer is that shown in Schedule Cal.P.U.C. No. A2.1, Premises. In the event the premises is located in more than one exchange, the premises will be considered as in the exchange in which the primary service is located.
8. Local Usage Optional Calling Plans will not be furnished in connection with multiparty (operator identified) service.

**4. LOCAL USAGE OPTIONAL CALLING PLANS FOR BUSINESS (cont'd)*****C. REGULATIONS***

1. Person, collect, conference, third number billed, toll stations or any other calls requiring operator handling except as specified in 15.b, following, are not included and will be billed at the regular toll or ZUM rate schedule applicable to the type of call. (C)
2. These rates are applicable to the Local Usage Optional Calling plans only and do not apply to any other Company offered plans.
3. Local Usage Optional Calling plans are only available on BTNs billed to the customer of record.
4. Local Usage Optional Calling plans are not available on Basic 8, Easy 8, or Private Line Services.
5. Customers subscribing to another Optional Calling Plan that includes any Zone 1, 2 or 3 exchanges are ineligible for a Local Usage Optional Calling Plan.
6. Local Usage Optional Calling Plans may not be furnished to any individual business access line measured rate service (except Remote Call Forwarding Service as specified in Guidebook, Part 7, Section 4 that is interconnected, physically, acoustically or by any other means to any other line, facilities or service at the customer's premises to extend a two-point connection beyond the originating station and called station location.
7. The premises of a customer is that shown in Schedule Cal.P.U.C. No. A2.1, Premises. In the event the premises is located in more than one exchange, the premises will be considered as in the exchange in which the primary service is located.
8. Local Usage Optional Calling Plans will not be furnished in connection with multiparty (operator identified) service.

**4. LOCAL USAGE OPTIONAL CALLING PLANS FOR BUSINESS (cont'd)****D. RATES AND CHARGES**

	<u>INSTALLATION CHARGE</u>	<u>MONTHLY RATE</u>
Local 250, each line	NO	\$ 4.25
Local 700, each line	NO	11.55
Local 1200, each line	NO	19.20
Out of Block, per minute	NO	0.017

/1/ Pending CPUC Approval of Advice Letter No. 23014.

**4. LOCAL USAGE OPTIONAL CALLING PLANS FOR BUSINESS (cont'd)****D. RATES AND CHARGES**

	<u>INSTALLATION CHARGE</u>	<u>MONTHLY RATE</u>	
Local 250, each line	NO	\$ 4.89	(I)
Local 700, each line	NO	13.28	(I)
Local 1200, each line	NO	22.08	(I)
Out of Block, per minute	NO	0.017	

(D)

**4. LOCAL USAGE OPTIONAL CALLING PLANS FOR BUSINESS (cont'd)****D. RATES AND CHARGES**

	<u>INSTALLATION CHARGE</u>	<u>MONTHLY RATE</u>	
Local 250, each line	NO	\$ 5.62	(I)
Local 700, each line	NO	15.27	(I)
Local 1200, each line	NO	25.39	(I)
Out of Block, per minute	NO	0.017	

**4. LOCAL USAGE OPTIONAL CALLING PLANS FOR BUSINESS (cont'd)****D. RATES AND CHARGES**

	<u>INSTALLATION CHARGE</u>	<u>MONTHLY RATE</u>	
Local 250, each line	NO	\$ 6.46	(I)
Local 700, each line	NO	17.57	(I)
Local 1200, each line	NO	29.20	(I)
Out of Block, per minute	NO	0.017	

**4. LOCAL USAGE OPTIONAL CALLING PLANS FOR BUSINESS (cont'd)****D. RATES AND CHARGES**

	<u>INSTALLATION CHARGE</u>	<u>MONTHLY RATE</u>	
Local 250, each line	NO	\$ 7.43	(I)
Local 700, each line	NO	20.20	(I)
Local 1200, each line	NO	33.58	(I)
Out of Block, per minute	NO	0.017	

**4. LOCAL USAGE OPTIONAL CALLING PLANS FOR BUSINESS (cont'd)****D. RATES AND CHARGES**

	<u>INSTALLATION CHARGE</u>	<u>MONTHLY RATE</u>	
Local 250, each line	NO	\$ 8.55	(I)
Local 700, each line	NO	23.23	(I)
Local 1200, each line	NO	38.62	(I)
Out of Block, per minute	NO	0.017	

**4. LOCAL USAGE OPTIONAL CALLING PLANS FOR BUSINESS (cont'd)****D. RATES AND CHARGES**

	<u>INSTALLATION CHARGE</u>	<u>MONTHLY RATE</u>	
Local 250, each line	NO	\$10.00	(I)
Local 700, each line	NO	27.00	(I)
Local 1200, each line	NO	44.00	(I)
Out of Block, per minute	NO	0.017	

**4. LOCAL USAGE OPTIONAL CALLING PLANS FOR BUSINESS (cont'd)****D. RATES AND CHARGES**

	<u>INSTALLATION CHARGE</u>	<u>MONTHLY RATE</u>	
Local 250, each line	NO	\$12.00	(I)
Local 700, each line	NO	31.00	(I)
Local 1200, each line	NO	51.00	(I)
Out of Block, per minute	NO	0.017	

**4. LOCAL USAGE OPTIONAL CALLING PLANS FOR BUSINESS (cont'd)****D. RATES AND CHARGES**

	<u>INSTALLATION CHARGE</u>	<u>MONTHLY RATE</u>	
Local 250, each line	NO	\$13.80	(I)
Local 700, each line	NO	35.65	(I)
Local 1200, each line	NO	58.65	(I)
Out of Block, per minute	NO	0.017	

**4. LOCAL USAGE OPTIONAL CALLING PLANS FOR BUSINESS (cont'd)****D. RATES AND CHARGES**

	<u>INSTALLATION CHARGE</u>	<u>MONTHLY RATE</u>	
Local 250, each line	NO	\$16.56	(I)
Local 700, each line	NO	42.78	(I)
Local 1200, each line	NO	70.38	(I)
Out of Block, per minute	NO	0.017	

**4. LOCAL USAGE OPTIONAL CALLING PLANS FOR BUSINESS (cont'd)****D. RATES AND CHARGES**

	<u>INSTALLATION CHARGE</u>	<u>MONTHLY RATE</u>	
Local 250, each line	NO	\$19.04	(I)
Local 700, each line	NO	49.20	(I)
Local 1200, each line	NO	80.94	(I)
Out of Block, per minute	NO	0.017	

**4. LOCAL USAGE OPTIONAL CALLING PLANS FOR BUSINESS (cont'd)****D. RATES AND CHARGES**

	<u>INSTALLATION CHARGE</u>	<u>MONTHLY RATE</u>	
Local 250, each line	NO	\$22.00	(I)
Local 700, each line	NO	57.00	(I)
Local 1200, each line	NO	94.00	(I)
Out of Block, per minute	NO	0.017	

**4. LOCAL USAGE OPTIONAL CALLING PLANS FOR BUSINESS (cont'd)****D. RATES AND CHARGES**

	<u>INSTALLATION CHARGE</u>	<u>MONTHLY RATE</u>	
Local 250, each line	NO	\$22.00	
Local 700, each line	NO	57.00	
Local 1200, each line	NO	108.10	(I)
Out of Block, per minute	NO	0.017	

**4. LOCAL USAGE OPTIONAL CALLING PLANS FOR BUSINESS (cont'd)****D. RATES AND CHARGES**

	<u>INSTALLATION CHARGE</u>	<u>MONTHLY RATE</u>	
Local 250, each line	NO	\$25.30	(I)
Local 700, each line	NO	65.55	(I)
Local 1200, each line	NO	108.10	
Out of Block, per minute	NO	0.017	

**4. LOCAL USAGE OPTIONAL CALLING PLANS FOR BUSINESS (cont'd)****D. RATES AND CHARGES**

	<u>INSTALLATION CHARGE</u>	<u>MONTHLY RATE</u>	
Local 250, each line	NO	\$30.00	(I)
Local 700, each line	NO	76.00	(I)
Local 1200, each line	NO	125.00	(I)
Out of Block, per minute	NO	0.017	

**4. LOCAL USAGE OPTIONAL CALLING PLANS FOR BUSINESS (cont'd)****D. RATES AND CHARGES**

	<u>INSTALLATION CHARGE</u>	<u>MONTHLY RATE</u>	
Local 250, each line	NO	\$34.50	(I)
Local 700, each line	NO	87.40	(I)
Local 1200, each line	NO	143.75	(I)
Out of Block, per minute	NO	0.017	

**4. LOCAL USAGE OPTIONAL CALLING PLANS FOR BUSINESS (cont'd)****D. RATES AND CHARGES**

	<u>INSTALLATION CHARGE</u>	<u>MONTHLY RATE</u>	
Local 250, each line	NO	\$38.00	(I)
Local 700, each line	NO	97.00	(I)
Local 1200, each line	NO	159.00	(I)
Out of Block, per minute	NO	0.017	

**4. LOCAL USAGE OPTIONAL CALLING PLANS FOR BUSINESS (cont'd)****D. RATES AND CHARGES**

	<u>INSTALLATION CHARGE</u>	<u>MONTHLY RATE</u>	
Local 250, each line	NO	\$41.80	(I)
Local 700, each line	NO	106.70	(I)
Local 1200, each line	NO	174.90	(I)
Out of Block, per minute	NO	0.017	

**4. LOCAL USAGE OPTIONAL CALLING PLANS FOR BUSINESS (cont'd)****D. RATES AND CHARGES**

	<u>INSTALLATION CHARGE</u>	<u>MONTHLY RATE</u>	
Local 250, each line	NO	\$46.00	(I)
Local 700, each line	NO	118.00	(I)
Local 1200, each line	NO	193.00	(I)
Out of Block, per minute	NO	0.017	

**4. LOCAL USAGE OPTIONAL CALLING PLANS FOR BUSINESS (cont'd)****D. RATES AND CHARGES**

	<u>INSTALLATION CHARGE</u>	<u>MONTHLY RATE</u>	
Local 250, each line	NO	\$50.60	(I)
Local 700, each line	NO	129.80	(I)
Local 1200, each line	NO	212.30	(I)
Out of Block, per minute	NO	0.017	

**4. LOCAL USAGE OPTIONAL CALLING PLANS FOR BUSINESS (cont'd)****D. RATES AND CHARGES**

	<u>INSTALLATION CHARGE</u>	<u>MONTHLY RATE</u>	
Local 250, each line	NO	\$56.00	(I)
Local 700, each line	NO	143.00	(I)
Local 1200, each line	NO	234.00	(I)
Out of Block, per minute	NO	0.017	

**5. UNLIMITED LOCAL CALLING PLAN (Cont'd)****C. REGULATIONS****1. Limitations of Service**

- a. Person, collect, conference, third number billed, calling card, toll stations or any other calls requiring operator handling except as specified in C.2.b.(3), following, are not included and will be billed at the regular toll or ZUM rate schedule applicable to the type of call.
- b. Unlimited Local Calling Plan may not be furnished to any business exchange service (except Remote Call Forwarding service as specified in Guidebook, Part 7, Section 4 that is interconnected, physically, acoustically or by any other means to any other line, facilities or service at the customer's premises to extend a two-point connection beyond the origination station and called station location).
- c. The premises of a customer is that shown in Schedule Cal.P.U.C. No. A2.1, Premises. In the event the premises is located in more than one exchange, the premises will be considered as in the exchange in which the primary service is located.
- d. Unlimited Local Calling Plan will not be furnished in connection with multi-party (operator identified) or any business service (except Centrex Dormitory service with billing arrangement Option "C" as specified in Guidebook, Part 8, Section 10).
- e. Customers must verbally commit to a minimum 12-month term commitment to purchase.
- f. In the event of early termination, customers will be charged an Early Termination Fee equal to 50% of the Monthly Recurring Charge (MRC) times the months remaining in the 12-month term. The per line MRC amount will be calculated based on the original number of lines on the BTN at the time the plan was initially ordered.
- g. If a customer exceeds their 12-month verbal commitment, the Unlimited Local Calling Plan will revert to a month-to-month agreement, and no Early Termination Fee will henceforth apply.
- h. Unlimited Local Calling Plan is only available on BTNs billed to the customer of record.
- i. The Unlimited Local Calling Plan cannot be added to foreign exchange services.

(\*) Also known as Local Toll.

**5. UNLIMITED LOCAL CALLING PLAN (Cont'd)****C. REGULATIONS****1. Limitations of Service**

- a. Person, collect, conference, third number billed, toll stations or any other calls requiring operator handling except as specified in C.2.b.(3), following, are not included and will be billed at the regular toll or ZUM rate schedule applicable to the type of call. (C)
- b. Unlimited Local Calling Plan may not be furnished to any business exchange service (except Remote Call Forwarding service as specified in Guidebook, Part 7, Section 4 that is interconnected, physically, acoustically or by any other means to any other line, facilities or service at the customer's premises to extend a two-point connection beyond the origination station and called station location).
- c. The premises of a customer is that shown in Schedule Cal.P.U.C. No. A2.1, Premises. In the event the premises is located in more than one exchange, the premises will be considered as in the exchange in which the primary service is located.
- d. Unlimited Local Calling Plan will not be furnished in connection with multi-party (operator identified) or any business service (except Centrex Dormitory service with billing arrangement Option "C" as specified in Guidebook, Part 8, Section 10).
- e. Customers must verbally commit to a minimum 12-month term commitment to purchase.
- f. In the event of early termination, customers will be charged an Early Termination Fee equal to 50% of the Monthly Recurring Charge (MRC) times the months remaining in the 12-month term. The per line MRC amount will be calculated based on the original number of lines on the BTN at the time the plan was initially ordered.
- g. If a customer exceeds their 12-month verbal commitment, the Unlimited Local Calling Plan will revert to a month-to-month agreement, and no Early Termination Fee will henceforth apply.
- h. Unlimited Local Calling Plan is only available on BTNs billed to the customer of record.
- i. The Unlimited Local Calling Plan cannot be added to foreign exchange services.

(\*) Also known as Local Toll.

**5. UNLIMITED LOCAL CALLING PLAN (cont'd)****C. REGULATIONS (cont'd)****1. Limitations of Service (cont'd)**

- j. Customers subscribing to another Local Usage Optional Calling Plan, other types of Calling Plans that include Zones 1, 2 and 3, are ineligible for Unlimited Local Calling Plan, which includes 96-A contracts.
  - k. The rates and charges in D., following, are applicable to the Unlimited Local Calling Plan only and do not apply to any other Company offered plan.
  - l. Unlimited Local Calling Plan is not available on Toll Free, 900, 976, or Private Line Services.
  - m. Toll restricted access lines will not be eligible for Unlimited Local Calling Plan service.
  - n. The Unlimited Local Calling Plan will be available on the business classes of service as set forth in Schedule Cal.P.U.C. No. A2.1.2,B.3.
2. The Unlimited Local Calling Plan for business customers with 1–10 lines applies to:
- a. Sent-Paid messages dialed and completed from their business location without the assistance of a Company operator.
  - b. Sent-Paid messages placed with the assistance of a Company operator where:
    - (1) dial completion facilities are not available.
    - (2) equipment or circuit conditions cause unsuccessful dial attempts.
    - (3) the customer indicates they are handicapped and unable to dial.
    - (4) the Company operator must identify the calling number where automatic equipment is not available.
  - c. Sent-Paid messages reestablished after a service failure on a customer call.

(\*) Also known as Local Toll.

**6. THE BIG EASY PLAN****A. DESCRIPTION**

The Big Easy Plan (Big Easy) is a business package that includes unlimited local calling and series completion hunting. Unlimited local calling provides unlimited directly dialed communications to Zone Usage Measurement (ZUM) Zones 1, 2 and 3 and non-ZUM (local) exchanges. ZUM and Hunting are defined in Guidebook, Part 4, Section 2

The Big Easy is available to business customers with individual measured rate business access line service (access line), described in Guidebook, Part 4, Section 2 under Measured Rate Service, who enter into a three-year written term agreement (contract) to maintain a minimum number of access lines state-wide and a minimum number of access lines per customer location<sup>1</sup>.

The Big Easy will provide a fixed monthly rate for each access line equipped with the package. The rate will be dependent upon the minimum number of access lines committed to in the state and the minimum number of access lines committed to per location. There will also be a maximum number of lines per location. The customer has a choice of a minimum of either 700 access lines (Option A) or 50 access lines (Option B) as the state-wide minimum and a choice of 2 or 4 lines minimum per location. The minimum number of access lines per location is the same for all customer locations in the state. The maximum number of access lines per location is 20 (with a minimum state-wide commitment of 50 lines) or 40 (with a minimum state-wide commitment of 700 lines).

/1/ Location will be considered synonymous with Premises, as defined in Schedule Cal.P.U.C. No. A2.1, Definition of Terms.

**6. THE BIG EASY PLAN (cont'd)****B. REGULATIONS**

1. Additional access lines (lines) and billing telephone numbers may be added to the contract during the contract term. New lines and billing telephone numbers will be counted towards the state-wide minimum access line requirements.
2. In any given month, if the total number of access lines in the state falls below the selected state-wide minimum, a debit adjustment of \$10.00 (ten dollars) per line for each line below the minimum, will be applied to the customer's designated master billing telephone number.
3. A minimum average of 2 lines per location must be maintained. Where the customer commits to a minimum of 4 lines per location, an annual line size assessment will be performed by the Company. Using the past 12 months of line size data, if the average number of lines per location falls below 4 lines, the customer will be converted to the 2 line minimum pricing schedule. If the customer falls below an average of 2 lines per location, the contract will be voided and the customer will go to standard Guidebook pricing<sup>1</sup>. Termination charges will not apply.
4. The customer may move or disconnect entire locations without incurring termination charges as long as the minimum number of lines in the state is maintained.
5. Upon<sup>1</sup> expiration of the service agreement, the service will be automatically billed at the standard Guidebook rates<sup>1</sup> in effect at the time the service agreement expires, (as set forth in Guidebook, Part 4, Section 2) unless a new service agreement is negotiated prior to the expiration of the original agreement.
6. Customers not subscribing to eligible classes of service (per Guidebook, Part 4, Section 2) who wish to add The Big Easy Plan will need to first convert to the eligible class of service before subscribing to The Big Easy. Any charges to make the necessary changes will be billed in accordance with the Guidebook rates for such changes.
7. Call detail will not be provided to the customer on Zone 1 and Zone 2 calls.
8. The Big Easy Plan may not be furnished to any individual business access line measured rate service that is interconnected physically, acoustically or by any other means to any other line, facility or service at the customer's premises to extend a two-point connection beyond the originating station and the called station location.
9. The premises of a customer is that shown in Schedule Cal.P.U.C. No. A2.1, Premises. In the event the premises is located in more than one exchange, the premises will be considered as in the exchange in which the primary service is located.

<sup>1</sup>/ See Guidebook, Part 4, Section 2.

**6. THE BIG EASY PLAN (cont'd)****C. LIMITATIONS**

1. Toll restricted access lines are not eligible for Big Easy.
2. Big Easy is not available on Toll Free, 900, 976 or private line services.
3. Customers subscribing to another local usage optional calling plans or service that includes Zones 1, 2 and 3 or local calls are ineligible for The Big Easy.

**D. TERMINATION LIABILITY**

Customers requesting the termination of a service agreement prior to the expiration date of the term will be assessed termination charges equal to 50% of the monthly payments remaining on the term period for each business access line committed. Payment of the termination charges does not release the customer from other amounts previously or currently owed to the Company.

Exception:

Termination liability will not apply if a customer upgrades to another service provided by the Company under a service agreement that meets the following requirements:

- The term period is equal to or greater than the term period remaining on the service agreement being terminated, and
- The volume commitment [minimum line volume state-wide (50 or 700 lines)] is equal to or greater than the minimum line commitment of the service agreement being terminated.

**6. THE BIG EASY PLAN (cont'd)****C. LIMITATIONS**

1. Toll restricted access lines are not eligible for Big Easy.
2. Big Easy is not available on Toll Free or private line services. (C)
3. Customers subscribing to another local usage optional calling plans or service that includes Zones 1, 2 and 3 or local calls are ineligible for The Big Easy.

**D. TERMINATION LIABILITY**

Customers requesting the termination of a service agreement prior to the expiration date of the term will be assessed termination charges equal to 50% of the monthly payments remaining on the term period for each business access line committed. Payment of the termination charges does not release the customer from other amounts previously or currently owed to the Company.

Exception:

Termination liability will not apply if a customer upgrades to another service provided by the Company under a service agreement that meets the following requirements:

- The term period is equal to or greater than the term period remaining on the service agreement being terminated, and
- The volume commitment [minimum line volume state-wide (50 or 700 lines)] is equal to or greater than the minimum line commitment of the service agreement being terminated.

## 6. THE BIG EASY PLAN (cont'd)

E. RATES AND CHARGES<sup>1</sup>Option A

State-Wide Minimum Access Line Commitment	Minimum Location <sup>2</sup> Commitment	Maximum Location <sup>2</sup> Allowance	Monthly Recurring Rate per line (unlimited local usage and hunting)	Non-Recurring Charge
700 lines	2 lines	40 lines	\$18.90	\$0
700 lines	4 lines	40 lines	\$16.90	\$0

Option B

State-Wide Minimum Access Line Commitment	Minimum Location <sup>2</sup> Commitment	Maximum Location <sup>2</sup> Allowance	Monthly Recurring Rate per line (unlimited local usage and hunting)	Non-Recurring Charge
50 lines	2 lines	20 lines	\$22.40	\$0
50 lines	4 lines	20 lines	\$20.40	\$0

**7. PACIFIC BELL 24 HOUR DISCOUNTS-SERVICE AREA PLAN****A. APPLICABILITY AND TERRITORY**

Applicable to the Service Area Plan in connection with residence individual line flat rate, residence individual line measured rate, residence universal lifeline measured rate exchange service, foreign exchange service furnished within the exchange areas of all exchanges as listed in Guidebook, Part 4, Section 1.

**B. DESCRIPTION OF SERVICE****1. General**

- a. The Service Area Plan is furnished as an adjunct to one-party residence exchange services and provide for directly dialed and calling card communications to toll as specified in Guidebook, Part 4, Section 1 and Part 6, Section 9, respectively.
- b. For a fixed monthly rate the Service Area Plan offers to one-party residence exchange service customers a discount as shown in D. following, on directly dialed and calling card calls (including calling card service charges) within the Service Area.
- c. Each individual call is computed on the basis of whole minutes, a fraction of a minute being considered a whole minute. For all messages, a fraction of a minute is charged as a full minute.
- d. The Service Area Plan message rates are applicable during the time of day when the conversation takes place as specified in Rates and Charges, following. This is in accordance with the time system - standard or daylight savings - legally or commonly in use, and will determine the applicable rate period treatment. In cases where the message extends beyond one rate period, the appropriate rate treatment as specified in Guidebook, Part 9, Section 1, Message Telecommunications Service<sup>1</sup>, applies to the respective portions of the message.
- e. Minimum billing as set forth in Schedule Cal.P.U.C. No. A2.1 is applicable to the monthly rate for the Service Area Plan.

/1/ Also known as Local Toll.

**7. PACIFIC BELL 24 HOUR DISCOUNTS-SERVICE AREA PLAN (cont'd)****C. REGULATIONS**

1. Limitations of Service
  - a. Person, collect, conference, third number billed, toll stations or any other calls requiring operator handling except as specified in 2., following, are not included and will be billed at the regular toll or ZUM rate schedule applicable to the type of call.
  - b. The Service Area Plan may not be furnished to any residence exchange service (except Remote Call Forwarding service as specified in Guidebook, Part 7, Section 4) that is interconnected, physically, acoustically or by any other means to any other line, facilities or service at the customer's premises to extend a two-point connection beyond the originating station and called station location.
  - c. The premises of a customer is that shown in Schedule Cal.P.U.C. No. A2.1, Premises. In the event the premises is located in more than one exchange, the premises will be considered as in the exchange in which the primary service is located.
  - d. The Service Area Plan will not be furnished in connection with multiparty (operator identified) or any business service (except Centrex Dormitory service with billing arrangement Option "C" as specified in Guidebook, Part 8, Section 10)
  - e. The Service Area Plan is limited to one plan per one-party residence service. The Service Area subscribed to by the customer must be the Service Area in which their residence service is served from.
  - f. Reserved

(\*) Also known as Local Toll.

**7. PACIFIC BELL 24 HOUR DISCOUNTS-SERVICE AREA PLAN (cont'd)**

**C. REGULATIONS (cont'd)**

**2. The Service Area Plan Discounts apply to:**

- a. Sent-Paid and calling card (including calling card service charges) messages dialed and completed by customers from one-party residence service without the assistance of a Company operator during the rate periods as shown in Rates and Charges, following:**
- b. Sent-Paid messages placed with the assistance of a Company operator where:**
  - (1) dial completion facilities are not available.**
  - (2) equipment or circuit conditions cause unsuccessful dial attempts.**
  - (3) the customer indicates they are handicapped and unable to dial.**
  - (4) the Company operator must identify the calling number where automatic equipment is not available.**
- c. Sent-Paid messages reestablished after a service failure on a customer call.**

/1/ Also known as Local Toll.

## 7. PACIFIC BELL 24 HOUR DISCOUNTS-SERVICE AREA PLAN (cont'd)

## D. RATES AND CHARGES

1. The following discount applies to directly dialed and calling card calls (including calling card service charge and pay station service charges if any):

Discount<sup>1</sup>

30%	\$ 0.00 to \$45.00
40%	\$45.01+

Illustrative Only

- a. 100.00 = Applicable total message toll and calling card usage billed
- b. 45.00 @ 30% discount = \$13.50
- c. \$55.00 @ 40% discount = \$22.00
- d. Total amount discounted = \$35.50

	<u>INSTALLATION CHARGE</u>	<u>MONTHLY RATE</u>	<u>USOC</u>
Service Area Plan	NO	\$3.75	RDPSA

/1/ See C.1.f. preceding.

(\*) Also known as Local Toll.

## 7. PACIFIC BELL 24 HOUR DISCOUNTS-SERVICE AREA PLAN (cont'd)

## D. RATES AND CHARGES (cont'd)

## 2. Method of Applying Rates

The following rates for directly dialed and calling card calls (including calling card service charge) are applicable:

## a. Dial Station

<u>RATE MILEAGE</u>	<u>INITIAL MINUTE RATE</u>	<u>DAY RATE<sup>1</sup></u>	<u>EACH ADDITIONAL MINUTE RATE</u>
13-16	\$0.1081	\$0.0664	
17-20	0.1081	0.0664	
21-25	0.1290	0.1081	
26-30	0.1290	0.1081	
31-40	0.1290	0.1081	
41-50	0.1394	0.1185	
51-70	0.1394	0.1185	
71+	0.1394	0.1290	

<u>RATE MILEAGE</u>	<u>INITIAL MINUTE RATE</u>	<u>EVENING RATE<sup>1</sup></u>	<u>EACH ADDITIONAL MINUTE RATE</u>
13-16	\$0.0865	\$0.0531	
17-20	0.0865	0.0531	
21-25	0.1032	0.0865	
26-30	0.1032	0.0865	
31-40	0.1032	0.0865	
41-50	0.1115	0.0948	
51-70	0.1115	0.0948	
71+	0.1115	0.1032	

/1/ See C.1.f. preceding.

(\*) Also known as Local Toll.

## 7. PACIFIC BELL 24 HOUR DISCOUNTS-SERVICE AREA PLAN (cont'd)

## D. RATES AND CHARGES (cont'd)

## 2. Method of Apply Rates (cont'd)

The following rates for directly dialed and calling card calls (including calling card service charge) are applicable: (cont'd)

## a. Dial Station (cont'd)

NIGHT/WEEKEND RATE<sup>1</sup>

<u>RATE MILEAGE</u>	<u>INITIAL MINUTE RATE</u>	<u>EACH ADDITIONAL MINUTE RATE</u>
13-16	\$0.0649	\$0.0398
17-20	0.0649	0.0398
21-25	0.0774	0.0649
26-30	0.0774	0.0649
31-40	0.0774	0.0649
41-50	0.0836	0.0711
51-70	0.0836	0.0711
71+	0.0836	0.0774

/1/ See C.1.f. preceding.

(\*) Also known as Local Toll.

7. PACIFIC BELL 24 HOUR DISCOUNTS-SERVICE AREA PLAN<sup>4</sup> (cont'd)

## D. RATES AND CHARGES (cont'd)

## 2. Method of Apply Rates (cont'd)

The following rates for directly dialed and calling card calls (including calling card service charge) are applicable: (cont'd)

b. Calling Card<sup>1,3</sup>

<u>RATE MILEAGE</u>	<u>DAY RATE<sup>2</sup></u>	
	<u>INITIAL MINUTE RATE</u>	<u>EACH ADDITIONAL MINUTE RATE</u>
0-12	\$0.1475	\$0.0622
13-16	0.1475	0.0622
17-20	0.1475	0.0622
21-25	0.1855	0.1191
26-30	0.1855	0.1191
31-40	0.1855	0.1191
41-50	0.2139	0.1381
51-70	0.2139	0.1381
71+	0.2139	0.1855

/1/ In addition to the Calling Card<sup>3</sup> Rate, Operator Assistance Service Charges (see Guidebook, Part 11, Section 1) and the Pay Phone Use Charge (see Guidebook, Part 9, Section 1) are applicable per message.

/2/ See C.1.f. preceding.

/3/ Frozen/Grandfathered Calling Cards, effective February 19, 2007. See General Regulations, Schedule Cal.P.U.C. No. A2.1.2,A.4.

/4/ Pacific Bell 24 Hour Discounts-Service Area Plan is a Frozen/Grandfathered service. See Schedule Cal.P.U.C. No. A2.1.2,A.4.

(\*) Also known as Local Toll.

7. PACIFIC BELL 24 HOUR DISCOUNTS-SERVICE AREA PLAN<sup>4</sup> (cont'd)

## D. RATES AND CHARGES (cont'd)

## 2. Method of Apply Rates (cont'd)

The following rates for directly dialed and calling card calls (including calling card service charge) are applicable: (cont'd)

b. Calling Card<sup>1,3</sup> (cont'd)EVENING RATE<sup>2</sup>

<u>RATE MILEAGE</u>	<u>INITIAL MINUTE RATE</u>	<u>EACH ADDITIONAL MINUTE RATE</u>
0-12	\$0.1096	\$0.0432
13-16	0.1096	0.0432
17-20	0.1096	0.0432
21-25	0.1570	0.1001
26-30	0.1570	0.1001
31-40	0.1570	0.1001
41-50	0.1665	0.1096
51-70	0.1665	0.1096
71+	0.1760	0.1286

/1/ In addition to the Calling Card<sup>3</sup> Rate, Operator Assistance Service Charges (see Guidebook, Part 11, Section 1) and the Pay Phone Use Charge (see Guidebook, Part 9, Section 1) are applicable per message.

/2/ See C.1.f. preceding.

/3/ Frozen/Grandfathered Calling Cards, effective February 19, 2007. See General Regulations, Schedule Cal.P.U.C. No. A2.1.2,A.4.

/4/ Pacific Bell 24 Hour Discounts-Service Area Plan is a Frozen/Grandfathered service. See Schedule Cal.P.U.C. No. A2.1.2,A.4.

(\*) Also known as Local Toll.

7. PACIFIC BELL 24 HOUR DISCOUNTS-SERVICE AREA PLAN<sup>4</sup> (cont'd)

## D. RATES AND CHARGES (cont'd)

## 2. Method of Apply Rates (cont'd)

The following rates for directly dialed and calling card calls (including calling card service charge) are applicable: (cont'd)

b. Calling Card<sup>1,3</sup> (cont'd)NIGHT/WEEKEND RATE<sup>2</sup>

<u>RATE MILEAGE</u>	<u>INITIAL MINUTE RATE</u>	<u>EACH ADDITIONAL MINUTE RATE</u>
0-12	\$0.0622	\$0.0432
13-16	0.0622	0.0432
17-20	0.0622	0.0432
21-25	0.1001	0.0717
26-30	0.1001	0.0717
31-40	0.1001	0.0717
41-50	0.1286	0.0812
51-70	0.1286	0.0812
71+	0.1570	0.1286

NOTE 1: In addition to the Calling Card<sup>3</sup> Rate, Operator Assistance Service Charges (see Guidebook, Part 11, Section 1) and the Pay Phone Use Charge (see Guidebook, Part 9, Section 1) are applicable per message.

NOTE 2: See C.1.f. preceding.

NOTE 3: Frozen/Grandfathered Calling Cards, effective February 19, 2007. See General Regulations, Schedule Cal.P.U.C. No. A2.1.2,A.4.

NOTE 4: Pacific Bell 24 Hour Discounts-Service Area Plan is a Frozen/Grandfathered service. See Schedule Cal.P.U.C. No. A2.1.2,A.4.

(\*) Also known as Local Toll.

**8. PACIFIC BELL 24 HOUR DISCOUNTS-COMMUNITY PLAN****A. APPLICABILITY AND TERRITORY**

Applicable to the Community Plans in connection with residence individual line individual line service offering under Guidebook, Part 4, Section 2 Local Exchange Service and limited to routes within a Local Access and Transport Area as listed in Guidebook, Part 9, Section 2.

Within the territory of the exchanges<sup>1</sup> and district areas as set forth in Guidebook, Part 9, Section 2..

**B. DESCRIPTION****1. General**

- a.. The Community Plan is furnished as an adjunct to residence individual line service and provides for directly dialed, calling card calls (including calling card service charges) and California Relay Service to communities as defined in Guidebook, Part 9, Section 2.
- b.. Minimum billing as set forth in Schedule Cal.P.U.C. No. A2.1 is applicable to the monthly rate for each Community Plan.
- c... Each individual call is computed on the basis of whole minutes, a fraction of a minute being considered a whole minute. For all messages, a fraction of a minute is charged as a full minute.
- d.. The Community Plan message rates are applicable during the time of day when the conversation takes place as specified in Rates and Charges, following. This is in accordance with the time system - standard or daylight savings - legally or commonly in use, and will determine the applicable rate period treatment. In cases where the message extends beyond one rate period, the appropriate rate treatment as specified in Guidebook, Part 9, Section 1, Message Telecommunications Service<sup>2</sup>, applies to the respective portions of the message.
- e.. For a fixed monthly rate the Community Plan offers to one-party residence exchange service customers a discount as shown in E.1 following, on dial station and calling card calls (including the calling card service charges) for the community selected by the customer and for non-community calls within a customer's service area.

/1/ Includes associated Remote Island Areas, are listed in Guidebook, Part 9, Section 2.  
/2/ Also known as Local Toll.

**8. PACIFIC BELL 24 HOUR DISCOUNTS-COMMUNITY PLAN (cont'd)****C. REGULATIONS**

1. Limitation of Service
  - a. Person, collect, conference, toll or any other calls requiring operator handling, except as specified in 2., following, are not included and will be billed at the regular toll or ZUM rate schedule applicable to the type of call.
  - b. The Community Plan may not be furnished to any residence exchange service (except Remote Call Forwarding service as specified in Guidebook, Part 7, Section 3) that is interconnected, physically, acoustically or by any other means to any other line, facilities or service at the customer's premises to extend a two-point connection beyond the originating station and called station location.
  - c. The premises of a customer is that shown in Schedule Cal.P.U.C. No. A2.1, Premises. In the event the premises is located in more than one exchange, the premises will be considered as in the exchange in which the primary service is located.
  - d. The Community Plan will not be furnished in connection with multiparty (operator identified) or any business service (except Centrex Dormitory service with billing arrangement Option "C" as specified in Guidebook, Part 8, Section 10).
  - e. Reserved

(\*) Also known as Local Toll.

**8. PACIFIC BELL 24 HOUR DISCOUNTS-COMMUNITY PLAN (cont'd)**

**C. REGULATIONS (cont'd)**

**2. Community Plan applies to:**

- a. Sent-Paid and calling card (including calling card service charges) messages dialed and completed by customers from one-party residence service without assistance of a Company operator during the rate periods as specified in Rates and Charges following.**
- b. Sent-Paid messages placed with the assistance of a Company operator where:**
  - (1) dial completion facilities are not available.**
  - (2) equipment or circuit conditions cause unsuccessful dial attempts.**
  - (3) the customer indicates they are handicapped and unable to dial.**
  - (4) the Company operator must identify the calling number where automatic equipment is not available.**
- c. Sent-Paid messages reestablished after a service failure on a customer call.**

/1/ Also known as Local Toll.

## 8. PACIFIC BELL 24 HOUR DISCOUNTS-COMMUNITY PLAN (cont'd)

## D. RATES AND CHARGES

1. The following discount applies to Sent-Paid and calling card calls (including calling card service charge):

Discount<sup>1</sup>

40% off Selected Community Calls

30% off Non-Community Calls

Illustrative Only

- a. \$100.00 = Applicable total message toll and calling card usage billed.
- b. \$60.00 @ 40% discount for Selected Community = \$24.00
- c. \$40.00 @ 30% discount for Non-Community = \$12.00
- d. Total amount discounted = \$36.00

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Community Plan	NO	\$5.00	RDPCM

/1/ See C.1.e preceding.

(\*) Also known as Local Toll.

## 8. PACIFIC BELL 24 HOUR DISCOUNTS-COMMUNITY PLAN (cont'd)

## D. RATES AND CHARGES (cont'd)

## 2. Method of Apply Rates

The following rates for directly dialed and calling card calls (including calling card service charge) are applicable:

## a. Dial Station

DAY RATE<sup>1</sup>

<u>RATE</u> <u>MILEAGE</u>	<u>INITIAL MINUTE</u> <u>RATE</u>	<u>EACH ADDITIONAL MINUTE</u> <u>RATE</u>
13-16	\$0.1081	\$0.0664
17-20	0.1081	0.0664
21-25	0.1290	0.1081
26-30	0.1290	0.1081
31-40	0.1290	0.1081
41-50	0.1394	0.1185
51-70	0.1394	0.1185
71+	0.1394	0.1290

EVENING RATE<sup>1</sup>

<u>RATE</u> <u>MILEAGE</u>	<u>INITIAL MINUTE</u> <u>RATE</u>	<u>EACH ADDITIONAL MINUTE</u> <u>RATE</u>
13-16	\$0.0865	\$0.0531
17-20	0.0865	0.0531
21-25	0.1032	0.0865
26-30	0.1032	0.0865
31-40	0.1032	0.0865
41-50	0.1115	0.0948
51-70	0.1115	0.0948
71+	0.1115	0.1032

/1/ See C.1.e. preceding.

(\*) Also known as Local Toll.

## 8. PACIFIC BELL 24 HOUR DISCOUNTS-COMMUNITY PLAN (cont'd)

## D. RATES AND CHARGES (cont'd)

## 2. Method of Apply Rates (cont'd)

The following rates for directly dialed and calling card calls (including calling card service charge) are applicable: (cont'd)

## a. Dial Station (cont'd)

NIGHT/WEEKEND RATE<sup>1</sup>

<u>RATE MILEAGE</u>	<u>INITIAL MINUTE RATE</u>	<u>EACH ADDITIONAL MINUTE RATE</u>
13-16	\$0.0649	\$0.0398
17-20	0.0649	0.0398
21-25	0.0774	0.0649
26-30	0.0774	0.0649
31-40	0.0774	0.0649
41-50	0.0836	0.0711
51-70	0.0836	0.0711
71+	0.0836	0.0774

/1/ See C.1.e. preceding.

(\*) Also known as Local Toll.

8. PACIFIC BELL 24 HOUR DISCOUNTS-COMMUNITY PLAN<sup>4</sup> (cont'd)

## D. RATES AND CHARGES (cont'd)

## 2. Method of Apply Rates (cont'd)

The following rates for directly dialed and calling card calls (including calling card service charge) are applicable: (cont'd)

b. Calling Card<sup>1,3</sup>

<u>RATE MILEAGE</u>	<u>INITIAL MINUTE RATE</u>	<u>DAY RATE<sup>2</sup></u>	<u>EACH ADDITIONAL MINUTE RATE</u>
0-12	\$0.1475		\$0.0622
13-16	0.1475		0.0622
17-20	0.1475		0.0622
21-25	0.1855		0.1191
26-30	0.1855		0.1191
31-40	0.1855		0.1191
41-50	0.2139		0.1381
51-70	0.2139		0.1381
71+	0.2139		0.1855

/1/ In addition to the Calling Card<sup>3</sup> Rate, Operator Assistance Service Charges (see Guidebook, Part 11, Section 1) and the Pay Phone Use Charge (see Guidebook, Part 9, Section 1) are applicable per message.

/2/ See C.1.e. preceding.

/3/ Frozen/Grandfathered Calling Cards, effective February 19, 2007. See General Regulations, Schedule Cal.P.U.C. No. A2.1.2,A.4.

/4/ Pacific Bell 24 Hour Discounts-Community Plan is a Frozen/Grandfathered service. See Schedule Cal.P.U.C.No. A2.1.2,A.4.

(\*) Also known as Local Toll.

8. PACIFIC BELL 24 HOUR DISCOUNTS-COMMUNITY PLAN<sup>4</sup> (cont'd)

## D. RATES AND CHARGES (cont'd)

## 2. Method of Apply Rates (cont'd)

The following rates for directly dialed and calling card calls (including calling card service charge) are applicable: (cont'd)

b. Calling Card<sup>1,3</sup> (cont'd)EVENING RATE<sup>2</sup>

RATE MILEAGE	INITIAL MINUTE RATE	EACH ADDITIONAL MINUTE RATE
0-12	\$0.1096	\$0.0432
13-16	0.1096	0.0432
17-20	0.1096	0.0432
21-25	0.1570	0.1001
26-30	0.1570	0.1001
31-40	0.1570	0.1001
41-50	0.1665	0.1096
51-70	0.1665	0.1096
71+	0.1760	0.1096

/1/ In addition to the Calling Card<sup>3</sup> Rate, Operator Assistance Service Charges (Guidebook, Part 11, Section 1) and the Pay Phone Use Charge (see Guidebook, Part 9, Section 1) are applicable per message.

/2/ See C.1.e. preceding.

/3/ Frozen/Grandfathered Calling Cards, effective February 19, 2007. See General Regulations, Schedule Cal.P.U.C. No. A2.1.2,A.4.

/4/ Pacific Bell 24 Hour Discounts-Community Plan is a Frozen/Grandfathered service. See Schedule Cal.P.U.C. No. A2.1.2,A.4.

(\*) Also known as Local Toll.

8. PACIFIC BELL 24 HOUR DISCOUNTS-COMMUNITY PLAN<sup>4</sup> (cont'd)

## D. RATES AND CHARGES (cont'd)

## 2. Method of Apply Rates (cont'd)

The following rates for directly dialed and calling card calls (including calling card service charge) are applicable: (cont'd)

b. Calling Card<sup>1,3</sup> (cont'd)NIGHT/WEEKEND RATE<sup>2</sup>

<u>RATE MILEAGE</u>	<u>INITIAL MINUTE RATE</u>	<u>EACH ADDITIONAL MINUTE RATE</u>
0-12	\$0.0622	\$0.0432
13-16	0.0622	0.0432
17-20	0.0622	0.0432
21-25	0.1001	0.0717
26-30	0.1001	0.0717
31-40	0.1001	0.0717
41-50	0.1286	0.0812
51-70	0.1286	0.0812
71+	0.1570	0.1286

/1/ In addition to the Calling Card<sup>3</sup> Rate, Operator Assistance Service Charges (see Guidebook, Part 11, Section 1) and the Pay Phone Use Charge (see Guidebook, Part 9, Section 1) are applicable per message.

/2/ See C.1.e. preceding.

/3/ Frozen/Grandfathered Calling Cards, effective February 19, 2007. See General Regulations, Schedule Cal.P.U.C. No. A2.1.2,A.4.

/4/ Pacific Bell 24 Hour Discounts-Community Plan is a Frozen/Grandfathered service. See Schedule Cal.P.U.C. No. A2.1.2,A.4.

(\*) Also known as Local Toll.

**9 EASY SAVER, SAVER 60, SAVER PLUS AND ONEPRICE SAVER****A. APPLICABILITY AND TERRITORY**

Applicable to Easy Saver, Saver 60, Saver Plus and OnePrice Saver plans in connection with residence individual line flat rate, residence individual line measured rate, residence universal lifeline measured rate exchange service, foreign exchange service furnished within the exchange areas of all exchanges as listed in Guidebook, Part 4, Section 1 or where facilities and operating conditions permit.

**B. DESCRIPTION OF SERVICE****1. General**

- a. Easy Saver, Saver 60 Saver Plus and OnePrice Saver plans are furnished as an adjunct to one-party residence exchange services and provide for directly dialed and calling card communications to toll as specified in Guidebook, Part 9, Section 1 and Guidebook, Part 4, Section 2, respectively.
- b. Easy Saver - has no monthly rate. One-party residence exchange service customers will make local toll calls at a postalized rate. The local toll calls will be timed and rated at a flat per minute rate regardless of mileage band and based on the two rate periods of peak and off-peak:
  - Peak rate is 8AM to 5PM Monday through Friday
  - Off-peak is 5PM through 8AM Monday through Friday, and Saturday, Sunday and holidays.
- c. Saver 60 - includes a fixed monthly rate. One-party residence exchange service customers will make local toll calls which includes 60 minutes of calling and a postalized rate for local toll calls over 60 minutes. The local toll calls over 60 minutes will be timed and rated at a flat per minute rate regardless of mileage band and based on the two rate periods of peak and off-peak:
  - Peak rate is 8AM to 5PM Monday through Friday
  - Off-peak is 5PM through 8AM Monday through Friday, and Saturday, Sunday and holidays.
- d. Saver Plus - includes a fixed monthly rate. One-party residence exchange service customers will make local toll calls which includes 180 minutes of calling and a postalized rate for local toll calls over 180 minutes. The local toll calls over 180 minutes will be timed and rated at a flat per minute rate regardless of mileage band and based on the two rate periods of peak and off-peak:
  - Peak rate is 8AM to 5PM Monday through Friday
  - Off-peak is 5PM through 8AM Monday through Friday, and Saturday, Sunday and holidays.

(\*) Also known as Local Toll.

**9. EASY SAVER, SAVER 60, SAVER PLUS AND ONEPRICE SAVER (cont'd)****B. DESCRIPTION OF SERVICE (cont'd)****1. General (cont'd)**

- e. OnePrice Saver--includes a fixed monthly rate. One-party residence exchange service customers will make local toll calls which includes 1000 minutes of calling and a postalized rate for local toll calls over 1000 minutes. The local toll calls over 1000 minutes are rated at a flat per minute rate regardless of mileage band or time of day.
- f. Each individual call is computed on the basis of whole minutes, a fraction of a minute being considered a whole minute. For all messages, a fraction of a minute is charged as a full minute.

For Saver 60, Saver Plus and OnePrice Saver, the minutes of calling included in the monthly rate are computed by first adding the customer's peak minutes calls followed by off-peak minutes calls, if needed, to total 60, 80 or 1000 minutes of calling identified with each of the respective plans. The calls must be service area calls within California and for the service area in which the customer resides.

**g. Reserved**

- h. Minimum billing as set forth in Schedule Cal.P.U.C. No. A2.1 is applicable to the monthly rate for Saver 60, Saver Plus and OnePrice Saver.

**C. REGULATIONS****1. Limitations of Service**

- a. Person, collect, conference, third number billed, toll stations or any other calls requiring operator handling except as specified in 2., following, are not included and will be billed at the regular toll or ZUM rate schedule applicable to the type of call.

(\*) Also known as Local Toll.

**9. EASY SAVER, SAVER 60, SAVER PLUS AND ONEPRICE SAVER (cont'd)****C. REGULATIONS**

1. Limitations of Service (cont'd)
  - b. Easy Saver, Saver 60, Saver Plus and OnePrice Saver plans may not be furnished to any residence exchange service (except Remote Call Forwarding service as specified in Guidebook, Part 7, Section 4) that is interconnected, physically, acoustically or by any other means to any other line, facilities or service at the customer's premises to extend a two-point connection beyond the originating station and called station location.
  - c. The premises of a customer is that shown in Schedule Cal.P.U.C. No. A2.1 Premises. In the event the premises is located in more than one exchange, the premises will be considered as in the exchange in which the primary service is located.
  - d. Easy Saver, Saver 60 Saver Plus and OnePrice Saver plans will not be furnished in connection with multiparty (operator identified) or any business service (except Centrex Dormitory service with billing arrangement Option "C" as specified in Guidebook, Part 8, Section 10.)
  - e. Customers may subscribe to only one residence optional calling plan.
  - f. Reserved

(\*) Also known as Local Toll.

**9. EASY SAVER, SAVER 60, SAVER PLUS AND ONEPRICE SAVER (cont'd)**

**C. REGULATIONS**

2. Easy Saver, Saver 60, Saver Plus and OnePrice Saver plans apply to:
  - a. Sent-Paid and calling card (including calling card service charges) messages dialed and completed by customers from one-party residence service without assistance of a Company operator during the rate periods as specified in Rates and Charges following.
  - b. Sent-Paid messages placed with the assistance of a Company operator where:
    - (1) dial completion facilities are not available.
    - (2) equipment or circuit conditions cause unsuccessful dial attempts.
    - (3) the customer indicates they are handicapped and unable to dial.
    - (4) the Company operator must identify the calling number where automatic equipment is not available.
  - c. Sent-Paid messages reestablished after a service failure on a customer call.

(\*) Also known as Local Toll.

## 9 EASY SAVER, SAVER 60, SAVER PLUS AND ONEPRICE SAVER (cont'd)

D. RATES AND CHARGES<sup>1,2</sup>

	<u>Monthly Rate</u>	<u>Minutes Of Calling Allowed Under <u>Monthly Rate</u></u>	<u>Peak Rate Per Additional Minute</u>	<u>Off Peak Rate Per Additional Minute</u>	<u>USOC</u>
Easy Saver	\$ 0	None	\$.07	\$.07	RDPT1
Saver 60	\$ 4.40	60 minutes	\$.07	\$.07	RDPT2
Saver Plus	\$12.95	180 minutes	\$.06	\$.06	RDPT4
OnePrice Saver	\$24.95	1000 minutes	\$.05	\$.05	RDPT3

- /1/ In addition to the Calling Card<sup>3</sup> Rate, Operator Assistance Service Charges (see Guidebook, Part 11, Section 1) and the Pay Phone Use Charge (see Guidebook, Part 9, Section 1) are applicable per message.
- /2/ Certified Handicapped TDD subscribers as specified in Guidebook, Part 8, Section 9 will receive a 30% discount off the per minute rates for Peak and Off Peak. Discounts do not apply to the monthly rate.
- /3/ Frozen/Grandfathered Calling Cards, effective February 19, 2007. See General Regulations, Schedule Cal.P.U.C. No. A2.1.2,A.4.

(\*) Also known as Local Toll.

**10. PERSONALIZED TELEPHONE NUMBER SERVICE (Cont'd)**  
**B. Regulations (Cont'd)**

**5. RESERVED**

**6. PTN will not be offered to the following business service:**

(a) (900) service

(b) (800) service

h. Existing customers, prior to July 19, 1986, who established service at a lesser rate will continue to receive service at that rate. Existing customers, prior to July 19, 1986, who established service at a higher rate will have their rate lowered to the rate for USOC PZN as shown in 4. following. If existing customers terminate and then reinstate service, the prevailing rate will apply.

Continued

## 12. COMPLETE CHOICE® BASIC PACKAGE

### A. Description and Availability

1. Complete Choice® Basic is a package of exchange services available to residential customers in Zone Usage Measurement (ZUM) and non-ZUM exchanges as defined in A5.1.1 and A5.2.2 preceding.
2. Complete Choice® Basic consists of a residential access line and the following Custom Calling Services:
  - Caller ID
  - Call Waiting

The residential access line may be a Flat Rate service or Measured Rate Service, or California Lifeline service (flat or measured rate) as described in A5.2.2 and A5.2.5,E. preceding. Custom Calling Services Regulations are found in A5.4.10 preceding.

3. Complete Choice® Basic is available where Caller ID is available. See A5.4.10, C.1, preceding.

### B. Terms and Conditions

1. Complete Choice® Basic is available on a customer's primary or additional line.
2. Caller ID and Call Waiting must be purchased on the same access line. Features may not be split between access lines.
3. The components of Complete Choice® Basic may be purchased individually at their tariff rates.
4. Usage Sensitive Custom Calling Services and charges are not included in the Complete Choice® Basic package or package rate.
5. Customers currently subscribing to all components of the Complete Choice® Basic may request billing at Complete Choice® Basic rate.
6. Complete Choice® Basic may be included in other packages, bundles and product groupings that are marketed under other names. When Complete Choice® Basic is combined with other, additional services, the price may be represented as a combined price that exceeds the Complete Choice® Basic tariff rate.

**12. COMPLETE CHOICE® BASIC PACKAGE****A. Description and Availability**

1. Complete Choice® Basic is a package of exchange services available to residential customers in Zone Usage Measurement (ZUM) and non-ZUM exchanges as defined in Schedule Cal. P.U.C. No. A5.1.1 and A5.2.2. (C)
2. Complete Choice® Basic consists of a residential access line and the following Custom Calling Services:
  - Caller ID
  - Call Waiting

The residential access line may be a Flat Rate service or Measured Rate Service, or California Lifeline service (flat or measured rate) as described in Schedule Cal. P.U.C. No. A5.2.2 and A5.2.5,E. Custom Calling Services Regulations are found in Part 7, Section 2. (C)

3. Complete Choice® Basic is available where Caller ID is available. See Part 7, Section 2. (C)

**B. Terms and Conditions**

1. Complete Choice® Basic is available on a customer's primary or additional line.
2. Caller ID and Call Waiting must be purchased on the same access line. Features may not be split between access lines.
3. The components of Complete Choice® Basic may be purchased individually at their tariff and/or Guidebook rates. (C)
4. Usage Sensitive Custom Calling Services and charges are not included in the Complete Choice® Basic package or package rate.
5. Customers currently subscribing to all components of the Complete Choice® Basic may request billing at Complete Choice® Basic rate.
6. Complete Choice® Basic may be included in other packages, bundles and product groupings that are marketed under other names. When Complete Choice® Basic is combined with other, additional services, the price may be represented as a combined price that exceeds the Complete Choice® Basic Guidebook rate. (C)

/1/ Material now appears in Part 20, Section 7.

**12. COMPLETE CHOICE® BASIC PACKAGE (cont'd)****B. Terms and Conditions (cont'd)**

7. Non-recurring charges apply for newly ordered access lines and Custom Calling Services, found in Schedule Cal.P.U.C. No. A3.2.2,A. and A3.2.3,A, however if the customer converts their service from one of the following packages to Complete Choice® Basic, the non-recurring feature charge will be waived: uSelect<sup>SM</sup> 3, 2-line uSelect<sup>SM</sup> 3, uSelect<sup>SM</sup> 6, 2-line uSelect<sup>SM</sup> 6, uSelect<sup>SM</sup> Standard or Select Feature Package.
8. Additional Custom Calling Services, where available, may be purchased at their respective tariff rates.
9. Voicemail and/or WirePro services may be added to Complete Choice® Basic at the rates noted in Rates and Charges, following. The combined rate for all services will be displayed on the customer's bill.
10. Complete Choice® Basic customers will benefit from the package rate until they disconnect any of the package components.

**C. Product References**

<u>Product</u>	<u>Tariff Reference</u>
Flat Rate Service	Schedule Cal.P.U.C. No. A5.2.2
Measured Rate Service	Schedule Cal.P.U.C. No. A5.2.1
California Life Service	Schedule Cal.P.U.C. No. A5.2.5
Custom Calling Services	Schedule Cal.P.U.C. No. A5.4.10
Voicemail	Schedule Cal.P.U.C. No. D3
WirePro	Schedule Cal.P.U.C. No. D7

**12. COMPLETE CHOICE® BASIC PACKAGE (cont'd)****B. Terms and Conditions (cont'd)**

7. Non-recurring charges apply for newly ordered access lines and Custom Calling Services, found in AT&T California Guidebook, Part 3, Section 1, however if the customer converts their service from one of the following packages to Complete Choice® Basic, the non-recurring feature charge will be waived: uSelect<sup>SM</sup>3, 2-line uSelect<sup>SM</sup>3, uSelect<sup>SM</sup>6, 2-line uSelect<sup>SM</sup>6, uSelect<sup>SM</sup> Standard or Select Feature Package. (C)
8. Additional Custom Calling Services, where available, may be purchased at their respective Guidebook rates. (C)
9. Voicemail and/or WirePro services may be added to Complete Choice® Basic at the rates noted in Rates and Charges, following. The combined rate for all services will be displayed on the customer's bill.
10. Complete Choice® Basic customers will benefit from the package rate until they disconnect any of the package components.

**C. Product References**

<u>Product</u>	<u>Tariff or Guidebook Reference</u>	
Flat Rate Service	Schedule Cal.P.U.C. No. A5.2.2	
Measured Rate Service	Schedule Cal.P.U.C. No. A5.2.1	
California Life Service	Schedule Cal.P.U.C. No. A5.2.5	
Custom Calling Services	Part 7, Section 2	(C)
Voicemail	Part 6, Section 4	—
WirePro	Part 8, Section 8	(C)

**12. COMPLETE CHOICE® BASIC PACKAGE (cont'd)****B. Terms and Conditions (cont'd)**

7. Non-recurring charges apply for newly ordered access lines and Custom Calling Services, found in AT&T California Guidebook, Part 3, Section 1, however if the customer converts their service from Select Feature Package to Complete Choice® Basic, the non-recurring feature charge will be waived. (C)  
(C)  
(D)
8. Additional Custom Calling Services, where available, may be purchased at their respective Guidebook rates.
9. Voicemail and/or WirePro services may be added to Complete Choice® Basic at the rates noted in Rates and Charges, following. The combined rate for all services will be displayed on the customer's bill.
10. Complete Choice® Basic customers will benefit from the package rate until they disconnect any of the package components.

**C. Product References**

<u>Product</u>	<u>Tariff or Guidebook Reference</u>
Flat Rate Service	Schedule Cal.P.U.C. No. A5.2.2
Measured Rate Service	Schedule Cal.P.U.C. No. A5.2.1
California Life Service	Schedule Cal.P.U.C. No. A5.2.5
Custom Calling Services	Part 7, Section 2
Voicemail	Part 6, Section 4
WirePro	Part 8, Section 8

/1/ Material now appears in Part 20, Section 7.

## 12. COMPLETE CHOICE® BASIC PACKAGE (cont'd)

## D. Rates and Charges

Access Line Option	Monthly Recurring Rate <sup>/1/</sup>	NRC <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with flat rate service option</i>	\$21.00	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with measured rate service option</i>	\$14.78	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with California Lifeline flat rate option</i>	\$13.61	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with California Lifeline measured rate option</i>	\$10.77	RR <sup>/2/</sup>
Voicemail (add-on) - The Message Center - Unified Messaging	\$5.00 5.00	\$0.00 \$0.00
WirePro (add-on)	\$5.00	NA

/1/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in A5.2.2,D.1. preceding.

/2/ Nonrecurring charges consist of a nonrecurring charge for the installation of a new access line and a nonrecurring charge for installation of Custom Calling Services. See B.7. preceding.

## 12. COMPLETE CHOICE® BASIC PACKAGE (cont'd)

## D. Rates and Charges

Access Line Option	Monthly Recurring Rate <sup>/1/</sup>	NRC <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with flat rate service option</i>	\$23.00 (I)	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with measured rate service option</i>	\$16.78 (I)	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with California Lifeline flat rate option</i>	\$15.61 (I)	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with California Lifeline measured rate option</i>	\$12.77 (I)	RR <sup>/2/</sup>
Voicemail (add-on) - The Message Center - Unified Messaging	\$5.00 5.00	\$0.00 \$0.00
WirePro (add-on)	\$5.00	NA

/1/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in A5.2.2,D.1. preceding.

/2/ Nonrecurring charges consist of a nonrecurring charge for the installation of a new access line and a nonrecurring charge for installation of Custom Calling Services. See B.7. preceding.

## 12. COMPLETE CHOICE® BASIC PACKAGE (cont'd)

## D. Rates and Charges

Access Line Option	Monthly Recurring Rate <sup>/1/</sup>	NRC <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with flat rate service option</i>	<b>\$23.00</b>	<b>RR<sup>/2/</sup></b>
<b>Complete Choice® Basic</b> <i>with measured rate service option</i>	<b>\$15.42 (R)</b>	<b>RR<sup>/2/</sup></b>
<b>Complete Choice® Basic</b> <i>with California Lifeline flat rate option</i>	<b>\$13.39 (R)</b>	<b>RR<sup>/2/</sup></b>
<b>Complete Choice® Basic</b> <i>with California Lifeline measured rate option</i>	<b>\$10.21 (R)</b>	<b>RR<sup>/2/</sup></b>
Voicemail (add-on) - The Message Center - Unified Messaging	\$5.00 5.00	\$0.00 \$0.00
WirePro (add-on)	\$5.00	NA

/1/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in A5.2.2,D.1. preceding.

/2/ Nonrecurring charges consist of a nonrecurring charge for the installation of a new access line and a nonrecurring charge for installation of Custom Calling Services. See B.7. preceding.

## 12. COMPLETE CHOICE® BASIC PACKAGE (cont'd)

## D. Rates and Charges

Access Line Option	Monthly Recurring Rate <sup>/1/</sup>	NRC <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with flat rate service option</i>	<b>\$23.00</b>	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with measured rate service option</i>	<b>\$15.42</b>	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with California Lifeline flat rate<sup>/3/</sup> option</i>	<b>\$9.89 (R)</b>	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with California Lifeline measured rate<sup>/3/</sup> option</i>	<b>\$6.71 (R)</b>	RR <sup>/2/</sup>
Voicemail (add-on) - The Message Center - Unified Messaging	\$5.00 5.00	\$0.00 \$0.00
WirePro (add-on)	\$5.00	NA

(C)

(C)

- /1/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in A5.2.2,D.1. preceding.
- /2/ Nonrecurring charges consist of a nonrecurring charge for the installation of a new access line and a nonrecurring charge for installation of Custom Calling Services. See B.7. preceding.
- /3/ For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E. (N)

## 12. COMPLETE CHOICE® BASIC PACKAGE (cont'd)

## D. Rates and Charges

Access Line Option	Monthly Recurring Rate <sup>/1/</sup>	NRC <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with flat rate service option</i>	\$24.00 (I)	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with measured rate service option</i>	\$18.37 (I)	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with California Lifeline flat rate<sup>/3/</sup> option</i>	\$9.84 (R)	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with California Lifeline measured rate<sup>/3/</sup> option</i>	\$6.66 (R)	RR <sup>/2/</sup>
Voicemail (add-on) - The Message Center - Unified Messaging	\$5.00 5.00	\$0.00 \$0.00
WirePro (add-on)	\$5.00	NA

/1/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in A5.2.2,D.1. preceding.

/2/ Nonrecurring charges consist of a nonrecurring charge for the installation of a new access line and a nonrecurring charge for installation of Custom Calling Services. See B.7. preceding.

/3/ For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.

## 12. COMPLETE CHOICE® BASIC PACKAGE (cont'd)

## D. Rates and Charges

Access Line Option	Monthly Recurring Rate <sup>/1/</sup>	NRC <sup>/2/</sup>	
<b>Complete Choice® Basic</b> <i>with flat rate service option</i>	\$24.00	RR <sup>/2/</sup>	
<b>Complete Choice® Basic</b> <i>with measured rate service option</i>	\$18.37	RR <sup>/2/</sup>	
<b>Complete Choice® Basic</b> <i>with California Lifeline flat rate option</i>	/3/	RR <sup>/2/</sup>	(C)
<b>Complete Choice® Basic</b> <i>with California Lifeline measured rate option</i>	/3/	RR <sup>/2/</sup>	(C)
Voicemail (add-on) - The Message Center - Unified Messaging	\$5.00 5.00	\$0.00 \$0.00	
WirePro (add-on)	\$5.00	NA	

/1/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in A5.2.2,D.1. preceding.

/2/ Nonrecurring charges consist of a nonrecurring charge for the installation of a new access line and a nonrecurring charge for installation of Custom Calling Services. See B.7. preceding.

/3/ Customers subscribing to Complete Choice Basic with California Lifeline service will receive the applicable discounts in Schedule Cal. P.U.C. No. A5.2.5, E.9. For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.

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## 12. COMPLETE CHOICE® BASIC PACKAGE (cont'd)

## D. Rates and Charges

Access Line Option	Monthly Recurring Rate <sup>/1/</sup>	NRC <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with flat rate service option</i>	\$24.00	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with measured rate service option</i>	\$18.37	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with California Lifeline flat rate option</i>	/3/	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with California Lifeline measured rate option</i>	/3/	RR <sup>/2/</sup>
Voicemail (add-on) - The Message Center - Unified Messaging	\$6.00 (I) 6.00 (I)	\$0.00 \$0.00
WirePro (add-on)	\$5.00	NA

/1/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in A5.2.2,D.1. preceding.

/2/ Nonrecurring charges consist of a nonrecurring charge for the installation of a new access line and a nonrecurring charge for installation of Custom Calling Services. See B.7. preceding.

/3/ Customers subscribing to Complete Choice Basic with California Lifeline service will receive the applicable discounts in Schedule Cal. P.U.C. No. A5.2.5, E.9. For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.

## 12. COMPLETE CHOICE® BASIC PACKAGE (cont'd)

## D. Rates and Charges

Access Line Option	Monthly Recurring Rate <sup>/1/</sup>	NRC <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with flat rate service option</i>	\$24.00	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with measured rate service option</i>	\$18.37	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with California Lifeline flat rate option</i>	/3/	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with California Lifeline measured rate option</i>	/3/	RR <sup>/2/</sup>
Voicemail (add-on) - The Message Center - Unified Messaging	\$5.00 5.00	\$0.00 \$0.00
WirePro (add-on)	\$6.00 (I)	NA

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- /1/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in A5.2.2,D.1. preceding.
- /2/ Nonrecurring charges consist of a nonrecurring charge for the installation of a new access line and a nonrecurring charge for installation of Custom Calling Services. See B.7. preceding.
- /3/ Customers subscribing to Complete Choice Basic with California Lifeline service will receive the applicable discounts in Schedule Cal. P.U.C. No. A5.2.5, E.9. For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.
- Z: correction

## 12. COMPLETE CHOICE® BASIC PACKAGE (cont'd)

## D. Rates and Charges

Access Line Option	Monthly Recurring Rate <sup>/1/</sup>	NRC <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with flat rate service option</i>	\$24.00	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with measured rate service option</i>	\$18.37	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with California Lifeline flat rate option</i>	/3/	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with California Lifeline measured rate option</i>	/3/	RR <sup>/2/</sup>
Voicemail (add-on) - The Message Center - Unified Messaging	\$6.00 (I) 6.00 (I)	\$0.00 \$0.00
WirePro (add-on)	\$6.00	NA

/1/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in A5.2.2,D.1. preceding.

/2/ Nonrecurring charges consist of a nonrecurring charge for the installation of a new access line and a nonrecurring charge for installation of Custom Calling Services. See B.7. preceding.

/3/ Customers subscribing to Complete Choice Basic with California Lifeline service will receive the applicable discounts in Schedule Cal. P.U.C. No. A5.2.5, E.9. For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.

(D)

## 12. COMPLETE CHOICE® BASIC PACKAGE (cont'd)

## D. Rates and Charges

Access Line Option	Monthly Recurring Rate <sup>/1/</sup>	NRC <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with flat rate service option</i>	\$24.00	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with measured rate service option</i>	\$18.37	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with California Lifeline flat rate option</i>	/3/	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with California Lifeline measured rate option</i>	/3/	RR <sup>/2/</sup>
Voicemail (add-on) - The Message Center <sup>/4/</sup> - Unified Messaging	\$6.00 6.00	\$0.00 \$0.00
WirePro (add-on)	\$6.00	NA

(C)

- /1/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in A5.2.2,D.1. preceding.
- /2/ Nonrecurring charges consist of a nonrecurring charge for the installation of a new access line and a nonrecurring charge for installation of Custom Calling Services. See B.7. preceding.
- /3/ Customers subscribing to Complete Choice Basic with California Lifeline service will receive the applicable discounts in Schedule Cal. P.U.C. No. A5.2.5, E.9. For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.
- /4/ The Message Center is Grandfathered effective December 1, 2012. See Part 20, Section 6. (N)

## 12. COMPLETE CHOICE® BASIC PACKAGE (cont'd)

## D. Rates and Charges

Access Line Option	Monthly Recurring Rate <sup>/1/</sup>	NRC <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with flat rate service option</i>	\$26.00 (I)	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with measured rate service option</i>	\$21.25 (I)	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with California Lifeline flat rate option</i>	/3/	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with California Lifeline measured rate option</i>	/3/	RR <sup>/2/</sup>
Voicemail (add-on) - The Message Center <sup>/4/</sup> - Unified Messaging	\$6.00 6.00	\$0.00 \$0.00
WirePro (add-on)	\$6.00	NA

- /1/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in A5.2.2,D.1. preceding.
- /2/ Nonrecurring charges consist of a nonrecurring charge for the installation of a new access line and a nonrecurring charge for installation of Custom Calling Services. See B.7. preceding.
- /3/ Customers subscribing to Complete Choice Basic with California Lifeline service will receive the applicable discounts in Schedule Cal. P.U.C. No. A5.2.5, E.9. For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.
- /4/ The Message Center is Grandfathered effective December 1, 2012. See Part 20, Section 6.

## 12. COMPLETE CHOICE® BASIC PACKAGE (cont'd)

## D. Rates and Charges

Access Line Option	Monthly Recurring Rate <sup>/1/</sup>	NRC <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with flat rate service option</i>	\$28.00 (I)	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with measured rate service option</i>	\$25.25 (I)	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with California Lifeline flat rate option</i>	/3/	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with California Lifeline measured rate option</i>	/3/	RR <sup>/2/</sup>
Voicemail (add-on) - The Message Center <sup>/4/</sup> - Unified Messaging	\$6.00 6.00	\$0.00 \$0.00
WirePro (add-on)	\$6.00	NA

- /1/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in A5.2.2,D.1. preceding.
- /2/ Nonrecurring charges consist of a nonrecurring charge for the installation of a new access line and a nonrecurring charge for installation of Custom Calling Services. See B.7. preceding.
- /3/ Customers subscribing to Complete Choice Basic with California Lifeline service will receive the applicable discounts in Schedule Cal. P.U.C. No. A5.2.5, E.9. For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.
- /4/ The Message Center is Grandfathered effective December 1, 2012. See Part 20, Section 6.

## 12. COMPLETE CHOICE® BASIC PACKAGE (cont'd)

## D. Rates and Charges

Access Line Option	Monthly Recurring Rate <sup>/1/</sup>	NRC <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with flat rate service option</i>	\$30.00 (I)	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with measured rate service option</i>	\$27.25 (I)	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with California Lifeline flat rate option</i>	/3/	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with California Lifeline measured rate option</i>	/3/	RR <sup>/2/</sup>
Voicemail (add-on) - The Message Center <sup>/4/</sup> - Unified Messaging	\$7.00 (I) 7.00 (I)	\$0.00 \$0.00
WirePro (add-on)	\$6.00	NA

- /1/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in A5.2.2,D.1. preceding.
- /2/ Nonrecurring charges consist of a nonrecurring charge for the installation of a new access line and a nonrecurring charge for installation of Custom Calling Services. See B.7. preceding.
- /3/ Customers subscribing to Complete Choice Basic with California Lifeline service will receive the applicable discounts in Schedule Cal. P.U.C. No. A5.2.5, E.9. For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.
- /4/ The Message Center is Grandfathered effective December 1, 2012. See Part 20, Section 6.

## 12. COMPLETE CHOICE® BASIC PACKAGE (cont'd)

## D. Rates and Charges

Access Line Option	Monthly Recurring Rate <sup>/1/</sup>	NRC <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with flat rate service option</i>	\$32.00 (I)	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with measured rate service option</i>	\$29.25 (I)	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with California Lifeline flat rate option</i>	/3/	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with California Lifeline measured rate option</i>	/3/	RR <sup>/2/</sup>
Voicemail (add-on) - The Message Center <sup>/4/</sup> - Unified Messaging	\$7.00 7.00	\$0.00 \$0.00
WirePro (add-on)	\$6.00	NA

- /1/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in A5.2.2,D.1. preceding.
- /2/ Nonrecurring charges consist of a nonrecurring charge for the installation of a new access line and a nonrecurring charge for installation of Custom Calling Services. See B.7. preceding.
- /3/ Customers subscribing to Complete Choice Basic with California Lifeline service will receive the applicable discounts in Schedule Cal. P.U.C. No. A5.2.5, E.9. For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.
- /4/ The Message Center is Grandfathered effective December 1, 2012. See Part 20, Section 6.

## 12. COMPLETE CHOICE® BASIC PACKAGE (cont'd)

## D. Rates and Charges

Access Line Option	Monthly Recurring Rate <sup>/1/</sup>	NRC <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with flat rate service option</i>	\$34.00 (I)	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with measured rate service option</i>	\$31.25 (I)	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with California Lifeline flat rate option</i>	/3/	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with California Lifeline measured rate option</i>	/3/	RR <sup>/2/</sup>
Voicemail (add-on) - The Message Center <sup>/4/</sup> - Unified Messaging	\$7.00 7.00	\$0.00 \$0.00
WirePro (add-on)	\$6.00	NA

- /1/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in A5.2.2,D.1. preceding.
- /2/ Nonrecurring charges consist of a nonrecurring charge for the installation of a new access line and a nonrecurring charge for installation of Custom Calling Services. See B.7. preceding.
- /3/ Customers subscribing to Complete Choice Basic with California Lifeline service will receive the applicable discounts in Schedule Cal. P.U.C. No. A5.2.5, E.9. For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.
- /4/ The Message Center is Grandfathered effective December 1, 2012. See Part 20, Section 6.

## 12. COMPLETE CHOICE® BASIC PACKAGE (cont'd)

## D. Rates and Charges

Access Line Option	Monthly Recurring Rate <sup>/1/</sup>	NRC <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with flat rate service option</i>	\$36.00 (I)	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with measured rate service option</i>	\$33.25 (I)	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with California Lifeline flat rate option</i>	/3/	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with California Lifeline measured rate option</i>	/3/	RR <sup>/2/</sup>
Voicemail (add-on) - The Message Center <sup>/4/</sup> - Unified Messaging	\$7.50 (I) 7.50 (I)	\$0.00 \$0.00
WirePro (add-on)	\$6.00	NA

- /1/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in A5.2.2,D.1. preceding.
- /2/ Nonrecurring charges consist of a nonrecurring charge for the installation of a new access line and a nonrecurring charge for installation of Custom Calling Services. See B.7. preceding.
- /3/ Customers subscribing to Complete Choice Basic with California Lifeline service will receive the applicable discounts in Schedule Cal. P.U.C. No. A5.2.5, E.9. For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.
- /4/ The Message Center is Grandfathered effective December 1, 2012. See Part 20, Section 6.

## 12. COMPLETE CHOICE® BASIC PACKAGE (cont'd)

## D. Rates and Charges

Access Line Option	Monthly Recurring Rate <sup>/1/</sup>	NRC <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with flat rate service option</i>	\$37.00 (I)	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with measured rate service option</i>	\$34.25 (I)	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with California Lifeline flat rate option</i>	/3/	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with California Lifeline measured rate option</i>	/3/	RR <sup>/2/</sup>
Voicemail (add-on) - Unified Messaging	7.99 (I)	\$0.00
WirePro (add-on)	\$6.00	NA

(D)

- /1/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in A5.2.2,D.1. preceding.
- /2/ Nonrecurring charges consist of a nonrecurring charge for the installation of a new access line and a nonrecurring charge for installation of Custom Calling Services. See B.7. preceding.
- /3/ Customers subscribing to Complete Choice Basic with California Lifeline service will receive the applicable discounts in Schedule Cal. P.U.C. No. A5.2.5, E.9. For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.

(D)

## 12. COMPLETE CHOICE® BASIC PACKAGE (cont'd)

## D. Rates and Charges

Access Line Option	Monthly Recurring Rate <sup>/1/</sup>	NRC <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with flat rate service option</i>	\$38.00 (I)	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with measured rate service option</i>	\$35.25 (I)	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with California Lifeline flat rate option</i>	/3/	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with California Lifeline measured rate option</i>	/3/	RR <sup>/2/</sup>
Voicemail (add-on) - Unified Messaging	\$8.49 (I)	\$0.00
WirePro (add-on)	\$6.00	NA

- /1/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in A5.2.2,D.1. preceding.
- /2/ Nonrecurring charges consist of a nonrecurring charge for the installation of a new access line and a nonrecurring charge for installation of Custom Calling Services. See B.7. preceding.
- /3/ Customers subscribing to Complete Choice Basic with California Lifeline service will receive the applicable discounts in Schedule Cal. P.U.C. No. A5.2.5, E.9. For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.

(D)

## 12. COMPLETE CHOICE® BASIC PACKAGE (cont'd)

## D. Rates and Charges

Access Line Option	Monthly Recurring Rate <sup>/1/</sup>	NRC <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with flat rate service option</i>	\$40.00 (I)	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with measured rate service option</i>	\$37.25 (I)	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with California Lifeline flat rate option</i>	/3/	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with California Lifeline measured rate option</i>	/3/	RR <sup>/2/</sup>
Voicemail (add-on) - Unified Messaging	\$8.49	\$0.00
WirePro (add-on)	\$6.00	NA

- /1/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in A5.2.2,D.1. preceding.
- /2/ Nonrecurring charges consist of a nonrecurring charge for the installation of a new access line and a nonrecurring charge for installation of Custom Calling Services. See B.7. preceding.
- /3/ Customers subscribing to Complete Choice Basic with California Lifeline service will receive the applicable discounts in Schedule Cal. P.U.C. No. A5.2.5, E.9. For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.

/1/ Material now appears in Part 20, Section 7.

**12. COMPLETE CHOICE® BASIC PACKAGE (cont'd)****E. Complete Choice Basic Offer**

(N)

Eligible residential customers who purchase and retain the Complete Choice Basic (CCB) package with Flat Rate service may receive a bill credit for 12 months on up to two (2) lines. The bill credit will provide a net price of \$15.00 for the CCB Package.

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.

(N)

**12. COMPLETE CHOICE® BASIC PACKAGE (cont'd)****E. Complete Choice Basic Offer**

Eligible residential customers who purchase and retain the Complete Choice Basic (CCB) package with Flat Rate service may receive a bill credit for 12 months on up to two (2) lines. The bill credit will provide a net price of \$15.00 for the CCB Package.

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.

Effective December 15, 2015, this offer will no longer be available to new customers. Existing customers receiving benefits of this offer may continue to receive the benefit until the end of the 12-month period.

(N)  
(N)



**13. COMPLETE CHOICE® ENHANCED PACKAGE****A. Description and Availability**

1. Complete Choice® Enhanced is a package of exchange services available to residential customers in Zone Usage Measurement (ZUM) and non-ZUM exchanges as defined in A5.1.1 and A5.2.2 preceding.
2. Complete Choice® Enhanced consists of a residential access line\* and the following Custom Calling Services<sup>/1/</sup>:

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>- Caller ID*</li> <li>- Call Waiting ID</li> <li>- Call Screen*</li> <li>- Call Forwarding*</li> <li>- Priority Ringing*</li> <li>- Privacy Manager</li> </ul> | <ul style="list-style-type: none"> <li>- Call Waiting</li> <li>- Three-Way Calling*</li> <li>- Call Return*</li> <li>- Select Call Forwarding*</li> <li>- Speed Calling 8*</li> <li>- Metro Plan<sup>SM</sup> /2/</li> </ul> |
|---|--|

\* denotes required components

The residential access line may be a Flat Rate service or Measured Rate Service, or California Lifeline service (flat or measured rate) as described in A5.2.2 and A5.2.5.E. preceding. Custom Calling Services Regulations are found in A5.4.10 preceding.

**B. Terms and Conditions**

1. Complete Choice® Enhanced is available on a customer's primary or additional line.
2. All Custom Calling Services (features) must be purchased on the same access line to qualify for the Complete Choice® Enhanced package price. Features may not be split between access lines.
3. The components of Complete Choice® Enhanced may be purchased individually at their tariff rates.
4. Usage Sensitive Custom Calling Services and charges are not included in the Complete Choice® Enhanced package or package price.
5. Customers currently subscribing to all components of the Complete Choice® Enhanced may request billing at Complete Choice® Enhanced rate.

/1/ Custom Calling Services are included where facilities are available. See A5.4.10, C.1, preceding.

/2/ Metro Plan<sup>SM</sup> is not a Custom Calling Service, but is included in ZUM exchanges. See A5.4.7, preceding.

**13. COMPLETE CHOICE® ENHANCED PACKAGE****A. Description and Availability**

1. Complete Choice® Enhanced is a package of exchange services available to residential customers in Zone Usage Measurement (ZUM) and non-ZUM exchanges as defined in A5.1.1 and A5.2.2 preceding.
2. Complete Choice® Enhanced consists of a residential access line\* and the following Custom Calling Services<sup>/1/</sup>:

<ul style="list-style-type: none"> <li>- Caller ID</li> <li>- Call Waiting ID</li> <li>- Call Screen*</li> <li>- Call Forwarding*</li> <li>- Priority Ringing*</li> <li>- Privacy Manager</li> </ul>	<ul style="list-style-type: none"> <li>- Call Waiting</li> <li>- Three-Way Calling*</li> <li>- Call Return*</li> <li>- Select Call Forwarding*</li> <li>- Speed Calling 8*</li> <li>- Metro Plan</li> </ul>	(C)
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\* denotes required components

The residential access line may be a Flat Rate service or Measured Rate Service, or California Lifeline service (flat or measured rate) as described in A5.2.2 and A5.2.5,E. preceding. Custom Calling Services Regulations are found in A5.4.10 preceding.

**B. Terms and Conditions**

1. Complete Choice® Enhanced is available on a customer's primary or additional line.
2. All Custom Calling Services (features) must be purchased on the same access line to qualify for the Complete Choice® Enhanced package price. Features may not be split between access lines.
3. The components of Complete Choice® Enhanced may be purchased individually at their tariff rates.
4. Usage Sensitive Custom Calling Services and charges are not included in the Complete Choice® Enhanced package or package price.
5. Customers currently subscribing to all components of the Complete Choice® Enhanced may request billing at Complete Choice® Enhanced rate.

/1/ Custom Calling Services are included where facilities are available. See A5.4.10, C.1, preceding.

/2/ Metro Plan<sup>SM</sup> is not a Custom Calling Service, but is included in ZUM exchanges. See A5.4.7, preceding.

**13. COMPLETE CHOICE® ENHANCED PACKAGE****A. Description and Availability**

1. Complete Choice® Enhanced is a package of exchange services available to residential customers in Zone Usage Measurement (ZUM) and non-ZUM exchanges as defined in Schedule Cal. P.U.C. No. A5.1.1 and A5.2.2. (C)  
(C)
2. Complete Choice® Enhanced consists of a residential access line\* and the following Custom Calling Services<sup>/1/</sup>:  

<ul style="list-style-type: none"> <li>- Caller ID</li> <li>- Call Waiting ID</li> <li>- Call Screen*</li> <li>- Call Forwarding*</li> <li>- Priority Ringing*</li> <li>- Privacy Manager</li> </ul>	<ul style="list-style-type: none"> <li>- Call Waiting</li> <li>- Three-Way Calling*</li> <li>- Call Return*</li> <li>- Select Call Forwarding*</li> <li>- Speed Calling 8*</li> <li>- Metro Plan</li> </ul>
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\* denotes required components

The residential access line may be a Flat Rate service or Measured Rate Service, or California Lifeline service (flat or measured rate) as described in Schedule Cal. P.U.C. No. A5.2.2 and A5.2.5,E. Custom Calling Services Regulations are found in Part 7, Section 2. (C)

**B. Terms and Conditions**

1. Complete Choice® Enhanced is available on a customer's primary or additional line.
2. All Custom Calling Services (features) must be purchased on the same access line to qualify for the Complete Choice® Enhanced package price. Features may not be split between access lines.
3. The components of Complete Choice® Enhanced may be purchased individually at their tariff and/or Guidebook rates. (C)  
(C)
4. Usage Sensitive Custom Calling Services and charges are not included in the Complete Choice® Enhanced package or package price.
5. Customers currently subscribing to all components of the Complete Choice® Enhanced may request billing at Complete Choice® Enhanced rate.

/1/ Custom Calling Services are included where facilities are available. See Part 7, Section 2. (C)  
(D)

/2/ Metro Plan<sup>SM</sup> is not a Custom Calling Service, but is included in ZUM exchanges. (C)  
See Part 4, Section 2. (C)

**13. COMPLETE CHOICE® ENHANCED PACKAGE (cont'd)****B. Terms and Conditions (cont'd)**

6. Privacy Manager may be added to the Complete Choice® Enhanced package at the customer's option. No adjustment is made to the package price when Privacy Manager is not activated. The nonrecurring charge to add Privacy Manager will be waived if added at a later time.
7. Call Waiting, Call Waiting ID and Privacy Manager may be de-selected de-selected from the Complete Choice® Enhanced package and re-selected at any time, with no adjustment to the package price. The nonrecurring charge to add the features at a later time, will be waived.
8. Complete Choice® Enhanced may be included in other packages, bundles and product groupings that are marketed under other names. When Complete Choice® Enhanced is combined with other, additional services, the price may be represented as a combined price that exceeds the Complete Choice® Enhanced tariff rate.
9. If the customer resides in an area where Caller ID is not available due to facility or system limitations, the customer will receive a \$1.00 discount on the monthly rate. The discount will appear as a credit on the bill.
10. Non-recurring charges apply for newly ordered access lines and Custom Calling Services, found in Schedule Cal.P.U.C. No. A3.2.2,A. and A3.2.3,A, however if the customer converts their service from one of the following packages to Complete Choice® Enhanced, the non-recurring feature charge will be waived: uSelect<sup>SM</sup> 3, 2-line uSelect<sup>SM</sup> 3, uSelect<sup>SM</sup> 6, 2-line uSelect<sup>SM</sup> 6, uSelect<sup>SM</sup> Standard or Select Feature Package.
11. Additional Custom Calling Services, where available, may be purchased at their respective tariff rates.
12. Voicemail or WirePro services may be added to Complete Choice® Enhanced at the rates noted in Rates and Charges, following. The combined rate for all services will be displayed on the customer's bill.
13. Complete Choice® Enhanced customers will benefit from the package rate until they disconnect any of the required package components, as denoted in A.2, preceding. This rule is not applicable to Caller ID if Caller ID can not be provisioned due to facility or system limitations.

**13. COMPLETE CHOICE® ENHANCED PACKAGE (cont'd)****B. Terms and Conditions (cont'd)**

6. Privacy Manager may be added to the Complete Choice® Enhanced package at the customer's option. No adjustment is made to the package price when Privacy Manager is not activated. The nonrecurring charge to add Privacy Manager will be waived if added at a later time.
7. Call Waiting, Caller ID, Call Waiting ID and Privacy Manager may be de-selected from the Complete Choice® Enhanced package and re-selected at any time, with no adjustment to the package price. The nonrecurring charge to add the features at a later time, will be waived. (C)
8. Complete Choice® Enhanced may be included in other packages, bundles and product groupings that are marketed under other names. When Complete Choice® Enhanced is combined with other, additional services, the price may be represented as a combined price that exceeds the Complete Choice® Enhanced tariff rate.
9. If the customer resides in an area where Caller ID is not available due to facility or system limitations, the customer will receive a \$1.00 discount on the monthly rate. The discount will appear as a credit on the bill. No credit is given if the customer deselects Caller ID. (C)
10. Non-recurring charges apply for newly ordered access lines and Custom Calling Services, found in Schedule Cal.P.U.C. No. A3.2.2,A. and A3.2.3,A, however if the customer converts their service from one of the following packages to Complete Choice® Enhanced, the non-recurring feature charge will be waived: uSelect<sup>SM</sup> 3, 2-line uSelect<sup>SM</sup> 3, uSelect<sup>SM</sup> 6, 2-line uSelect<sup>SM</sup> 6, uSelect<sup>SM</sup> Standard or Select Feature Package.
11. Additional Custom Calling Services, where available, may be purchased at their respective tariff rates.
12. Voicemail or WirePro services may be added to Complete Choice® Enhanced at the rates noted in Rates and Charges, following. The combined rate for all services will be displayed on the customer's bill.
13. Complete Choice® Enhanced customers will benefit from the package rate until they disconnect any of the required package components, as denoted in A.2, preceding. This rule is not applicable to Caller ID if Caller ID can not be provisioned due to facility or system limitations. (C)  
(C)

**13. COMPLETE CHOICE® ENHANCED PACKAGE (cont'd)****B. Terms and Conditions (cont'd)**

6. Privacy Manager may be added to the Complete Choice® Enhanced package at the customer's option. No adjustment is made to the package price when Privacy Manager is not activated. The nonrecurring charge to add Privacy Manager will be waived if added at a later time.
7. Call Waiting, Caller ID, Call Waiting ID and Privacy Manager may be de-selected from the Complete Choice® Enhanced package and re-selected at any time, with no adjustment to the package price. The nonrecurring charge to add the features at a later time, will be waived.
8. Complete Choice® Enhanced may be included in other packages, bundles and product groupings that are marketed under other names. When Complete Choice® Enhanced is combined with other, additional services, the price may be represented as a combined price that exceeds the Complete Choice® Enhanced Guidebook rate.
9. If the customer resides in an area where Caller ID is not available due to facility or system limitations, the customer will receive a \$1.00 discount on the monthly rate. The discount will appear as a credit on the bill. No credit is given if the customer deselects Caller ID.
10. Non-recurring charges apply for newly ordered access lines and Custom Calling Services, found in Part 3, Section 1, however if the customer converts their service from one of the following packages (C) to Complete Choice® Enhanced, the non-recurring feature charge will be waived: uSelect<sup>SM</sup> 3, 2-line uSelect<sup>SM</sup> 3, uSelect<sup>SM</sup> 6, 2-line uSelect<sup>SM</sup> 6, uSelect<sup>SM</sup> Standard or Select Feature Package.
11. Additional Custom Calling Services, where available, may be purchased at their respective Guidebook rates.
12. Voicemail or WirePro services may be added to Complete Choice® Enhanced at the rates noted in Rates and Charges, following. The combined rate for all services will be displayed on the customer's bill.
13. Complete Choice® Enhanced customers will benefit from the package rate until they disconnect any of the required package components, as denoted in A.2, preceding. This rule is not applicable to Caller ID if Caller ID can not be provisioned due to facility or system limitations.

**13. COMPLETE CHOICE® ENHANCED PACKAGE (cont'd)****B. Terms and Conditions (cont'd)**

6. Privacy Manager may be added to the Complete Choice® Enhanced package at the customer's option. No adjustment is made to the package price when Privacy Manager is not activated. The nonrecurring charge to add Privacy Manager will be waived if added at a later time.
7. Call Waiting, Caller ID, Call Waiting ID and Privacy Manager may be de-selected from the Complete Choice® Enhanced package and re-selected at any time, with no adjustment to the package price. The nonrecurring charge to add the features at a later time, will be waived.
8. Complete Choice® Enhanced may be included in other packages, bundles and product groupings that are marketed under other names. When Complete Choice® Enhanced is combined with other, additional services, the price may be represented as a combined price that exceeds the Complete Choice® Enhanced Guidebook rate.
9. If the customer resides in an area where Caller ID is not available due to facility or system limitations, the customer will receive a \$1.00 discount on the monthly rate. The discount will appear as a credit on the bill. No credit is given if the customer deselects Caller ID.
10. Non-recurring charges apply for newly ordered access lines and Custom Calling Services, found in Part 3, Section 1, however if the customer converts their service from Select Feature Package to Complete Choice® Enhanced, the non-recurring feature charge will be waived. (C) (C) (D)
11. Additional Custom Calling Services, where available, may be purchased at their respective Guidebook rates.
12. Voicemail or WirePro services may be added to Complete Choice® Enhanced at the rates noted in Rates and Charges, following. The combined rate for all services will be displayed on the customer's bill.
13. Complete Choice® Enhanced customers will benefit from the package rate until they disconnect any of the required package components, as denoted in A.2, preceding. This rule is not applicable to Caller ID if Caller ID can not be provisioned due to facility or system limitations.

## 13. COMPLETE CHOICE® ENHANCED PACKAGE (cont'd)

## C. Rates and Charges

Access Line Option	Monthly Recurring <sup>/1/</sup> Rate	NRC <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with flat rate service option</i>	\$26.00	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with measured rate service option</i>	\$19.78	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with California Lifeline flat rate option</i>	\$18.61	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with California Lifeline measured rate option</i>	\$15.77	RR <sup>/2/</sup>
Voicemail (add-on) - The Message Center - Unified Messaging	\$5.00 5.00	\$0.00 \$0.00
WirePro (add-on)	\$5.00	NA

## D. Product References

Product	Tariff or Guidebook Reference
Flat Rate Service	Schedule Cal.P.U.C. No. A5.2.2
Measured Rate Service	Schedule Cal.P.U.C. No. A5.2.1
California Life Service	Schedule Cal.P.U.C. No. A5.2.5
Custom Calling Services	Part 7, Section 2
Voicemail Services	Part 6, Section 4
WirePro	Part 8, Section 8

/1/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in A5.2.2,D.1. preceding.

/2/ Nonrecurring charges consist of a nonrecurring charge for the installation of a new access line and a nonrecurring charge for installation of Custom Calling Services. See B.7. preceding.

## 13. COMPLETE CHOICE® ENHANCED PACKAGE (cont'd)

## C. Rates and Charges

Access Line Option	Monthly Recurring <sup>/1/</sup> Rate	NRC <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with flat rate service option</i>	\$26.00	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with measured rate service option</i>	\$18.42 (R)	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with California Lifeline flat rate option</i>	\$16.39 (R)	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with California Lifeline measured rate option</i>	\$13.21 (R)	RR <sup>/2/</sup>
Voicemail (add-on) - The Message Center - Unified Messaging	\$5.00 5.00	\$0.00 \$0.00
WirePro (add-on)	\$5.00	NA

## D. Product References

<u>Product</u>	<u>Tariff or Guidebook Reference</u>
Flat Rate Service	Schedule Cal.P.U.C. No. A5.2.2
Measured Rate Service	Schedule Cal.P.U.C. No. A5.2.1
California Life Service	Schedule Cal.P.U.C. No. A5.2.5
Custom Calling Services	Part 7, Section 2
Voicemail Services	Part 6, Section 4
WirePro	Part 8, Section 8

/1/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in A5.2.2,D.1. preceding.

/2/ Nonrecurring charges consist of a nonrecurring charge for the installation of a new access line and a nonrecurring charge for installation of Custom Calling Services. See B.7. preceding.

## 13. COMPLETE CHOICE® ENHANCED PACKAGE (cont'd)

## C. Rates and Charges

Access Line Option	Monthly Recurring <sup>/1/</sup> Rate	NRC <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with flat rate service option</i>	\$26.00	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with measured rate service option</i>	\$18.42	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with California Lifeline flat rate<sup>/3/</sup> option</i>	\$12.89 (R)	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with California Lifeline measured rate<sup>/3/</sup> option</i>	\$9.71 (R)	RR <sup>/2/</sup>
Voicemail (add-on) - The Message Center - Unified Messaging	\$5.00 5.00	\$0.00 \$0.00
WirePro (add-on)	\$5.00	NA

(C)

(C)

## D. Product References

Product	Tariff or Guidebook Reference
Flat Rate Service	Schedule Cal.P.U.C. No. A5.2.2
Measured Rate Service	Schedule Cal.P.U.C. No. A5.2.1
California Life Service	Schedule Cal.P.U.C. No. A5.2.5
Custom Calling Services	Part 7, Section 2
Voicemail Services	Part 6, Section 4
WirePro	Part 8, Section 8

/1/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in A5.2.2,D.1. preceding.

/2/ Nonrecurring charges consist of a nonrecurring charge for the installation of a new access line and a nonrecurring charge for installation of Custom Calling Services. See B.7. preceding.

/3/ For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E. (N)

## 13. COMPLETE CHOICE® ENHANCED PACKAGE (cont'd)

## C. Rates and Charges

Access Line Option	Monthly Recurring <sup>/1/</sup> Rate	NRC <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with flat rate service option</i>	\$28.00 (I)	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with measured rate service option</i>	\$22.37 (I)	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with California Lifeline flat rate<sup>/3/</sup> option</i>	\$13.84 (I)	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with California Lifeline measured rate<sup>/3/</sup> option</i>	\$10.66 (I)	RR <sup>/2/</sup>
Voicemail (add-on) - The Message Center - Unified Messaging	\$5.00 5.00	\$0.00 \$0.00
WirePro (add-on)	\$5.00	NA

## D. Product References

Product	Tariff or Guidebook Reference
Flat Rate Service	Schedule Cal.P.U.C. No. A5.2.2
Measured Rate Service	Schedule Cal.P.U.C. No. A5.2.1
California Life Service	Schedule Cal.P.U.C. No. A5.2.5
Custom Calling Services	Part 7, Section 2
Voicemail Services	Part 6, Section 4
WirePro	Part 8, Section 8

/1/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in A5.2.2,D.1. preceding.

/2/ Nonrecurring charges consist of a nonrecurring charge for the installation of a new access line and a nonrecurring charge for installation of Custom Calling Services. See B.7. preceding.

/3/ For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.

## 13. COMPLETE CHOICE® ENHANCED PACKAGE (cont'd)

## C. Rates and Charges

Access Line Option	Monthly Recurring <sup>/1/</sup> Rate	NRC <sup>/2/</sup>	
<b>Complete Choice® Enhanced</b> <i>with flat rate service option</i>	\$28.00	RR <sup>/2/</sup>	
<b>Complete Choice® Enhanced</b> <i>with measured rate service option</i>	\$22.37	RR <sup>/2/</sup>	
<b>Complete Choice® Enhanced</b> <i>with California Lifeline flat rate option</i>	/3/	RR <sup>/2/</sup>	(C)
<b>Complete Choice® Enhanced</b> <i>with California Lifeline measured rate option</i>	/3/	RR <sup>/2/</sup>	(C)
Voicemail (add-on) - The Message Center - Unified Messaging	\$5.00 5.00	\$0.00 \$0.00	
WirePro (add-on)	\$5.00	NA	

## D. Product References

Product	Tariff or Guidebook Reference
Flat Rate Service	Schedule Cal.P.U.C. No. A5.2.2
Measured Rate Service	Schedule Cal.P.U.C. No. A5.2.1
California Life Service	Schedule Cal.P.U.C. No. A5.2.5
Custom Calling Services	Part 7, Section 2
Voicemail Services	Part 6, Section 4
WirePro	Part 8, Section 8

/1/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in A5.2.2,D.1. preceding.

/2/ Nonrecurring charges consist of a nonrecurring charge for the installation of a new access line and a nonrecurring charge for installation of Custom Calling Services. See B.7. preceding.

/3/ Customers subscribing to Complete Choice Basic with California Lifeline service will receive the applicable discounts in Schedule Cal. P.U.C. No. A5.2.5, E.9. For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E. (N) (N) (C)

## 13. COMPLETE CHOICE® ENHANCED PACKAGE (cont'd)

## C. Rates and Charges

Access Line Option	Monthly Recurring <sup>/1/</sup> Rate	NRC <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with flat rate service option</i>	\$28.00	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with measured rate service option</i>	\$22.37	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with California Lifeline flat rate option</i>	/3/	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with California Lifeline measured rate option</i>	/3/	RR <sup>/2/</sup>
Voicemail (add-on) - The Message Center - Unified Messaging	\$6.00 (I) 6.00 (I)	\$0.00 \$0.00
WirePro (add-on)	\$5.00	NA

## D. Product References

<u>Product</u>	<u>Tariff or Guidebook Reference</u>
Flat Rate Service	Schedule Cal.P.U.C. No. A5.2.2
Measured Rate Service	Schedule Cal.P.U.C. No. A5.2.1
California Life Service	Schedule Cal.P.U.C. No. A5.2.5
Custom Calling Services	Part 7, Section 2
Voicemail Services	Part 6, Section 4
WirePro	Part 8, Section 8

- /1/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in A5.2.2,D.1. preceding.
- /2/ Nonrecurring charges consist of a nonrecurring charge for the installation of a new access line and a nonrecurring charge for installation of Custom Calling Services. See B.7. preceding.
- /3/ Customers subscribing to Complete Choice Basic with California Lifeline service will receive the applicable discounts in Schedule Cal. P.U.C. No. A5.2.5, E.9. For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.

## 13. COMPLETE CHOICE® ENHANCED PACKAGE (cont'd)

## C. Rates and Charges

Access Line Option	Monthly Recurring <sup>/1/</sup> Rate	NRC <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with flat rate service option</i>	\$28.00	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with measured rate service option</i>	\$22.37	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with California Lifeline flat rate option</i>	/3/	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with California Lifeline measured rate option</i>	/3/	RR <sup>/2/</sup>
Voicemail (add-on) - The Message Center - Unified Messaging	\$5.00 5.00	\$0.00 \$0.00
WirePro (add-on)	\$6.00 (I)	NA

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## D. Product References

Product	Tariff or Guidebook Reference
Flat Rate Service	Schedule Cal.P.U.C. No. A5.2.2
Measured Rate Service	Schedule Cal.P.U.C. No. A5.2.1
California Life Service	Schedule Cal.P.U.C. No. A5.2.5
Custom Calling Services	Part 7, Section 2
Voicemail Services	Part 6, Section 4
WirePro	Part 8, Section 8

- /1/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in A5.2.2,D.1. preceding.
- /2/ Nonrecurring charges consist of a nonrecurring charge for the installation of a new access line and a nonrecurring charge for installation of Custom Calling Services. See B.7. preceding.
- /3/ Customers subscribing to Complete Choice Basic with California Lifeline service will receive the applicable discounts in Schedule Cal. P.U.C. No. A5.2.5, E.9. For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.
- z: correction

## 13. COMPLETE CHOICE® ENHANCED PACKAGE (cont'd)

## C. Rates and Charges

Access Line Option	Monthly Recurring <sup>/1/</sup> Rate	NRC <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with flat rate service option</i>	\$28.00	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with measured rate service option</i>	\$22.37	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with California Lifeline flat rate option</i>	/3/	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with California Lifeline measured rate option</i>	/3/	RR <sup>/2/</sup>
Voicemail (add-on) - The Message Center - Unified Messaging	\$6.00 (I) 6.00 (I)	\$0.00 \$0.00
WirePro (add-on)	\$6.00	NA

## D. Product References

Product	Tariff or Guidebook Reference
Flat Rate Service	Schedule Cal.P.U.C. No. A5.2.2
Measured Rate Service	Schedule Cal.P.U.C. No. A5.2.1
California Life Service	Schedule Cal.P.U.C. No. A5.2.5
Custom Calling Services	Part 7, Section 2
Voicemail Services	Part 6, Section 4
WirePro	Part 8, Section 8

- /1/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in A5.2.2,D.1. preceding.
- /2/ Nonrecurring charges consist of a nonrecurring charge for the installation of a new access line and a nonrecurring charge for installation of Custom Calling Services. See B.7. preceding.
- /3/ Customers subscribing to Complete Choice Basic with California Lifeline service will receive the applicable discounts in Schedule Cal. P.U.C. No. A5.2.5, E.9. For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.

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## 13. COMPLETE CHOICE® ENHANCED PACKAGE (cont'd)

## C. Rates and Charges

Access Line Option	Monthly Recurring <sup>/1/</sup> Rate	NRC <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with flat rate service option</i>	\$28.00	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with measured rate service option</i>	\$22.37	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with California Lifeline flat rate option</i>	/3/	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with California Lifeline measured rate option</i>	/3/	RR <sup>/2/</sup>
Voicemail (add-on) - The Message Center <sup>/4/</sup> - Unified Messaging	\$6.00 6.00	\$0.00 \$0.00
WirePro (add-on)	\$6.00	NA

(C)

## D. Product References

Product	Tariff or Guidebook Reference
Flat Rate Service	Schedule Cal.P.U.C. No. A5.2.2
Measured Rate Service	Schedule Cal.P.U.C. No. A5.2.1
California Life Service	Schedule Cal.P.U.C. No. A5.2.5
Custom Calling Services	Part 7, Section 2
Voicemail Services	Part 6, Section 4
WirePro	Part 8, Section 8

/1/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in A5.2.2,D.1. preceding.

/2/ Nonrecurring charges consist of a nonrecurring charge for the installation of a new access line and a nonrecurring charge for installation of Custom Calling Services. See B.7. preceding.

/3/ Customers subscribing to Complete Choice Basic with California Lifeline service will receive the applicable discounts in Schedule Cal. P.U.C. No. A5.2.5, E.9. For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.

/4/ The Message Center is Grandfathered effective December 1, 2012. See Part 20, Section 6.

(N)

## 13. COMPLETE CHOICE® ENHANCED PACKAGE (cont'd)

## C. Rates and Charges

Access Line Option	Monthly Recurring <sup>/1/</sup> Rate	NRC <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with flat rate service option</i>	\$30.00 (I)	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with measured rate service option</i>	\$25.25 (I)	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with California Lifeline flat rate option</i>	/3/	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with California Lifeline measured rate option</i>	/3/	RR <sup>/2/</sup>
Voicemail (add-on) - The Message Center <sup>/4/</sup> - Unified Messaging	\$6.00 6.00	\$0.00 \$0.00
WirePro (add-on)	\$6.00	NA

## D. Product References

<u>Product</u>	<u>Tariff or Guidebook Reference</u>
Flat Rate Service	Schedule Cal.P.U.C. No. A5.2.2
Measured Rate Service	Schedule Cal.P.U.C. No. A5.2.1
California Life Service	Schedule Cal.P.U.C. No. A5.2.5
Custom Calling Services	Part 7, Section 2
Voicemail Services	Part 6, Section 4
WirePro	Part 8, Section 8

- /1/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in A5.2.2,D.1. preceding.
- /2/ Nonrecurring charges consist of a nonrecurring charge for the installation of a new access line and a nonrecurring charge for installation of Custom Calling Services. See B.7. preceding.
- /3/ Customers subscribing to Complete Choice Basic with California Lifeline service will receive the applicable discounts in Schedule Cal. P.U.C. No. A5.2.5, E.9. For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.
- /4/ The Message Center is Grandfathered effective December 1, 2012. See Part 20, Section 6.

## 13. COMPLETE CHOICE® ENHANCED PACKAGE (cont'd)

## C. Rates and Charges

Access Line Option	Monthly Recurring <sup>/1/</sup> Rate	NRC <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with flat rate service option</i>	\$32.00 (I)	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with measured rate service option</i>	\$29.25 (I)	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with California Lifeline flat rate option</i>	/3/	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with California Lifeline measured rate option</i>	/3/	RR <sup>/2/</sup>
Voicemail (add-on) - The Message Center <sup>/4/</sup> - Unified Messaging	\$6.00 6.00	\$0.00 \$0.00
WirePro (add-on)	\$6.00	NA

## D. Product References

Product	Tariff or Guidebook Reference
Flat Rate Service	Schedule Cal.P.U.C. No. A5.2.2
Measured Rate Service	Schedule Cal.P.U.C. No. A5.2.1
California Life Service	Schedule Cal.P.U.C. No. A5.2.5
Custom Calling Services	Part 7, Section 2
Voicemail Services	Part 6, Section 4
WirePro	Part 8, Section 8

- /1/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in A5.2.2,D.1. preceding.
- /2/ Nonrecurring charges consist of a nonrecurring charge for the installation of a new access line and a nonrecurring charge for installation of Custom Calling Services. See B.7. preceding.
- /3/ Customers subscribing to Complete Choice Basic with California Lifeline service will receive the applicable discounts in Schedule Cal. P.U.C. No. A5.2.5, E.9. For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.
- /4/ The Message Center is Grandfathered effective December 1, 2012. See Part 20, Section 6.

## 13. COMPLETE CHOICE® ENHANCED PACKAGE (cont'd)

## C. Rates and Charges

Access Line Option	Monthly Recurring <sup>/1/</sup> Rate	NRC <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with flat rate service option</i>	\$34.00 (I)	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with measured rate service option</i>	\$31.25 (I)	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with California Lifeline flat rate option</i>	/3/	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with California Lifeline measured rate option</i>	/3/	RR <sup>/2/</sup>
Voicemail (add-on) - The Message Center <sup>/4/</sup> - Unified Messaging	\$7.00 (I) 7.00 (I)	\$0.00 \$0.00
WirePro (add-on)	\$6.00	NA

## D. Product References

<u>Product</u>	<u>Tariff or Guidebook Reference</u>
Flat Rate Service	Schedule Cal.P.U.C. No. A5.2.2
Measured Rate Service	Schedule Cal.P.U.C. No. A5.2.1
California Life Service	Schedule Cal.P.U.C. No. A5.2.5
Custom Calling Services	Part 7, Section 2
Voicemail Services	Part 6, Section 4
WirePro	Part 8, Section 8

- /1/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in A5.2.2,D.1. preceding.
- /2/ Nonrecurring charges consist of a nonrecurring charge for the installation of a new access line and a nonrecurring charge for installation of Custom Calling Services. See B.7. preceding.
- /3/ Customers subscribing to Complete Choice Basic with California Lifeline service will receive the applicable discounts in Schedule Cal. P.U.C. No. A5.2.5, E.9. For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.
- /4/ The Message Center is Grandfathered effective December 1, 2012. See Part 20, Section 6.

## 13. COMPLETE CHOICE® ENHANCED PACKAGE (cont'd)

## C. Rates and Charges

Access Line Option	Monthly Recurring Rate <sup>/1/</sup>	NRC <sup>/2/</sup>
<b>Complete Choice® Enhanced with flat rate service option</b>	<b>\$34.00</b>	<b>RR<sup>/2/</sup></b>
<b>Complete Choice® Enhanced with measured rate service option</b>	<b>\$31.25</b>	<b>RR<sup>/2/</sup></b>
<b>Complete Choice® Enhanced with California Lifeline flat rate option</b>	<b>/3/</b>	<b>RR<sup>/2/</sup></b>
<b>Complete Choice® Enhanced with California Lifeline measured rate option</b>	<b>/3/</b>	<b>RR<sup>/2/</sup></b>
Voicemail (add-on) - The Message Center <sup>/4/</sup> - Unified Messaging	\$7.00 \$7.00	\$0.00 \$0.00
WirePro (add-on)	\$6.00	NA

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- /1/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in A5.2.2,D.1. preceding.
- /2/ Nonrecurring charges consist of a nonrecurring charge for the installation of a new access line and a nonrecurring charge for installation of Custom Calling Services. See B.7. preceding.
- /3/ Customers subscribing to Complete Choice Basic with California Lifeline service will receive the applicable discounts in Schedule Cal. P.U.C. No. A5.2.5, E.9. For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.
- /4/ The Message Center is Grandfathered effective December 1, 2012. See Part 20, Section 6.

/5/ Material now appears on Sheet 59

## 13. COMPLETE CHOICE® ENHANCED PACKAGE (cont'd)

## C. Rates and Charges

Access Line Option	Monthly Recurring Rate <sup>/1/</sup>	NRC <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with flat rate service option</i>	\$36.00 (I)	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with measured rate service option</i>	\$33.25 (I)	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with California Lifeline flat rate option</i>	/3/	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with California Lifeline measured rate option</i>	/3/	RR <sup>/2/</sup>
Voicemail (add-on) - The Message Center <sup>/4/</sup> - Unified Messaging	\$7.00 \$7.00	\$0.00 \$0.00
WirePro (add-on)	\$6.00	NA

- /1/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in A5.2.2,D.1. preceding.
- /2/ Nonrecurring charges consist of a nonrecurring charge for the installation of a new access line and a nonrecurring charge for installation of Custom Calling Services. See B.7. preceding.
- /3/ Customers subscribing to Complete Choice Basic with California Lifeline service will receive the applicable discounts in Schedule Cal. P.U.C. No. A5.2.5, E.9. For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.
- /4/ The Message Center is Grandfathered effective December 1, 2012. See Part 20, Section 6.

## 13. COMPLETE CHOICE® ENHANCED PACKAGE (cont'd)

## C. Rates and Charges

Access Line Option	Monthly Recurring Rate <sup>/1/</sup>	NRC <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with flat rate service option</i>	\$38.00 (I)	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with measured rate service option</i>	\$35.25 (I)	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with California Lifeline flat rate option</i>	/3/	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with California Lifeline measured rate option</i>	/3/	RR <sup>/2/</sup>
Voicemail (add-on) - The Message Center <sup>/4/</sup> - Unified Messaging	\$7.00 \$7.00	\$0.00 \$0.00
WirePro (add-on)	\$6.00	NA

- /1/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in A5.2.2,D.1. preceding.
- /2/ Nonrecurring charges consist of a nonrecurring charge for the installation of a new access line and a nonrecurring charge for installation of Custom Calling Services. See B.7. preceding.
- /3/ Customers subscribing to Complete Choice Basic with California Lifeline service will receive the applicable discounts in Schedule Cal. P.U.C. No. A5.2.5, E.9. For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.
- /4/ The Message Center is Grandfathered effective December 1, 2012. See Part 20, Section 6.

## 13. COMPLETE CHOICE® ENHANCED PACKAGE (cont'd)

## C. Rates and Charges

Access Line Option	Monthly Recurring Rate <sup>/1/</sup>	NRC <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with flat rate service option</i>	\$40.00 (I)	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with measured rate service option</i>	\$37.25 (I)	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with California Lifeline flat rate option</i>	/3/	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with California Lifeline measured rate option</i>	/3/	RR <sup>/2/</sup>
Voicemail (add-on) - The Message Center <sup>/4/</sup> - Unified Messaging	\$7.50 (I) \$7.50 (I)	\$0.00 \$0.00
WirePro (add-on)	\$6.00	NA

- /1/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in A5.2.2,D.1. preceding.
- /2/ Nonrecurring charges consist of a nonrecurring charge for the installation of a new access line and a nonrecurring charge for installation of Custom Calling Services. See B.7. preceding.
- /3/ Customers subscribing to Complete Choice Basic with California Lifeline service will receive the applicable discounts in Schedule Cal. P.U.C. No. A5.2.5, E.9. For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.
- /4/ The Message Center is Grandfathered effective December 1, 2012. See Part 20, Section 6.

## 13. COMPLETE CHOICE® ENHANCED PACKAGE (cont'd)

## C. Rates and Charges

Access Line Option	Monthly Recurring Rate <sup>/1/</sup>	NRC <sup>/2/</sup>
<b>Complete Choice® Enhanced with flat rate service option</b>	\$42.00 (I)	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced with measured rate service option</b>	\$39.25 (I)	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced with California Lifeline flat rate option</b>	/3/	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced with California Lifeline measured rate option</b>	/3/	RR <sup>/2/</sup>
Voicemail (add-on) - Unified Messaging	\$7.99 (I)	\$0.00
WirePro (add-on)	\$6.00	NA

(D)

- /1/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in A5.2.2,D.1. preceding.
- /2/ Nonrecurring charges consist of a nonrecurring charge for the installation of a new access line and a nonrecurring charge for installation of Custom Calling Services. See B.7. preceding.
- /3/ Customers subscribing to Complete Choice Basic with California Lifeline service will receive the applicable discounts in Schedule Cal. P.U.C. No. A5.2.5, E.9. For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.

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## 13. COMPLETE CHOICE® ENHANCED PACKAGE (cont'd)

## C. Rates and Charges

Access Line Option	Monthly Recurring Rate <sup>/1/</sup>	NRC <sup>/2/</sup>
<b>Complete Choice® Enhanced with flat rate service option</b>	\$44.00 (I)	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced with measured rate service option</b>	\$41.25 (I)	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced with California Lifeline flat rate option</b>	/3/	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced with California Lifeline measured rate option</b>	/3/	RR <sup>/2/</sup>
Voicemail (add-on) - Unified Messaging	\$8.49 (I)	\$0.00
WirePro (add-on)	\$6.00	NA

/1/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in A5.2.2,D.1. preceding.

/2/ Nonrecurring charges consist of a nonrecurring charge for the installation of a new access line and a nonrecurring charge for installation of Custom Calling Services. See B.7. preceding.

/3/ Customers subscribing to Complete Choice Basic with California Lifeline service will receive the applicable discounts in Schedule Cal. P.U.C. No. A5.2.5, E.9. For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.

## 13. COMPLETE CHOICE® ENHANCED PACKAGE (cont'd)

## C. Rates and Charges

Access Line Option	Monthly Recurring Rate <sup>/1/</sup>	NRC <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with flat rate service option</i>	\$46.00 (I)	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with measured rate service option</i>	\$43.25 (I)	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with California Lifeline flat rate option</i>	/3/	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with California Lifeline measured rate option</i>	/3/	RR <sup>/2/</sup>
Voicemail (add-on)		
- Unified Messaging	\$8.49	\$0.00
WirePro (add-on)	\$6.00	NA

- /1/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in A5.2.2,D.1. preceding.
- /2/ Nonrecurring charges consist of a nonrecurring charge for the installation of a new access line and a nonrecurring charge for installation of Custom Calling Services. See B.7. preceding.
- /3/ Customers subscribing to Complete Choice Basic with California Lifeline service will receive the applicable discounts in Schedule Cal. P.U.C. No. A5.2.5, E.9. For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.

## 13. COMPLETE CHOICE® ENHANCED PACKAGE (cont'd)

## C. Rates and Charges

Access Line Option	Monthly Recurring Rate <sup>/1/</sup>	NRC <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with flat rate service option</i>	\$48.00 (I)	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with measured rate service option</i>	\$45.25 (I)	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with California Lifeline flat rate option</i>	/3/	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with California Lifeline measured rate option</i>	/3/	RR <sup>/2/</sup>
Voicemail (add-on) - Unified Messaging	\$8.99 (I)	\$0.00
WirePro (add-on)	\$6.50 (I)	NA

- /1/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in A5.2.2,D.1. preceding.
- /2/ Nonrecurring charges consist of a nonrecurring charge for the installation of a new access line and a nonrecurring charge for installation of Custom Calling Services. See B.7. preceding.
- /3/ Customers subscribing to Complete Choice Basic with California Lifeline service will receive the applicable discounts in Schedule Cal. P.U.C. No. A5.2.5, E.9. For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.

## 13. COMPLETE CHOICE® ENHANCED PACKAGE (cont'd)

## D. Complete Choice Enhanced Retention Offer

(N)

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.

The following rules apply:

- 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 nonrecurring charge(s) and/or package fee will be waived.
- Eligible customers may only receive this offer once during the offer benefit 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.

(N)

## E. Product References

/1/ (C)

<u>Product</u>	<u>Tariff or Guidebook Reference</u>
Flat Rate Service	Schedule Cal.P.U.C. No. A5.2.2
Measured Rate Service	Schedule Cal.P.U.C. No. A5.2.1
California Life Service	Schedule Cal.P.U.C. No. A5.2.5
Custom Calling Services	Part 7, Section 2
Voicemail Services	Part 6, Section 4
WirePro	Part 8, Section 8

/1/

/1/ Material formerly appeared on Sheet 58

**13. COMPLETE CHOICE® ENHANCED PACKAGE (cont'd)****D. Complete Choice Enhanced Retention Offer**

Residential customers who call to disconnect service with AT&T and elect to retain service and subscribe to the Complete Choice Enhanced package with flat rate service may receive a bill credit of \$8.00 per month for 12 months on a maximum of two access lines.

(C)

The following rules apply:

- 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) flat rate lines, to receive the monthly credit.
  - If the customer adds features to qualify for the Complete Choice Enhanced package with flat rate service, the nonrecurring charge(s) and/or package fee will be waived.
- (C)
- 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 flat rate line or the package with flat rate service, 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.
- (D)

**E. Product References**

<u>Product</u>	<u>Tariff or Guidebook Reference</u>
Flat Rate Service	Schedule Cal.P.U.C. No. A5.2.2
California Life Service	Schedule Cal.P.U.C. No. A5.2.5
Custom Calling Services	Part 7, Section 2
Voicemail Services	Part 6, Section 4
WirePro	Part 8, Section 8

**13. COMPLETE CHOICE® ENHANCED PACKAGE (cont'd)****D. Complete Choice Enhanced Retention Offer**

Residential customers who call to disconnect service with AT&T and elect to retain service and subscribe to the Complete Choice Enhanced package with flat rate service may receive a bill credit of \$8.00 per month for 12 months on a maximum of two access lines.

The following rules apply:

- 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) flat rate lines, to receive the monthly credit.
- If the customer adds features to qualify for the Complete Choice Enhanced package with flat rate service, the nonrecurring charge(s) and/or package fee will be waived.
- 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 flat rate line or the package with flat rate service, 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.

*Complete Choice Enhanced Retention Trial Offer*

Between October 15, 2017 and January 15, 2018, customers newly qualifying for the Complete Choice Enhanced Retention Offer will receive the \$8.00 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 \$12.00) per eligible line, on a maximum of two lines (a maximum monthly bill credit of \$24.00). Beginning January 16, 2018, the additional bill credit of \$4.00 will no longer be available for customers newly qualifying for the Complete Choice Enhanced Retention Offer. During the 12-month benefit period of the trial offer, all other terms of the Complete Choice Enhanced Retention Offer apply.

(N)

(N)

**E. Product References**

<u>Product</u>	<u>Tariff or Guidebook Reference</u>
Flat Rate Service	Schedule Cal.P.U.C. No. A5.2.2
California Life Service	Schedule Cal.P.U.C. No. A5.2.5
Custom Calling Services	Part 7, Section 2
Voicemail Services	Part 6, Section 4
WirePro	Part 8, Section 8