

**\$5 RESIDENCE ACCESS LINE RETENTION OFFER**

Eligible residence customers who call to disconnect their access line(s) and decide to retain the line(s) between the offer period of August 8, 2008 through March 18, 2009, will receive a \$5.00 bill credit per line for up to two access lines, for as long as they retain the line(s) and required features.

Effective March 19, 2009 and through October 31, 2010 eligible customers will receive a \$5 bill credit for a maximum of 24 months, provided the access line(s) and required features are retained.

Eligible customers are those residence customers who call to disconnect up to two access line(s), and then decide to retain the line(s) and have, or newly purchase, Caller ID, Caller ID with Name and one additional feature per line when they call to disconnect. The additional feature with monthly billing must be selected from the following: Call Waiting, Automatic Callback, Three-Way Calling, Call Forwarding, Call Screening, Distinctive Ringing, Repeat Dialing, Speed Calling 8 and Speed Calling 30. The nonrecurring charges associated with adding the required features will also be waived.

This offer is not available to subscribers of Consumer's Choice Plus or Complete Choice Enhanced. Eligible customers may only receive this offer once during the offer period. This offer may not be combined with other retention offers that provide a monthly discount. Customers must keep the required services for 30 days to receive the benefit of this offer. Customer bills will be credited \$5.00 each month per line that the access line(s) and required features are retained. If the customer disconnects the line(s) or required features or moves to a new location, the remaining benefits will cease.

**\$6 FOR 12 ACCESS LINE RETENTION OFFER**

Effective January 1, 2021, this offer is no longer available to new subscribers. Existing subscribers may retain the 12-month credit through the end of their promotion period. (N)  
(N)

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

Eligible customers will receive a \$6.00 bill credit per month, per line for up to two access lines, for a maximum of 12 months. Eligible customers may receive this offer only once during the offer period and must keep the required services for 30 days to receive the benefit of the offer.

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

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

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**BUSINESS LOCAL CALLING ASSURANCE SAVE OFFER**

(N)

Eligible Business customers who call to disconnect and decide to retain their line will receive a discounted per line effective rate for AT&T Business Local Calling Assurance package charges.

Eligible customers are existing customers who subscribe to the Business Local Calling Assurance package, and who communicate a desire to disconnect their lines, then reconsider and keep the lines with the Company (save).

Eligible customers will receive a discounted monthly rate (via a \$10 credit per line) for 12 months, on their AT&T Business Local Calling Assurance package.

This offer is only allowed on single location accounts. Billed to Number arrangements are not allowed.

Customers cannot call back at a subsequent date and receive additional credits for lines targeted for disconnection.

This offer may not be combined with other AT&T Business Local Calling Assurance discount

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

(N)

**WINBACK OFFERING – RESIDENCE ACCESS LINE SERVICE**

(D)

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**MULTI-OFFICE PREFIX SERVICE****A. General**

1. Multi-Office Prefix Service (MOPS) is an arrangement whereby a customer, with multiple premises within a single exchange which are normally provided exchange access service from more than one central office (CO), has a single prefix assigned to the exchange access lines serving the premises throughout the exchange. More than one prefix from the same CO may be assigned depending on the number of lines involved in this arrangement. The Company reserves the right to assign numbers for billing purposes.
2. The CO associated with the prefix or prefixes assigned to an individual customer arrangement will be the control or hub CO. Calls completed to or from numbers outside the customer's telecommunications system served by this arrangement as well as calls within the customer's telecommunications system, but beyond the local serving CO, will be transmitted over the local exchange message network at the rates specified in Part 4, Section 2.
3. Multi-Office Prefix Service is classified as a local exchange telecommunications service.

**B. Availability**

1. This service is available only within a single exchange where the customer subscribes to Business Usage Service at all premises involved in the MOPS arrangement.
2. Since this service requires the dedication of an entire prefix to each customer's arrangement, it will be provided only where a minimum of 5,000 lines or Direct Inward Dial (DID) numbers are subscribed to by the customer.
3. This service is furnished subject to the availability of appropriate switching and transmission facilities as determined by the Company.

**C. Other Regulations**

1. The provision of MOPS does not affect the applicability of other charges for services provided. These other services include, but are not limited to, local exchange service, mileage and listing services, and optional service features normally available to the local exchange service involved.
2. Since the specific interoffice facilities, intra-system calling requirements, and other specific considerations will be unique to each customer arrangement, separate rates will be developed for each service arrangement provided.

**D. Customer Specific Arrangements and Rates**

Chicago Public Schools, Chicago Exchange

1. Service Description

This service is an arrangement whereby the Chicago Public Schools (CPS) has two assigned prefixes for the exchange access lines serving the CPS locations in the Chicago exchange. The Lafayette CO will be the hub CO.

2. Rates and Charges

	<b><u>I.N.C.</u></b>	<b><u>Per Month</u></b>
Chicago Public Schools	\$852,550.00	-

(D)

(D)

(D)

(D)

**AT&T BUSINESS CALLING COMPLETE VALUE PLAN****A. Description**

AT&T Business Calling Complete Value is an optional Business usage plan that allows eligible Centrex customers to receive various local calling blocks of time (BOTs) for a monthly recurring charge per Centrex billed telephone number for the duration of their agreed to term period. A per minute charge will apply for each minute over the block of time selected. Local usage consists of Band A and Band B calling.

**B. Terms and Conditions**

1. The AT&T Business Calling Complete Value BOT rates, as shown in paragraph D are available to Centrex business customers who also newly subscribe to a CompleteLink 2.0 (CL 2.0) term plan.
2. Eligible Centrex customers must select the local usage BOT plan at the time they subscribe to CL 2.0 and agree to have all the Centrex lines on the billed telephone number subscribed to the local calling BOT.
3. Minimum Annual Revenue Commitment (MARC) discounts and local usage service level discounts under CL 2.0 will not apply to local usage spending when the Business Complete Calling Value local BOT plan is selected.
4. The Business Complete Calling Value BOT plan is not eligible with any local usage option available to Centrex customers with CL 2.0.
5. All other terms and conditions listed under Centrex and CL 2.0 within this Guidebook will apply when a customer subscribes to this offer. This plan can be combined with other CL 2.0 and Centrex promotions, unless otherwise noted in the guidebook.
6. If the customer chooses to cancel their local usage BOT prior to expiration of their CL 2.0 agreement, rates for Band A and B calling will revert to standard rates and will be discounted as described under CL 2.0 guidebooks.



**AT&T BUSINESS CALLING COMPLETE VALUE PLAN (cont'd)****C. References**

The AT&T Business Calling Complete Value Plan components are provided in accordance with the Terms and Conditions of their applicable Service Publications except as noted herein.

<u>Subject</u>	<u>Reference</u>
Business Local (Band A & B) Usage	Part 4, Section 2
CompleteLink 2.0	Part 4, Section 5
Centrex Service	Part 5, Section 1

**D. Prices**

Service Elements

<b>Band A &amp; B Minute Blocks of Time</b>	<b>Base<sup>/1/</sup></b>		<b>Win/Winback<sup>/1/</sup></b>	
	<b><u>MRC</u></b>	<b><u>Overage Rate</u></b>	<b><u>MRC</u></b>	<b><u>Overage Rate</u></b>
3,000	\$ 55.00	\$0.027	\$ 40.00	\$0.025
7,500	130.00	0.027	100.00	0.025
15,000	260.00	0.027	195.00	0.025
30,000	515.00	0.027	390.00	0.025
38,000	650.00	0.027	490.00	0.025

/1/ As defined in Part 4, Section 5, "CompleteLink 2.0".

**JOINT USER SERVICE****A. General**

1. Joint User Service is an arrangement whereby an additional person or firm is permitted to use the Business exchange service of an existing customer.
2. Application for Joint User Service and for changes in the customer's service and equipment must be made by the Customer of Record. The Customer of Record is responsible for all charges including those incurred by Joint Users, provided that if the Customer of Record fails to pay all charges by the due date, all the Joint Users shall be jointly and severally liable for such charges.
3. Joint User Service is provided in MSAs 4, 5, 10, 12, 13 and 16 in connection with any type of exchange service available in the exchanges as shown in Part 4, Section 2, paragraph D.1.e., on a Business Direct Line, P.B.X. Trunk, Centrex line or Hotel Trunk basis.
4. One light face type listing in the alphabetical Listing Information System and Directory Assistance records of the Company is included with each Joint User Service. (T)
5. The minimum service period for Joint User Service is one month except when the listing appears in the directory, where available. Charges for termination of Joint User Service with such a listing are to the end of the directory period except in the following cases: (T)
  - a. the customer discontinues the exchange service,
  - b. the Joint User becomes a customer to exchange service, or
  - c. the Join User dies.

Under those exceptions, charges will continue only to the date of termination of the Joint User Service subject to the minimum charge of one month.

**B. Rates**

The monthly rate for each Joint User Service is 33 1/3% of the monthly usage rate schedule as shown in Part 4, Section 2, paragraphs C and D for a Business Line, P.B.X. or Hotel Trunk, or for the first Centrex line as appropriate, plus 33 1/3% of the monthly Access Line rate as shown in Part 4, Section 2, paragraph B. (USOC /JUL/ )

**BUSINESS ACCESS LINE WINBACK PLAN****A. Description**

Eligible Business customers will receive a waiver of the normally applicable nonrecurring Service Ordering charge and Line Connection charge on Business Access Lines or Business Trunks ordered and installed.

**B. Definitions****Eligible Business Customers**

Business customers who have their Business Network Access Line or Business Trunk service with another carrier within the Company's service area, and who now wish to establish Local Exchange Access Service with the Company.

**C. Terms and Conditions**

1. To qualify for the waivers, customers must enroll in a minimum of a one year Access Line or Local Usage term plan.
2. This plan may not be combined with other Access Line offers that include nonrecurring Access Line or Trunk installation charge waivers or credits.
3. This plan is not applicable to Centrex, ISDN, DID trunks or coin service lines. The waiver is not applicable on subsequent new Network Access Lines ordered or installed for the same customer. In addition to the eligibility criteria noted above, customers must: (C)
  - a. not have had service disconnected for nonpayment, and
  - b. not have any past due bills owed to the Company.

**COMPLETELINK® 2.0****A. Description**

CompleteLink® 2.0 is an optional access and usage volume discount plan that provides Business customers monthly discounts on selected eligible Business services based on the customer's Minimum Annual Revenue Commitment (MARC). CompleteLink® 2.0 also provides a discounted rate on qualifying Business Local Exchange Access Lines<sup>/1/</sup> as determined by the Company and on Local Toll calls. CompleteLink® 2.0 requires AT&T Illinois local access and local usage.

**B. Definitions****Contributory Services**

Those services whose revenue is counted towards achievement of the customer's selected MARC.

**Eligible Services**

Those services that are eligible for discounts based on achievement of a specified MARC.

**Minimum Annual Revenue Commitment (MARC)**

The Minimum Annual Revenue Commitment that the customer must commit to per year in order to receive the volume discount.

**C. Terms and Conditions**

1. A customer may subscribe to multiple CompleteLink® 2.0 agreements at the same time, as further defined in paragraph C.21, but a number may only be included under one CompleteLink® 2.0 plan. See paragraph C.21 for additional information.
2. CompleteLink® 2.0 is limited to a maximum of 250 statewide BTN's (Billed Telephone Numbers) billed to the customer of record. For agreements established on or after October 1, 2009 CompleteLink 2.0 will be limited to a maximum of 1,000 BTN's per agreement in total billed to the customer of record.
3. CompleteLink® 2.0 discounts are not available on any Local Toll Optional Calling Plans or eligible Business services with existing term discounts except as noted elsewhere within this product guidebook.

/1/ CompleteLink 2.0 Local Exchange Access Line rates are available where facilities and operating conditions permit and only apply on qualifying measured service Business Local Exchange Access Lines as determined by the Company. Other class of service lines or types must be established on a separate account and billed separately. CompleteLink 2.0 Local Exchange Access Line rates are not available on certain services including but not limited to FeatureLink Service, Remote Call Forwarding, Foreign Exchange Service, Foreign District Service, WATS/800 services, PBX Trunks, DID, Centrex or ISDN services.

**COMPLETELINK® 2.0 (cont'd)****C. Terms and Conditions (cont'd)**

4. CompleteLink® 2.0 is offered under a one year, two year, three year<sup>/2/</sup>, or five year<sup>/1/</sup> term. Customers must select one of the offered MARC levels and must sign a Confirmation of Service Order to indicate their selections. A customer may increase their MARC level at any time without assessment of early termination charges. To increase a MARC, the customer must also commit to a new term. A decrease of the MARC level during the term is deemed to be a termination of the service and early termination charges as described in paragraph E., Termination Charges and Credit Allowances, are applicable unless the customer qualifies for a Business Downturn MARC Downgrade as defined in paragraph E., Termination Charges and Credit Allowances.
5. The customer must meet or exceed the selected MARC at the end of each 12-months of the term plan. If the customer fails to meet or exceed the MARC in any year of the customer's term, the customer will be billed a Shortfall which is the difference between the MARC and the actual billings for the Contributory Services, excluding taxes and surcharges.
6. The customer's term commitment commences the day after the CompleteLink® 2.0 service is provided by the Company. The date provided shall be the date the service order is completed in the Company's billing system. MARC revenue is the sum total of the customer's annual billings on all included Business accounts for services specified as Contributory, herein.
7. Services contributing towards the MARC ("Contributory" services) include all of the Company's services (unless herein excluded), including services regulated by the Federal Communications Commission (FCC). FCC regulated services may be considered "Contributory" but will not be "Eligible" for any CompleteLink® 2.0 discounts. The customer may also include as Contributory, services provided in other states where an AT&T Incumbent Local Exchange Carrier (ILEC) provides Local Exchange Service and where the CompleteLink® 2.0 plan is also available.
8. Revenue from the following services are not included as Contributory Services or counted towards the achievement of the MARC:

End User common Line (EUCL) surcharges, EUCL offset charges, Enhanced 9-1-1 (E911) surcharges, Handicap surcharges, Primary Interexchange Carrier (PIC) charges, Local Number Portability (LNP) charges, Infrastructure Maintenance Fees (IMF), Universal Service Fund (USF) surcharges, Federal & State Line Port charges.

Additionally any charges for services provided by the Company's affiliates (other than an AT&T ILEC), any charges for services provided by other service providers and billed on behalf of that other service provider, and any other tax or charge imposed by local, state, or federal government entity are excluded.

/1/ For new agreements established on or after October 10, 2012 the 5-year term agreement will no longer be available. (C)

/2/ For agreements established on or after October 3, 2013 the 3-year term agreement will no longer be available. (C)

**COMPLETELINK® 2.0 (cont'd)****C. Terms and Conditions (cont'd)**

9. There is no non-recurring service charge or set-up charge to establish a CompleteLink® 2.0 plan. Recurring and non-recurring charges will apply for the installation and use of any newly installed CompleteLink® 2.0 contributory or eligible services, with exceptions as noted elsewhere within this product guidebook.
10. With the exception of Local Exchange Access Service and Local Usage Services, CompleteLink® 2.0 customers are not required to purchase any of the MARC Contributory Services.
11. Additional discounts will not apply to the eligible CompleteLink® 2.0 products, except as contained /1/ within this guidebook or promotional offers, but will apply to DTS-E service, Centrex, FeatureLink and local service components of Access Advantage Plus, where term rates may apply along with the CompleteLink® 2.0 discounts.
12. Eligible Win and Winback customers will receive a waiver of normally applicable Service Order and Line Connection non-recurring charges (NRC's) associated with Local Exchange Access Lines and/or vertical services (features) ordered at the time of the initial subscription to a CompleteLink® 2.0 agreement. Standard NRC's will apply to lines and features added after the initial CompleteLink® 2.0 order. Win and Winback customers include Business customers who have their Local Exchange Access Line service with another competitive local exchange carrier within the AT&T Illinois, AT&T Indiana, AT&T Michigan, AT&T Ohio, or AT&T Wisconsin service area and who now wish to establish their Local Exchange Access Line service with the Company.
13. Win and Winback Business customers who establish service with the Company and subscribe to a CompleteLink® 2.0 agreement will receive an accelerated discount that is calculated as a percentage of their agreed upon MARC and will be applied as a credit to their bill. The accelerated discounts will be applied upon subscription to CompleteLink® 2.0 and yearly (for terms exceeding one year) thereafter, according to the schedule below. Accelerated discounts are determined based upon win/winback services only and may not be determined based on existing services. When a CompleteLink® 2.0 agreement consists of both existing services and win/winback services, the win/winback services will not be eligible to receive any accelerated discounts.  
  
Win and Winback customers who establish a CompleteLink® 2.0 agreement and later upgrade to a new term length and/or MARC level or terminate their CompleteLink® 2.0 agreement prior to its expiration date, will forego any accelerated discounts not yet received. Customers who upgrade will retain any accelerated discounts already received and will not receive any yearly accelerated discounts based on their original CompleteLink® 2.0 term. (C)

/1/ Additional discounts will continue to apply to DS1 and PRI (Primary Rate Interface) services included in agreements signed prior to July 28, 2006, where term rates apply.

**COMPLETELINK® 2.0 (cont'd)****C. Terms and Conditions (cont'd)**

13. (cont'd)

	<b>Accelerated Discount Schedule</b>			
	<b><u>1 Year Term</u><sup>/2/</sup></b>	<b><u>2 Year Term</u></b>	<b><u>3 Year Term</u><sup>/3/</sup></b>	<b><u>5 Year Term</u><sup>/1/</sup></b>
Upfront Discount	5%	15%	20%	25%
1st Year Accelerated Discount	N/A	10%	10%	10%
2nd Year Accelerated Discount	N/A	N/A	5%	5%
3rd Year Accelerated Discount	N/A	N/A	N/A	5%
4th Year Accelerated Discount	N/A	N/A	N/A	5%

There is no 5th Year Accelerated Discount.

14. If the customer elects to discontinue the CompleteLink® 2.0 plan prior to the expiration of the term agreement, early termination charges as described in paragraph E., Termination Charges and Credit Allowances, will apply.
15. Customers will be notified prior to the term expiration date of their CompleteLink® 2.0 agreement. If a customer does not commit to a new term plan or an alternate plan by the last date of the existing term plan, the customer's CompleteLink® 2.0 plan, discounts and rates will terminate and the customer's services will be billed at the prevailing rates.
16. A CompleteLink® 2.0 plan is not transferable to, or may not be assumed by, a customer or customers other than the customer of record.

/1/ For new agreements established on or after October 10, 2012 the 5- year term agreement will no longer be available. (C)

/2/ For agreements established on or after January 1, 2013 the 1-year term agreement will no longer be available. (C)

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

**COMPLETELINK® 2.0 (cont'd)****C. Terms and Conditions (cont'd)**

17. MARC volume discounts are limited to the following eligible services<sup>/2/</sup>:

Alternate Answering <sup>/1/</sup>	DID Service
AT&T Illinois Local Usage Services - Bands A and B only	DTS-E Service
Business Local Exchange Access Service	FeatureLink Service
Business Trunks	Local service components of Access Advantage Plus
Busy Line Transfer <sup>/1/</sup>	Message Waiting Indication <sup>/1/</sup>
Centrex	Multi-Ring Service <sup>/1/</sup>
Custom and Advanced Custom Calling Features, excluding Pay Per Use service <sup>/1/</sup>	Remote Call Forwarding <sup>/1/</sup>

Local and state additional charges, taxes and the End-User Common Line Charge are not volume discount eligible.

18. CompleteLink 2.0 Local Exchange Access Lines and Local Usage Bands A and B are billed at the rates listed in paragraph D., Prices, before application of the MARC Volume Discount<sup>/3/</sup>.

19. The jurisdiction of the main Billing Telephone Number, selected by the customer, will dictate the jurisdiction of the governing service publication for the CompleteLink 2.0 contract.

<sup>/1/</sup> See paragraph D.2.a., Other Applicable Discounts for additional discounts.

<sup>/2/</sup> DS1 and ISDN PRI services will continue to be eligible for MARC Volume Discounts in agreements signed prior to July 28, 2006.

<sup>/3/</sup> CompleteLink 2.0 Local Exchange Access Line rates are available where facilities and operating conditions permit and only apply on qualifying Measured Service Business Local Exchange Access Lines as determined by the Company. Other class of service lines or types must be established on a separate account and billed separately. CompleteLink 2.0 Local Exchange Access Line rates are not available on certain services including, but not limited to, FeatureLink Service, Remote Call Forwarding, Foreign Exchange Service, Foreign District Service, WATS/800 services, PBX Trunks, DID, Centrex or ISDN services.



**COMPLETELINK® 2.0 (cont'd)****C. Terms and Conditions (cont'd)**

20. Save customers<sup>/2/</sup>, those who have received a competitive offer and are considering switching their Business Exchange Access Service to another carrier (proof of competitive offer may be required), as well as Win and Winback customers are also eligible to receive Local Usage Bands A and B rates and Local Exchange Access Line Rates as listed in paragraph D., Prices, before application of the MARC Volume Discount.
21. As of October 1, 2009, each Business customer (not assumed name) will be limited to a maximum of (C) only one standard agreement (available to all eligible Business customers), one save agreement, and one win/winback agreement at any given time. This limitation applies for each Business customer across all states where an AT&T ILEC provides Local Exchange Service and where the CompleteLink 2.0 plan is also available. Agreements established prior to this time period will not be affected.
22. Save customers, existing customers who have received a competitive offer and are considering switching their Business Exchange Access Service to another carrier (proof of competitive offer may be required), who subscribe to a new CompleteLink 2.0 agreement for a 2-year term or longer on July 6, 2011 or later will be eligible to receive an upfront accelerated discount, per the following schedule. Customers who terminate their CompleteLink 2.0 agreement prior to expiration of their selected term period will be liable for early termination charges as described in paragraph E.1, Early Termination Charges. Eligible customers will receive the following accelerated discount which is calculated as a percentage of their agreed upon MARC and which will be applied as a credit to their bill. The accelerated discount will be applied in the 1<sup>st</sup> bill period following subscription to CompleteLink 2.0 according to the following schedule:

**Discount Schedule<sup>/1/</sup>**

	<u><b>1 Year Term</b></u>	<u><b>2 Year Term</b></u>	<u><b>3 Year Term</b></u>	<u><b>5 Year Term</b></u>
Upfront Discount	N/A	15%	25%	35%

/1/ This discount schedule benefit is no longer available for new agreements established on or after October 10, 2012.

/2/ For new agreements established between July 6, 2010 and October 9, 2012 these rates, with the exception of the rate listed in paragraph D.2.e are not applicable to Save customers.

**COMPLETELINK® 2.0 (cont'd)****D. Prices**

## 1. Service Elements

a. % MARC Volume Discount on Eligible Services <sup>/1/</sup>

<u>MARC</u>	<u>Maximum Annual Discount</u>	<u>1 Year</u>	<u>2 Years</u>	<u>3 Years<sup>/7/</sup></u>	<u>5 Years<sup>/6/</sup></u>
\$ 1,200	\$ 240	2.0%	3.0%	4.0%	5.0%
3,000	600	2.0%	3.0%	4.0%	5.0%
7,000	1,080	3.0%	4.0%	5.0%	6.0%
12,000	1,750	4.0%	5.0%	6.0%	7.0%
18,000	2,450	4.0%	5.0%	6.0%	7.0%
25,000	4,000	5.0%	6.0%	7.0%	8.0%
35,000	6,000	5.0%	6.0%	7.0%	8.0%
50,000	9,000	6.0%	7.0%	8.0%	9.0%
75,000-	12,500	7.0%	8.0%	9.0%	10.0%
100,000	16,500	8.0%	9.0%	10.0%	11.0%
125,000	22,000	8.0%	9.0%	10.0%	11.0%
150,000	24,000	9.0%	10.0%	11.0%	12.0%
200,000	32,500 <sup>/3/</sup>	10.0%	11.0%	12.0%	13.0%

## b. Additional Applicable Rates

	<u>1 Year</u>	<u>2 Years</u>	<u>3 Years<sup>/7/</sup></u>	<u>5 Years<sup>/6/</sup></u>
IntraMSA Toll Rates/Minute <sup>/2/</sup>	\$0.055	\$0.054	\$0.053	\$0.052
IntraMSA Toll Rates/Minute – Win & Winback only <sup>/2/</sup>	0.054	0.049	0.048	0.047
Band A Base Rates/Minute <sup>/4/</sup>	0.013	0.013	0.013	0.013
Band A Base Rates/Minute <sup>/5/</sup>	0.016	0.016	0.016	0.016

/1/ MARC Volume Discounts may not exceed the above listed Maximum Annual Discounts per plan, per year.

/2/ MARC Volume Discounts do not apply to the IntraMSA Toll rates quoted above.

/3/ This Maximum Annual Discount applies to agreements established on or after October 1, 2009.

/4/ This usage rate/minute applies to agreements established prior to October 1, 2009.

/5/ This usage rate/minute applies to agreements established on or after October 1, 2009.

/6/ For new agreements established on or after October 10, 2012 the 5-year term agreement will no longer be available. (C)

/7/ For agreements established on or after October 3, 2013 the 3-year term agreement will no longer be available. (C)

**COMPLETELINK® 2.0 (cont'd)****D. Prices (cont'd)**

## 1. Service Elements (cont'd)

## b. Additional Applicable Rates (cont'd)

	<u>1 Year</u>	<u>2 Years</u>	<u>3 Years<sup>/6/</sup></u>	<u>5 Years<sup>/4/</sup></u>
Band A Base Rates/Minute				
Save, Win & Winback only <sup>/1//7/</sup>	\$0.010	\$0.010	\$0.010	\$0.010
Save, Win & Winback only <sup>/2//7/</sup>	0.012	0.012	0.012	0.012
Win & Winback only <sup>/3/</sup>	0.012	0.012	0.012	0.012
Band B Base Rates/Minute	0.034	0.034	0.034	0.034
Band B Base Rates/Minute				
Save, Win & Winback only <sup>/2//7/</sup>	0.024	0.024	0.024	0.024
Win & Winback only <sup>/3/</sup>	0.024	0.024	0.024	0.024
Band C Base Rates/Minute	0.055	0.051	0.047	0.043

Note: MARC Volume Discounts do not apply to the Band C rates quoted above.

c. Local Exchange Access Line Rates<sup>/5/</sup>

	<u>Access Area</u>	<u>All Term Lengths</u>	<u>Save/Win/Winback only All Term Lengths</u>
1. For agreements signed between 2/02/07 and 9/30/09	A	\$ 7.00	\$ 5.99
	B	10.00	7.81
	C	14.00	10.94

/1/ This usage rate/minute applies to agreements established prior to October 1, 2009.

/2/ This usage rate/minute applies to agreements established between October 1, 2009 and July 5, 2010, and to those established on or after October 10, 2012.

/3/ This usage rate/minute applies to agreements established between July 6, 2010 and October 9, 2012.

/4/ For new agreements established on or after October 10, 2012 the 5-year term agreement will no longer be available. (C)

/5/ CompleteLink 2.0 Local Exchange Access Line rates are available where facilities and operating conditions permit and only apply on qualifying Measured Service Business Local Exchange Access Lines as determined by the Company. Other class of service lines or types must be established on a separate account and billed separately. CompleteLink 2.0 Local Exchange Access Line rates are not available on certain services including, but not limited to, FeatureLink Service, Remote Call Forwarding, Foreign Exchange Service, Foreign District Service, WATS/800 services, PBX Trunks, DID, Centrex or ISDN services.

/6/ For agreements established on or after October 3, 2013 the 3-year term agreement will no longer be available. (C)

/7/ Save rates no longer available for new term agreements established on or after January 1, 2015.

**COMPLETELINK® 2.0 (cont'd)****D. Prices (cont'd)**

## 1. Service Elements (cont'd)

c. Local Exchange Access Line Rates<sup>/1/</sup> (cont'd)

	<u>Access Area</u>	<u>All Term Lengths</u>	<u>Save/Win/Winback only All Term Lengths</u>
2. For agreements signed between 10/01/09 and 10/09/12	A	\$11.05	\$ 9.95
	B	15.73	14.15
	C	17.85	16.07
3. For agreements signed between October 10, 2012 and October 2, 2013, local exchange access line rates will be \$20.00 in all access areas, for all term lengths and all agreement types.			
4. For agreements signed on or after October 3, 2013 and prior to March 15, 2018, local exchange access line rates will be \$28.00 in all access areas, for all term lengths and all agreement types			(C)
5. For agreements signed on or after March 15, 2018, local exchange access line rates will be \$33.00 in all access areas, for all term lengths and all agreement types			(N) (N)

## 2. Other Applicable Discounts

- a. The Central Office Optional Features footnoted in paragraph C.17 will receive a 40% discount in addition to the applicable MARC Volume Discount.
- b. Customers selecting the Company's IntraLATA Toll service and who make interstate intraLATA calls will receive rates for these calls as per AT&T Interstate IntraLATA Toll ILEC Guidebook, Part 3, Section 4.
- c. Eligible Win and Winback customers subscribing to Caller ID and Caller ID With Name on an a la carte basis, independent of any other package or promotion, will receive both services at the discounted monthly price shown below. Eligible customers are those subscribing to CompleteLink 2.0 as of August 14, 2006 or later. Caller ID and Caller ID with Name must be purchased together on one line, where central office facilities permit. The discounted monthly price is applicable for the duration of the selected CompleteLink 2.0 term plan period. The Central Office Features Discount as described in paragraph A., as well as the MARC Volume Discount are also applicable.

Win/Winback Caller ID/Caller ID With Name \$2.00 per line, per month

- d. Save<sup>/2/</sup>, Win, and Winback customers will also receive a 36% discount on Analog PBX Trunks in addition to the applicable MARC Volume Discount listed in paragraph D., Prices.

/1/ CompleteLink 2.0 Local Exchange Access Line rates are available where facilities and operating conditions permit and only apply on qualifying Measured Service Business Local Exchange Access Lines as determined by the Company. Other class of service lines or types must be established on a separate account and billed separately. CompleteLink 2.0 Local Exchange Access Line rates are not available on certain services including, but not limited to, FeatureLink Service, Remote Call Forwarding, Foreign Exchange Service, Foreign District Service, WATS/800 services, PBX Trunks, DID, Centrex or ISDN services.

/2/ Save rates are no longer available for new agreements established on or after January 1, 2015.

**COMPLETELINK® 2.0 (cont'd)****E. Termination Charges and Credit****1. Early Termination Charges**

- a. Except as provided for elsewhere in this guidebook, customers terminating a CompleteLink® 2.0 plan prior to the expiration of the selected term period are subject to termination charges.

Termination charges are equal to the amount of the unearned discounts for the twelve months immediately preceding termination. The unearned discounts are calculated by subtracting the discounted charges actually incurred during the twelve months immediately preceding termination from the charges that the customer would have incurred during that period under the longest term plan that the customer would have actually qualified for based upon the actual term of service, or month-to-month rates if the customer would not have qualified for any term plan. Termination charge calculations will include, if applicable, volume discounts, bonuses, and usage discounts.

- b. If a customer received accelerated discounts and terminates their CompleteLink® 2.0 agreement prior to expiration of their term, in addition to the early termination charges in paragraph E.1.a, an early termination charge will apply equal to 50% of the accelerated discount received in paragraph C.13, prorated by the number of remaining months in the contract.

EXAMPLE 1: A customer signed a \$12,000 MARC agreement with a three year term commitment and received an accelerated discount of \$2,400 upfront. If the customer terminates the CompleteLink® 2.0 agreement after 12 months the customer will be liable for remitting to the Company \$800 of the accelerated discount received, calculated as follows:  $(\$2,400/36 \text{ total months}) \times 24 \text{ months remaining} = \$1,600 \times 50\% = \$800$ .

EXAMPLE 2: If the customer terminates the CompleteLink® 2.0 agreement after month 18 the customer will be liable for remitting to the Company \$900 of the accelerated discount received, calculated as follows:  $[\$2,400 \text{ upfront} + \$1,200 \text{ (10\% of the \$12,000 MARC/3 year term for their 1 year accelerated discount)}] = \$3,600/36 \text{ total months} \times 18 \text{ months remaining} = \$1,800 \times 50\% = \$900$

- c. Termination liability charges are not applicable if during the CompleteLink® 2.0 term period the customer converts to another Company Access or Usage plan with a term equal to or greater than the remaining CompleteLink® 2.0 plan, and a revenue commitment equal to or greater than the CompleteLink® 2.0 MARC.

If during the Term, an AT&T ILEC Service provided under a CompleteLink® Agreement is migrated to a qualifying AT&T Business Voice over IP (BVoIP) Service or to a qualifying AT&T Mobility Service (referred to collectively as the "Replacement Service"), then the Early Termination Charge associated with the Terminated ILEC Service will be waived provided:

- 1) the Terminated ILEC Service has been installed at the Customer site for no fewer than 3 months;
- 2) the term of the Replacement Service agreement is equal to or greater than the remaining term for the Terminated ILEC Service;
- 3) the Replacement Service is installed or available at the same Customer sites as the Terminated ILEC Service;
- 4) the Replacement Service is contracted for in the same relative quantity(ies) as those Terminated ILEC Services being displaced, and
- 5) activation of the Replacement Service at the Customer sites or for Customer use such Customer Sites occurs within 90 days of termination of the ILEC Service at that site.

(N)

(N)

**COMPLETELINK<sup>®</sup> 2.0 (cont'd)****E. Termination Charges and Credit (cont'd)**

## 1. Early Termination Charges (cont'd)

## c. (cont'd)

In conjunction with a migration to a qualifying AT&T BVoIP or a qualifying AT&T Mobility Service as described above, customers may qualify for MARC Downgrade Allowance for Technology Upgrade as described in paragraph E.3, herein. In such cases, the following replacement services will be allowed, in addition to those listed in the applicable table under paragraph E.3:

<u>A</u>		<u>B</u>
Analog Trunks	to	BVoIP or Mobility
Measured or Flat Business Lines	to	BVoIP or Mobility

Additionally, for purposes of determining the lower MARC, the MARC on the new agreement will be reduced in direct proportion to the reduction in revenue associated with the migrated AT&T ILEC Services being provided to Customer under the qualifying AT&T BVoIP Service or AT&T Mobility Service contract.

It is at the Company's sole determination whether a product change satisfies these requirements.

(N)

(N)

- d. Termination liability charges applicable for CompleteLink<sup>®</sup> 2.0 agreements will be offset by termination charges, if applicable, from other allowed agreements for any CompleteLink<sup>®</sup> 2.0 eligible service as a result of the same customer termination activity. Termination charges resulting from the charge-back of accelerated discounts received will not be offset by termination charges as a result of other allowed agreements for CompleteLink<sup>®</sup> 2.0 eligible services.

- e. Customers who have terminated a CompleteLink<sup>®</sup> or a CompleteLink<sup>®</sup> 2.0 agreement for the purpose of establishing service with another carrier and who now return to the Company and sign a new CompleteLink<sup>®</sup> 2.0 agreement will receive a one-time waiver or refund of termination charges associated with early termination of their former CompleteLink<sup>®</sup> or CompleteLink<sup>®</sup> 2.0 agreement. The new term period and MARC must be greater than or equal to that of the terminated plan. Customers must not have had service disconnected for nonpayment, not have any past due bills for service owed to the Company, and the "Bill Name" must be the same as on the prior Company account in order to qualify.

## 2. Service Guarantee

Within 90 days of subscribing to a CompleteLink<sup>®</sup> 2.0 agreement, customers may cancel this service without incurring the termination liability charges specified in this guidebook. Any accelerated discounts received by the customer will be charged back to the customer. This preclusion of the termination liability does not apply to customers who terminate or convert from another Company toll, access, and/or usage commitment product for the purpose of subscribing to CompleteLink<sup>®</sup> 2.0.

**COMPLETELINK<sup>®</sup> 2.0 (cont'd)****E. Termination Charges and Credit (cont'd)****3. MARC Downgrade Allowance for Technology Upgrade**

Termination liability charges will not apply if during the term of the CompleteLink<sup>®</sup> 2.0 agreement the Customer:

- a. disconnects one or more of the services which are specified under Column A below, and those services are contributory to their CompleteLink<sup>®</sup> 2.0 MARC, and
- b. replaces the service(s) with the Company service specified on the same line in Column B, and
- c. as a direct result of that replacement, the Customer's annual spending on those services is reduced (comparing customer's current spending on the removed services and the anticipated customer spending for the replacement services), and
- d. that reduction results in a 50% or greater difference between the customer's current MARC and the next lower MARC

At the Customer's option and request, the Customer may terminate the existing CompleteLink<sup>®</sup> 2.0 agreement without termination liability provided:

- a. the Customer enters into a new CompleteLink<sup>®</sup> 2.0 service agreement for a term period which is equal to or greater than the time remaining on their current agreement, and
- b. the MARC on the new agreement is the next lower MARC.

This waiver of charges as a result of replacing Column A contributory services with the associated Column B contributory service will be allowed only once per Customer, per agreement term. CompleteLink<sup>®</sup> 2.0 \$1,200 MARC service agreements are not waiver eligible<sup>/1/</sup>.

For purposes of the waiver, "as a direct result" means that the newly installed product(s) must be installed at the same customer service location(s) and in the same relative quantity(ies) as those being displaced. It is at the Company's sole determination whether a product change satisfies the requirements for waiver of the termination liability under this provision.

/1/ CompleteLink 2.0 \$3,000 MARC service agreements signed prior to July 28, 2006 are, also, not waiver eligible.

**COMPLETELINK® 2.0 (cont'd)****E. Termination Charges and Credit (cont'd)**

## 3. MARC Downgrade Allowance for Technology Upgrade (cont'd)

<u>A</u>		<u>B</u>
Analog Trunks	to	ISDN Prime, DS1, DS3, SONET, or GigaMAN
ADTS-E	to	ISDN Prime
Ameritech Centrex Service (ACS) Basic Lines	to	ACS Electronic Key, ISDN Direct, or Internet Protocol Lines
FeatureLink	to	ACS
Grandfathered Centrex	to	ACS
Measured or Flat Business Lines	to	ACS, ISDN Prime, DS1, DS3, SONET, GigaMAN, or FeatureLink
DS0 or ISDN Direct	to	DS1, DS3, SONET, or GigaMAN
DS1	to	DS3, SONET, GigaMAN
DS3	to	SONET or GigaMAN

The following is stated as a matter of convenience and not intended to imply that the list above is not inclusive. In no event will the following product changes satisfy the conditions required for termination without liability under this provision.

Centrex (any type)	to	PBX
Centrex (any type)	to	ISDN Prime

Example: Customer has a CompleteLink® 2.0 \$25,000 MARC, 3-year agreement, with 18 months remaining. MARC attainment in current year is 60%. A customer replaces its Analog Trunks to ISDN Prime, which would result in an annual spending reduction of \$4,000 from what was spent for the Analog Trunks. At the time of the new contract, the CompleteLink® 2.0 Guidebook reflects the next lower MARC to be \$18,000, so the customer may terminate its \$25,000 MARC agreement without liability if it enters into a new 2-year (24 month) CompleteLink® 2.0 agreement at the \$18,000 MARC. The applicable discount will be that available with the \$18,000 commitment level.

This MARC Downgrade waiver described above only applies to the termination charges applicable to the CompleteLink® 2.0 agreement. Termination charges may apply on those services being disconnected, and the application of those termination charges are not affected by this waiver. All applicable recurring and non-recurring charges apply to the installation and removal of services. Products and services are subscribed to separately and not as a part of the CompleteLink® 2.0 subscription. As a result of selecting a reduced MARC level, discounts provided under the new CompleteLink® 2.0 agreement may be less than those received under the higher MARC agreement (discounts for the new agreement will be those applicable to the new MARC level under the CompleteLink® 2.0 guidebook in effect at the time the new contract is executed). The 90-day service guarantee described in paragraph E.2 does not apply to the new agreement.



**COMPLETELINK<sup>®</sup> 2.0 (cont'd)****E. Termination Charges and Credit Allowances (cont'd)****4. Business Downturn MARC Downgrade**

For purposes of this product offer, the term "Business Downturn" is hereby defined to mean an unplanned, measurable change in business conditions affecting the customer's business that is outside of the customer's control and that materially and negatively affects the customer's need for the level of Company services which contribute to the MARC hereunder. The customer specifically acknowledges that the transfer or substitution of the contributory services to another provider during the term hereof does not qualify as business downturn. This provision may be invoked by the customer no earlier than after the end of the first year for a two or three year agreement or after the end of the second year for a five year agreement. To invoke this provision, the customer must provide in writing to the Company the facts which support its request for Business Downturn consideration, and the Company will solely determine whether the customer's business conditions satisfy the definition of "Business Downturn".

Upon the Company's determination that a Business Downturn has occurred, the customer and the Company shall then negotiate in good faith an appropriate and commercially reasonable change to the customer's commitments hereunder. Examples of appropriate and commercially reasonable changes include (but are not limited to) a modification to the term and/or MARC. The Parties shall continue performance under this Agreement while they are in negotiations. If no agreement can be reached regarding a change to the customer's commitments, then the rates, MARC, terms and conditions of this Agreement shall remain in effect for its Term. The customer may invoke this provision only once during the term of this Agreement.

**COMPLETELINK 2.0 SAVE and WIN/WINBACK OFFER<sup>/1/</sup>**

(T)

- A.** This offer makes eligible Business customers subscribing to a new CompleteLink 2.0 agreement for a 2-year term eligible to receive a monthly lump sum credit of \$3.00 per line based on the number of lines subscribed to this new agreement. This offer will run through December 31, 2014.
- B.** Eligible customers are Save customers, existing Business customers who have received a competitive offer and are considering switching their Business Local Exchange Access Line service to another carrier (proof of competitive offer may be required), as well as Business customers who have their local exchange access line service with another competitive local exchange carrier within the AT&T Illinois, AT&T Indiana, AT&T Michigan, AT&T Ohio, or AT&T Wisconsin service areas and who now wish to establish their business local exchange access line service with the Company.
- C.** The CompleteLink 2.0 1,000 BTN maximum limit applies to this offer. This offer may not be combined with other AT&T Business Access Line, Usage, and/or Toll discount plans or promotions, with the exception of combining with other CompleteLink 2.0 offers where permitted. All other terms and conditions applicable to CompleteLink 2.0, as appropriate, will apply.

<sup>/1/</sup> Save rates no longer available for new term agreements established on or after January, 1, 2015.

(T)

**AT&T BUSINESS LOCAL CALLING ESSENTIALS****A. Description**

AT&T Business Local Calling Essentials is an optional Business package for customers with 2 to 30 lines that includes a Network Access Line, Unlimited Local Usage including Band C and Message Toll Service (MTS) calling, Caller ID With Name, and Hunting services. Additionally, eligible customers may select either FeatureLink Service and/or a number of stand-alone central office features at discounted rates.

**B. Terms and Conditions**

1. AT&T Business Local Calling Essentials is available to Business customers with 2 to 30 business lines who agree to a 12-Month, 24-Month, or 36-Month term, and commit to the Network Access Line service, Unlimited Local Usage service, Caller ID With Name, and Hunting service at the package price as shown in paragraph F, Prices. Unlimited Local Usage service includes Band C and MTS calling.
2. AT&T Business Local Calling Essentials is also available to Business customers in MSA's 4, 5, 10, 12, 13, and 16 at the same package prices as shown in paragraph F, Prices. This package includes Network Access Line Service with Local Area Service, Caller ID With Name and Hunting service. All other terms and conditions described herein are applicable.
3. Eligible customers include Business customers with 2 to 30 Business lines who have their Business Network Access Lines with another competitive local exchange carrier within the AT&T Illinois, AT&T Indiana, AT&T Michigan, AT&T Ohio, or AT&T Wisconsin service area and who now wish to establish their Business Network Access Line service with the Company. Save customers, those who have received a competitive offer and are considering switching their Business Network Access Lines to another carrier (proof of competitive offer may be required), with 2 to 30 Business Lines are also eligible.
4. Eligible customers who subscribe to FeatureLink service will receive a monthly credit per line towards the FeatureLink month-to-month prices, as shown in paragraph F, Prices.
5. Eligible customers who subscribe to any of the following Central Office Features on a stand-alone basis will receive a monthly discount off the standard Feature prices, as shown paragraph F, Prices. Pay Per Use Features are not discount eligible.

Automatic Callback  
Call Screening  
Call Waiting  
Multi Ring Service

(D)  
Remote Call Forwarding  
Repeat Dialing  
Speed Calling 30

(D)  
|  
(D)

**AT&T BUSINESS LOCAL CALLING ESSENTIALS (cont'd)****B. Terms and Conditions (cont'd)**

6. AT&T Business Local Calling Essentials is not available on FX Service, Remote Switching Service, WATS access lines, PBX Trunks, Centrex, or Semi-Public Coin services.
7. A customer may subscribe to multiple agreements for AT&T Business Local Calling Essentials at the same time, but a number may only be included under one agreement. A customer may have 30 lines maximum, per location, per AT&T Business Local Calling Essentials agreement.
8. Eligible customers will receive a waiver of normally applicable Service Ordering and Line Connection nonrecurring charges (NRC's) associated with the establishment of Local Exchange Access Lines and if applicable, vertical features that are ordered at the time of initial subscription to AT&T Business Local Calling Essentials. Standard NRC's will apply to features added after the initial order.
9. The 12-Month term also has a 12-Month re-termable option. If the customer selects the 12-Month re-termable option, the plan will renew for 12 month intervals. A maximum of two 12-Month re-terms are available after the first 12-Month term. The customer will receive written notification of their selection outlining the details of the agreement, plus subsequent notifications regarding their re-term options prior to the expiration of each 12-Month term.
10. Upon the expiration of the agreed upon term, rates will revert to the applicable rates for each package component as shown in paragraph E., References.
11. Eligible customers who have refused or not responded to a previous AT&T Business Local Calling Essentials Company offer will be eligible for a one-time credit per Access Line as shown in paragraph F., Prices, when they subscribe. The bill credit will be applied within (2) bill cycles of order completion. Additionally, these customers will also receive a "Refuser Rate" package price per line as shown in paragraph F., Prices. Save customers are not eligible for this one-time credit or "Refuser Rate" package price.
12. Effective on or after November 28, 2011, existing customers with a current AT&T Business Local Calling Essentials agreement which is within 90 days of expiration, or which has expired within the past 90 days will be eligible to sign a new AT&T Business Local Calling Essentials agreement at the same rate as their expiring/expired agreement. The one-time refuser credit will not be available (see paragraph 11).

**AT&T BUSINESS LOCAL CALLING ESSENTIALS (cont'd)****C. Termination Liability**

1. Customers who terminate their agreement prior to completion of the term payment plan period will be assessed early termination charges equal to 35% of the monthly recurring charges times the number of months left on the term commitment. A request for a reduction in the number of lines originally committed to an AT&T Business Local Calling Essentials agreement will be considered an early termination of the entire agreement and will be liable for termination charges except as noted herein, or if Business Downturn rules apply as described in paragraph D., Business Downturn.
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 Essentials term plan.
3. Within 90 days of subscribing to an AT&T Business Local Calling Essentials 2-year or 3-year term plan, customers may cancel this service without incurring the termination liability charges specified in this guidebook.

**D. Business Downturn**

1. For purposes of this product offer, the term Business Downturn is hereby defined to mean an unplanned, measurable change in business conditions affecting the customer's business that is outside of the customer's control and that materially and negatively affects the customer's need for the level of Company services originally committed to hereunder. The customer specifically acknowledges that the transfer or substitution of these services to another provider during the term hereof does not qualify as Business Downturn. This provision may be invoked by the customer no earlier than after the end of the first year for a two or three year agreement. To invoke this provision, the customer must provide in writing to the Company the facts which support its request for Business Downturn consideration, and the Company will solely determine whether the customer's business conditions satisfy the definition of Business Downturn.
2. Upon the Company's determination that a Business Downturn has occurred, the customer and the Company shall then negotiate in good faith an appropriate and commercially reasonable change to the customer's commitments hereunder. Examples of appropriate and commercially reasonable changes include (but are not limited to) a modification to the term or number of lines committed under the agreement. The Parties shall continue performance under this Agreement while they are in negotiations. If no agreement can be reached regarding a change to the customer's commitments, then the rates, terms and conditions of this Agreement shall remain in effect for its term. The customer may invoke this provision only once during the term of this Agreement.

**AT&T BUSINESS LOCAL CALLING ESSENTIALS (cont'd)****E. References**

The AT&T Business Local Calling Essentials package components are provided in accordance with the Terms and Conditions of their applicable service publications, except as noted in paragraphs B. and F. of this Guidebook.

<b><u>Subject</u></b>	<b><u>Reference</u></b>
Business Network Access Lines	Part 4, Section 2
Business Local (Band A & B) Usage	Part 4, Section 2
Business Band C Usage	Part 4, Section 2
Message Toll Service	Part 9, Section 1
Custom Calling Features	Part 7, Section 1
Advanced Custom calling Features	Part 7, Section 2
FeatureLink	Part 7, Section 5

**F. Prices**

Service Elements

<b><u>Description</u></b>	<b>Monthly Rates</b>		
	<b><u>12-Month</u></b>	<b><u>24-Month</u></b>	<b><u>36-Month</u></b>
Package Rate, per line	\$23.00	\$23.00	\$23.00
Refuser Rate, per line	17.00	17.00	17.00
	<b>Credits</b>		
	<b><u>12-Month</u></b>	<b><u>24-Month</u></b>	<b><u>36-Month</u></b>
Month-to-Month FeatureLink Monthly Credit, per line	\$ 4.00	\$ 4.00	\$ 4.00
One-Time Refuser Credit, per line	20.00	20.00	20.00
Central Office Optional Features Monthly Discount	30%	30%	30%

**AT&T BUSINESS LOCAL CALLING ASSURANCE****A. Description**

AT&T Business Local Calling Assurance is an optional Business package for customers with 1 to 5 lines that includes a Network Access Line, Unlimited Local Usage, Caller ID With Name, and Call Forwarding services.

**B. Terms and Conditions**

1. AT&T Business Local Calling Assurance is available to Eligible Business customers with 1 to 5 Business lines who agree to a 12-Month<sup>/2/</sup> or 24-Month<sup>/1/</sup> term and commit to the Network Access Line service, Unlimited Local Usage service (includes Band A & B calling only), Caller ID With Name, and Call Forwarding service at the package price as shown in paragraph D., Prices. Customers may also subscribe to Business Local Calling Assurance on a Month-to-Month basis at prices as shown in paragraph D. (C)

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. This eligibility requirement is not applicable to customers with existing AT&T Business Local Calling Assurance service prior to September 1, 2016.

2. AT&T Business Local Calling Assurance is not available on FX Service, Remote Call Forwarding Service, WATS access lines, PBX Trunks, Centrex, or Semi-Public Coin services.
3. A customer may have up to 5 lines maximum per location subscribed to an AT&T Business Local Calling Assurance agreement.
4. Customers will receive a waiver of normally applicable Service Ordering and Line Connection nonrecurring charges (NRC's) associated with the establishment of Local Exchange Access Lines that are ordered at the time of initial subscription to AT&T Business Local Calling Assurance. Standard NRC's will apply to services added after the initial order.
5. Prior to January 2, 2015, the 12-month term<sup>/1/</sup> was available as an oral re-subscribe agreement. Under the 12-month re-subscribe agreement the customer has the right to re-subscribe to a new 12-month term at the same terms and conditions<sup>/1/</sup> upon expiration of the term. The customer may elect to re-subscribe for a maximum of two additional 12-month terms<sup>/1/</sup>. The customer will receive a written confirmation of service upon initial installation of the service. In addition, the customer will be notified prior to the expiration of their 12-month agreement that upon expiration the rates will revert to month-to-month rates, or they have the option to re-subscribe for a new 12-month term<sup>/1/</sup>. Customers are under no obligation to re-subscribe after completion of any 12-month term.

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

/2/ Effective March 1, 2017, the 12-Month term option is Grandfathered and no longer available.

**AT&T BUSINESS LOCAL CALLING ASSURANCE (cont'd)****B. Terms and Conditions (cont'd)**

6. Upon the expiration of the agreed to term, rates will revert to the applicable non-term rates for each package component as shown in paragraph C., References. Effective with new subscriptions as of February 28, 2011, the fixed monthly rate provided with this service continues after the end of the term. All lines under these subscriptions will no longer be price protected after the expiration of the term, unless the customer agrees to a new 12-month term.
7. This offer cannot be combined with other access line, feature, or usage discount offers.
8. 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. References**

The AT&T Business Local Calling Assurance package components are provided in accordance with the Terms and Conditions of their applicable service publications except as noted in paragraphs B and D of this Guidebook.

<u>Subject</u>	<u>Reference</u>
Business Network Access Lines	Part 4, Section 2
Business Local (Band A & B) Usage	Part 4, Section 2
Custom Calling Features	Part 7, Section 1
Advanced Custom calling Features	Part 7, Section 2

**D. Prices**

Service Elements

<u>Description</u>	<u>Monthly Rate</u>	
Package Rate, per line	\$80.00	(l)

**EASY RATE****A. Description**

Easy Rate is an optional Business package for customers with a minimum of 40<sup>/1/</sup> Business Exchange Access Lines that includes the Network Access Line, Unlimited Local Usage, Central Office Features, and optional Hunting.

**B. Terms and Conditions**

1. Easy Rate is available to Business Customers with a minimum of 40<sup>/1/</sup> Business Exchange Access Lines. Line counts may be combined from any state where an AT&T ILEC provides local service and where the Easy Rate plan is also available to meet the 40<sup>/1/</sup> line minimum requirement. All the customer's lines must be subscribed to Easy Rate.
2. All Easy Rate lines include Unlimited Local Usage service, customer selected central office features (optional), and Hunting (optional) at the package price per line as shown in paragraph D., Prices. Unlimited Local Usage service includes Band A and B calling only.
3. If an account falls below the 40<sup>/1/</sup> minimum required Easy Rate lines, prices will revert to applicable monthly rates for each component of the Easy Rate package, as shown in paragraph C, References. Customers must specifically request to be returned to Easy Rate, if desired, if their account line total returns to the 40<sup>/1/</sup> line minimum.
4. Easy Rate is only available on Measured Service Business Exchange Access Lines. Other class of service lines or types must be established on a separate account and billed separately.
5. Easy Rate is not available on FX Service, Remote Call Forwarding Service, WATS/800 services, PBX Trunks, DID, Centrex, ISDN services, or Semi-Public Coin services.
6. Except as provided below, Non-Recurring Charges (NRCs) shall be waived for Easy Rate Customers for the establishment of all Local Exchange Access Lines and associated vertical features ordered at the time of initial subscription to Easy Rate. NRCs shall also be waived for Easy Rate Customers changing to/from Hunting service. NRCs will apply to stand alone features added to an existing Easy Rate account when such features are added subsequent to the initial subscription. NRCs shall not be waived for Customers subscribing to a Month-to-Month plan.
7. Easy Rate is available with any or all of the following available central office features per line. The package price is the same regardless of the number of features selected. Easy Rate customers can choose to activate or deactivate any of the features on any line at any time. Normally applicable non-recurring service charges are waived when adding or activating the following features on existing lines.

Caller ID	Call Waiting	Automatic Callback
Caller ID With Name	Call Forwarding	Call Screening
Speed Calling 30	Three-Way Calling	Repeat Dialing

<sup>/1/</sup> The minimum line requirement for Easy Rate agreements established between September 9, 2013, and June 20, 2018 shall be reduced to 10. (C)  
(C)



**EASY RATE (cont'd)****C. References**

The Easy Rate package components are provided in accordance with the Terms and Conditions of their applicable service publications except as noted in paragraphs B. and D. of this Guidebook.

<u>Subject</u>	<u>Reference</u>
Business Network Access Lines	Part 4, Section 2
Business Local (Band A & B) Usage	Part 4, Section 2
Custom Calling Features	Part 7, Section 1
Advanced Custom calling Features	Part 7, Section 2

**D. Prices**

Service Elements

<u>Description</u>	<u>Monthly Rate</u>
Easy Rate, package rate per line:	
Month-to-month	\$50.00
12-month term	50.00
18-month term	50.00
24-month term	50.00
36-month term	50.00
48-month term <sup>/1/</sup>	50.00
60-month term <sup>/1/</sup>	50.00

/1/ Easy Rate Agreements with 48 or 60 month terms may not be established on or after September 9, 2013.

**AT&T BUSINESS LOCAL CALLING (BLC)****A. Description**

AT&T Business Local Calling (BLC) is an optional Business package offer that provides (4) line option packages which include varying combinations of a network access line, choice of local usage (Band A and Band B) plans, select vertical features, and Hunting (optional). Additional vertical feature options are also available.

**B. Terms and Conditions**

1. AT&T Business Local Calling is available to Business customers who agree to a 12-Month, 24-Month<sup>/1/</sup>, or 36-Month term and who commit to the line option packages and prices as shown in paragraph G, Prices. Effective May 2, 2011 customers may also subscribe to AT&T Business Local Calling on a Month-to-Month basis at prices as shown in paragraph G, Prices.
2. AT&T Business Local Calling is not available on FX Service, Remote Switching Service, WATS access lines, PBX Trunks, Centrex, ISDN, Hotel/Motel Service, 800 Service, or Semi-Public Coin services.
3. AT&T Business Local Calling is only available where facilities and equipment are available.
4. All lines in an AT&T Business Local Calling account must be subscribed to a line option package as listed in paragraph G, Prices. Multiple options per account are permissible.
5. Lines subscribed to AT&T Business Local Calling cannot be subscribed to any other optional local calling plans.
6. An AT&T Business Local Calling plan is not transferable to, nor may it be assumed by a customer or customers other than the customer of record.
7. Volume Price Level rates as listed in paragraph G will apply for the life of the term plan based on the number of lines subscribed to on the initial order.
8. AT&T Business Local Calling line option packages contain certain core components as well as a variety of optional components. Optional components are included in the AT&T Business Local Calling line option prices and are activated at the customer's discretion. There is no reduction in price for any optional feature not activated. Optional features selected for activation by the customer are provided on a per line basis. Core components are not optional and cannot be removed from the package.
9. Certain stand alone vertical features not designated as either core or optional components in any line option package may be added on an a la carte basis at the rate listed in paragraph G, Prices. These stand alone vertical features are limited to Three-Way Calling, Call Forwarding, Call Waiting, Speed Calling 30, Repeat Dialing, Automatic Callback, and Call Screening. Other stand alone features may be added on an a la carte basis at their individual rates.
10. A customer may subscribe to multiple agreements for AT&T Business Local Calling at the same time, but a number may only be included under one agreement. /2/
11. There is no nonrecurring service charge or set-up charge to establish an AT&T Business Local Calling account. /2/

/1/ Effective September 1, 2014, customers with 1-19 lines may not establish new term plans greater than 1-year for Business Local Calling, and existing term plans for customers with 1-19 lines may not be renewed or extended for a term greater than 1 year.

/2/ Material formerly appeared on sheet 35.

**AT&T BUSINESS LOCAL CALLING (cont'd)****B. Terms and Conditions (cont'd)**

12. Customers will receive a waiver of normally applicable Service Ordering and Line Connection nonrecurring charges (NRCs) associated with the establishment of all Local Exchange Access Lines that are subscribed to AT&T Business Local Calling, as well as a waiver of NRCs, if applicable, associated with vertical features ordered at the time of initial subscription to AT&T Business Local Calling. Service charges associated with changing to/from Hunting service, if applicable, are also waived for AT&T Business Local Calling customers. Standard NRCs will apply to stand alone features added to an existing AT&T Business Local Calling account when such features are added subsequent to the initial subscription. This waiver of NRCs is not applicable for customers subscribing to a Month-to-Month plan.

13. Customer may purchase Business Local Calling 1-19 line package for a 12-month term via a written or oral agreement. The agreement will automatically renew in successive 12-month terms unless, prior to expiration of the then-existing term, either party (Customer or Company) provides the other 30-days written notice that it does not wish to renew the agreement. Absent such notification, a new 12-month agreement subject to the same rates, terms and conditions will commence on the expiration date of the then-current term. /2/

When Business Local Calling 1-19 line package is purchased as part of a Bundle Offer (i.e. an offer for the purchase of multiple AT&T services at a discount), the customer agrees to maintain the Bundle Offer for the applicable term. The price of the Business Local Calling service portion of the Bundle is valid until one of the following events occurs, at which time the price will increase: (1) the term of the Bundle Offer expires; (2) customer changes the Business Local Calling service address; or (3) customer drops one of the AT&T services in the Bundle Offer. If the customer is no longer eligible for the Bundle Offer price for the reasons described above, but has time remaining on the Bundle Offer term, the price for the Business Local Calling service will increase to the then-existing 12-month term price.

14. Applicable local, state, and federal charges; taxes; 911 fees; and the End User Common Line charge are in addition to the line option prices listed in paragraph G, Prices.
15. If a customer does not commit to a new term plan or an alternate plan by the last date of the existing term plan, the customer's existing AT&T Business Local Calling plan, discounts and rates will terminate and the customer's services will be billed at the Month-to-Month rates as shown in paragraph G.<sup>/1/</sup>
16. Lines subscribed to an AT&T Business Local Calling account cannot be placed on Temporary Suspension.
17. MSA1 Business customers who initially subscribe to AT&T Business Local Calling with 1 to 19 lines will receive an additional monthly discount off the standard prices for Line Options A and B as shown in paragraph G, Prices. The additional monthly discount will apply for the life of the term plan based on the number of lines subscribed to on the initial order. This discount does not apply to monthly extension rates. All other terms and conditions applicable to AT&T Business Local Calling, as appropriate, will apply. This discount may not be combined with the Business Access Line Save The Deal offer.

/1/ Effective 5/02/2011 AT&T Business Local Calling will be available on a Month-to-Month basis without having previously subscribed to a term plan. Month-to-Month prices will be subject to Company-initiated price adjustments.

/2/ Effective 6/19/2019, new 12-month terms will no longer automatically renew. 12-month term plans existing prior to 6/19/2019 will auto-renew until such time as either party (Customer or Company) provides the other 30-days written notice that it does not wish to renew the agreement, per paragraph B.13. (N)

**AT&T BUSINESS LOCAL CALLING (cont'd)****B. Terms and Conditions (cont'd)**

18. This paragraph is applicable only to AT&T Business Local Calling lines without the AT&T All for Less offer (see Paragraph 21 for AT&T Business Local Calling lines with the All for Less offer.) (N)  
(N)

Existing customers who are not on a voice package term plan or who have less than six (6) months remaining on their voice package term plan, who communicate a desire to disconnect their lines then reconsider and keep the lines, and who subscribe to a new AT&T Business Local Calling agreement for at least a 1-year term will receive a monthly credit as follows:

- a. For Service Agreements entered into prior to June 2, 2016, the credit is \$3.00 per eligible access line, up to a maximum of 19 lines, for 12 months. At no time will these credits rendered exceed \$684.00 per customer.
- b. For Service Agreements entered into on or after June 2, 2016, the credit is \$6.00 per eligible access line, up to a maximum of 19 lines, for 12 months. At no time will these credits rendered exceed \$1368.00 per customer.

The customer must agree to subscribe all their lines to AT&T Business Local Calling in order to receive the credit. If any lines are disconnected during the call then the remaining lines are not eligible for this credit. Those customers who initially refuse a new AT&T Business Local Calling offer will be eligible to receive a monthly credit as follows:

- c. For Service Agreements entered into prior to June 2, 2016, \$6.00 per eligible access line, up to a maximum of 19 lines, for 12 months. At no time will these credits rendered exceed \$1368.00 per customer.
- d. For Service Agreements entered on or after June 2, 2016, the credit is \$12.00 per eligible access line, up to a maximum of 19 lines, for 12 months. At no time will these credits rendered exceed \$2736.00 per customer.

Customers cannot call back at a subsequent date and receive additional credits for lines targeted for disconnection. This offer cannot be combined with any other promotional offers for Access Lines, including Win/Winback offers.

19. AT&T Business Local Calling customers may combine subscribed lines from any state where an AT&T ILEC provides local service and where the AT&T Business Local Calling plan is available, into one agreement to meet line commitments.
20. Effective for new agreements established on or after October 26, 2012, each business customer may establish multiple 1-19 line AT&T Business Local Calling agreements, but, will be limited to a maximum of one 20+ line AT&T Business Local Calling agreement at any given time. The total number of lines subscribed under all agreement types combined is limited to 35,000 per customer. This limitation applies for each Business customer across all states where an AT&T ILEC provides local service and where AT&T Business Local Calling is also available.

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

(N)

**B. Terms and Conditions (cont'd)**

21. This paragraph is applicable only to AT&T Business Local Calling lines with AT&T All for Less offer (see Paragraph 18 for AT&T Business Local Calling lines without the All for Less offer.)

Eligible customers may receive a monthly credit as follows. Eligible customers are those customers who:

- are existing customers who are not on a voice package term plan or who have less than six (6) months remaining on their voice package term plan, and
- who communicate a desire to disconnect their lines then reconsider and keep the lines (i.e. "save"), or who have their local exchange access line service with another competitive local exchange carrier within the Company service area and who now wish to establish their local exchange access line service with the Company (i.e. "win/winback"), and
- who subscribe to a new AT&T Business Local Calling agreement for at least a 1-year term.

For Service Agreements entered into on or after April 1, 2017, the credit is \$6.00 off of the All forLess rate on the first line only, for 12 months. The customer must agree to subscribe all their lines to AT&T Business Local Calling in order to receive the credit.

Those customers who initially refuse the above mentioned offer will be eligible to receive a monthly credit, as follows:

For Service Agreements entered on or after April 1, 2017, the credit is \$12.00 off of the All for Less rate on the first line only, for 12 months.

Customers cannot call back at a subsequent date and receive additional credits for lines targeted for disconnection.

(N)

**AT&T BUSINESS LOCAL CALLING (cont'd)****C. Line Option Packages (cont'd)**

"Unlimited A" (Option A) - Core Components: Network Access Line, Unlimited Local Usage, Caller ID and Caller ID With Name, Three-Way Calling, Call Forwarding. Optional Components: Call Waiting, Speed Calling 30, Repeat Dialing, Automatic Callback, Call Screening, Alternate Answering, Busy Line Transfer, Message Waiting Indication, and Hunting.

"Unlimited B" (Option B) - Core Components: Network Access Line, Unlimited Local Usage, Caller ID and Caller ID With Name. Optional Components: Alternate Answering, Busy Line Transfer, Message Waiting Indication, and Hunting.

"Block Of Time 150" (Option C)<sup>/2/</sup> - Core Components: Network Access Line, Local Usage 150 minute Block of Time (BOT), Caller ID and Caller ID With Name. Optional Components: Alternate Answering, Busy Line Transfer, Message Waiting Indication, and Hunting. Local minutes of use in excess of the 150 minute allowance are charged at the rate listed in paragraph G, Prices. Minutes used will be rounded up to the next whole minute per call. (C)

"Measured" (Option D) <sup>/1, 2/</sup> - Core Components: Network Access Line, Local Usage measured on a per minute of use basis, Caller ID and Caller ID With Name. Optional Components: Alternate Answering, Busy Line Transfer, Message Waiting Indication, and Hunting. Local usage minute of use rate charged is as listed in paragraph G, Prices. (C)

/3/

/1/ Lines newly subscribed to this Option on or after June 1, 2010 will receive the first 30 local usage minutes of use per month with no local usage per minute of use charge.

/2/ Effective September 1, 2014, "Block of Time 150" (Option C) and "Measured" (Option D) are not available for new Business Local Calling installations, and existing Option C and D agreements may not be renewed. Existing Option C and D customers may continue with these options on existing lines. Existing customers that reach the end of their current term may select from available term offers or choose month-to-month rates.

/3/ Material now appears on Sheet 37.1.

(N)

**AT&T BUSINESS LOCAL CALLING (cont'd)****D. Termination Liability and Shortfall**

/1/

1. Except as provided for elsewhere in this product Guidebook, customers who terminate their entire AT&T Business Local Calling account prior to completion of the selected term period are subject to termination charges. For Term Payment Plans (TPPs) effective prior to June 15, 2019, the termination charges are equal to \$6.50 times the number of months remaining on the term commitment times the number of lines subscribed to on the initial order. For TPPs effective on or after June 15, 2019, the termination charges are equal to \$15.00 times the number of months remaining on the term commitment times the number of lines subscribed to on the initial order. (C)
2. Termination charges are not applicable if, during the term period:
  - a. the customer converts to another Company access and local usage plan with a term equal to or greater than the time remaining on the AT&T Business Local Calling term plan. For 20+ line agreements established on or after October 26, 2012 the customer must also establish a new line commitment at least as great as in their initial subscription in order to qualify; or
  - b. the customer converts to an upgraded technology with the Company (i.e. network access lines to PBX Trunks, Centrex, ISDN Prime) and commits to a term equal to or greater than the time remaining on the AT&T Business Local Calling term plan. It is at the Company's sole determination whether a product change satisfies the requirements for waiver of the termination liability under this clause; or
  - c. the customer chooses to terminate their agreement and to negotiate a new AT&T Business Local Calling agreement with a term period greater than the time remaining on the existing AT&T Business Local Calling agreement. The new service agreement will be based on the term plan rates in effect at the time of establishing the new agreement. For 20+ line agreements established on or after October 26, 2012 the customer must also establish a new line commitment at least as great as in their initial subscription in order to qualify. (C)

/1/

/1/ Material formerly appeared on Sheet 37.

(N)

**AT&T BUSINESS LOCAL CALLING (cont'd)****D. Termination Liability and Shortfall (cont'd)**

- d. An AT&T ILEC Service provided under a Business Local Calling Agreement is migrated to a qualifying AT&T Business Voice over IP (VoIP) Service or to a qualifying AT&T Mobility Service (referred to collectively as the "Replacement Service"), then the Early Termination Charge associated with the Terminated ILEC Service will be waived provided:
- 1) the Terminated ILEC Service has been installed at the Customer site for no fewer than 3 months;
  - 2) the term of the Replacement Service agreement is equal to or greater than the remaining term for the Terminated ILEC Service;
  - 3) the Replacement Service is installed or available at the same Customer sites as the Terminated ILEC Service;
  - 4) the Replacement Service is contracted for in the same relative quantity(ies) as those Terminated ILEC Services being displaced, and
  - 5) activation of the Replacement Service at the Customer sites or for Customer use such Customer Sites occurs within 90 days of termination of the ILEC Service at that site.
- It is at the Company's sole determination whether a product change satisfies these requirements. (N)
3. For customers who initially subscribe to 20+ lines: in any month during the term of an AT&T Business Local Calling agreement if the customer's total number of subscribed lines falls below 80% of the number of lines subscribed to on the original agreement, a shortfall adjustment charge will be applicable and will appear on the customer's bill for each of those months. This shortfall adjustment charge is equal to \$10.00 times the number of lines below the 80% requirement. (N)

**E. Business Downturn**

1. For purposes of this product offer, the term Business Downturn is hereby defined to mean an unplanned, measurable change in business conditions affecting the customer's business that is outside of the customer's control and that materially and negatively affects the customer's need for the level of Company services originally committed to hereunder. The customer specifically acknowledges that the transfer or substitution of these services to another provider during the term hereof does not qualify as Business Downturn. This provision may be invoked by the customer no earlier than after the end of the first year for a two or three year agreement. To invoke this provision, the customer must provide in writing to the Company the facts which support its request for Business Downturn consideration, and the Company will solely determine whether the customer's business conditions satisfy the definition of Business Downturn.
2. Upon the Company's determination that a Business Downturn has occurred, the customer and the Company shall then negotiate in good faith an appropriate and commercially reasonable change to the customer's commitments hereunder. Examples of appropriate and commercially reasonable changes include (but are not limited to) a modification to the term or number of lines committed under the agreement. The Parties shall continue performance under this agreement while they are in negotiations. If no agreement can be reached regarding a change to the customer's commitments, then the rates, terms and conditions of this agreement shall remain in effect for its term. The customer may invoke this provision only once during the term of this agreement.

**F. References**

The AT&T Business Local Calling plan components are provided in accordance with the Terms and Conditions of their applicable tariffs except as noted in paragraphs B. and G. of this Guidebook.

**Subject**

Business Network Access Lines  
Business Local (Band A & B) Usage  
Custom Calling Features  
Advanced Custom Calling Features  
Complementary Network Services

**Reference**

Part 4, Section 2  
Part 4, Section 2  
Part 7, Section 1  
Part 7, Section 2  
Part 7, Section 3





**AT&T BUSINESS LOCAL CALLING (cont'd)****G. Prices (cont'd)**

Service Elements (cont'd)

		<b>Term &amp; Volume Monthly Prices</b>		
<b>Volume Price Level</b>	<b>Line Option</b>	<b>1-Year</b>	<b>2-Year<sup>/1/</sup></b>	<b>3-Year<sup>/2/</sup></b>
<b>For Accounts Established between 6/19/19 and 8/22/19</b>				
1 – 19 <sup>/1/</sup>	Option A	70.00	-	-
	Option B	65.00	-	-
20 +	Option A	39.00	38.00	37.00
	Option B	34.00	33.00	32.00
<b>For Accounts Established On or After 8/23/19</b>				
1 – 19 <sup>/1/</sup>	Option A	70.00	-	-
	Option B	65.00	-	-
20 +	Option A	44.00	38.00	37.00
	Option B	39.00	33.00	32.00

	<b>Monthly Rate</b>	
Vertical Features Listed in paragraph B.9, per feature, per line	\$ 3.00	
Option C Local Usage Per Minute Of Use Charge in Excess of 150 Minutes	0.024	
Option D Local Usage Per Minute Of Use Charge	0.030 <sup>/2/</sup>	
MSA1 monthly discount per line, Option A, as Defined in paragraph B.17	3.00 <sup>/1/</sup>	
MSA1 monthly discount per line, Option B, as Defined in paragraph B.17	6.00 <sup>/1/</sup>	
<b>Month-to-Month Prices</b>		
Option A	157.00	(l)
Option B	167.00	(l)
Option C	169.00	(l)
Option D	162.00	(l)

/1/ Effective September 1, 2014, customers with 1-19 lines may not establish new term plans greater than 1-year for Business Local Calling, and existing term plans for customers with 1-19 lines may not be renewed or extended for a term greater than 1 year.

/2/ Effective September 1, 2014, "Block of Time 150" (Option C) and "Measured" (Option D) are not available for new Business Local Calling installations, and existing Option C and D agreements may not be renewed. Existing Option C and D customers may continue with these options on existing lines. Existing customers that reach the end of their current term may select from available term offers or choose month-to-month rates.

/3/ For lines newly subscribed to this Option on or after June 1, 2010 this rate applies to local usage minutes of use in excess of the first 30 minutes per month.

/4/ For accounts established on or after July 30, 2009 this discount is reduced to \$0.00.

**AT&T BUSINESS LOCAL CALLING TRIO MONTH REWARD OFFER****A. Description**

AT&T Business Local Calling Trio Month Reward Offer is an optional offer for eligible Business customers who subscribe to a new AT&T Business Local Calling agreement. Eligible customers will receive bill credits equal to the AT&T Business Local Calling monthly recurring charge (MRC).

**B. Terms and Conditions**

1. Bill credits are awarded based on the length of the customer's term plan as follows:
  - a. customers who subscribe to a 12-month or 12-month re-subscribe option term plan receive one MRC bill credit in month 6 of the first year's term only,
  - b. customers who subscribe to a 24-month term plan receive two MRC bill credits, one each in months 12 and 24, and
  - c. customers who subscribe to a 36-month term plan receive three MRC bill credits, one each in months 12, 24, and 36.
2. Eligible customers are Business customers who have their Business Network Access Lines with another competitive local exchange carrier within the AT&T Illinois, AT&T Indiana, AT&T Michigan, AT&T Ohio or AT&T Wisconsin service area and who establish their Business Network Access Line service with the Company, and subscribe the lines to a new AT&T Business Local Calling plan for a 12-, 24-, or 36-month term plan. Existing customers who transfer lines from a competitive local exchange carrier to an existing AT&T Business Local Calling account are not eligible. Customers who terminate their AT&T Business Local Calling plan prior to completion of the term period will forfeit all bill credits that are otherwise eligible.
3. All other AT&T Business Local Calling terms and conditions are applicable.

**AT&T BUSINESS LOCAL CALLING ONLINE BONUS OFFER****A. Description**

AT&T Business Local Calling Online Bonus Offer provides eligible Business customers who commit to a new AT&T Business Local Calling agreement a one-time credit of \$50 per account.

**B. Terms and Conditions**

1. The credit will be applied within 1-2 bill periods.
2. Eligible customers are new and existing Business customers who currently are not subscribed to an AT&T local voice term plan and who subscribe to AT&T Business Local Calling electronically, via online ordering methods.
3. This offer cannot be combined with the Save A Line promotion.
4. All other terms and conditions applicable to AT&T Business Local Calling, as appropriate, will apply.

**BUSINESS FEATURE II OFFER**

- A.** The Business Feature II offer is established for eligible Business customers who will receive a 50% discount per month on a select group of vertical features per line. A waiver of applicable installation charges associated with adding these features will also be provided.
- B.** Eligible customers are those Business customers who are subscribed to Business Local Calling Assurance when it is part of the All For Less bundle. These eligible customers who subscribe to a 12- or 24-month term agreement for the All For Less bundle with Business Local Calling Assurance will receive 50% off of the standard rate for any of the following services per line: Call Waiting, Busy Line Transfer, Alternate Answering, Three Way Calling, Speed Calling 30, Call Screening, Automatic Callback, Repeat Dialing or Multi Ring.
- C.** Customers will receive these discounted rates as long as they remain subscribed to Business Local Calling Assurance when it is part of the All For Less bundle. When the All For Less subscription expires, these discounted rates will no longer apply.
- D.** There is no termination fee associated with this feature offer. This Business Feature Offer cannot be combined with any promotions or packages.
- F.** Effective on April 1, 2017, the Business Feature II offer is no longer available. (N)

**AT&T BUSINESS LOCAL CALLING ADDITIONAL LINE OFFER**

- A.** The AT&T Business Local Calling Additional Line Offer is established for eligible Business customers. Eligible customers who purchase new, incremental Local Exchange Access Lines will receive a one-time \$100.00 bill credit per line for up to 4 lines added per customer location.
- B.** Eligible customers are existing Business Customers who add new, incremental Local Exchange Access lines to a new or existing AT&T Business Local Calling term agreement after refusing the initial offer to add local access lines. Additionally, eligible customers are new Business start-up customers who add lines to a new AT&T Business Local Calling term agreement after refusing the initial offer to add an AT&T Business Local Calling term agreement. Also, all customers who add local exchange access lines to an AT&T Business Local Calling term agreement electronically, via online ordering methods, in response to an online advertisement will also qualify.
- C.** The lines added must be subscribed to either AT&T Business Local Calling Option A or Option B in order to qualify. Bill credits will become effective with the third bill period following eligibility. Customers disconnecting any of the new lines before the third bill period will not qualify to receive any bill credits. The Company may discontinue this offer upon 14 days notice.
- D.** This promotion may not be combined with the All For Less offer<sup>/1/</sup>.

**AT&T BUSINESS LOCAL CALLING – ALL FOR LESS BACK UP BUNDLE OFFER II<sup>/3/</sup>**

(C)

- A.** The AT&T Business Local Calling – All For Less Back Up Bundle Offer II is established for eligible Business customers.
- B.** Eligible Business customers will receive a net monthly rate of \$35 (via a \$25 credit) for AT&T Business Local Calling (BLC) Option A package charges.
- C.** Eligible customers are as follow:
  - 1. New customers who do not have local exchange service with the Company, or new customers who have their local exchange access line service with another competitive local exchange carrier within the Company service area and who now wish to establish their local exchange access line service with the Company as a part of a Bundle<sup>/2/</sup> (Win/Winback), and who subscribe to a 12-month Term Plan for BLC, or
  - 2. Existing customers currently subscribing to AT&T local service, who subscribe to a 12-month Term Plan for BLC and who are newly subscribing to or currently have AT&T Long Distance and AT&T Internet Service, AT&T Mobility, or DIRECTV as a part of a Bundle<sup>/2/</sup>, or
  - 3. Existing customers who communicate a desire to disconnect their lines then reconsider and keep the lines with the Company as a part of a Bundle<sup>/2/</sup> (Save), and who subscribe to a 12-month Term Plan for BLC Option A.

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

/2/ The bundle combines the AT&T Business Local Calling Option A, provided by the Company with the following services (offered by affiliates of the Company) in a bundled offering: AT&T Long Distance, and AT&T Internet, AT&T Mobility or DIRECTV.

/3/ Effective on 7/4/19, the All for Less Back Up Bundle Offer II will no longer be available to new subscribers. Existing customers may continue this offer until the end of the term agreement.

(N)  
(N)

**AT&T BUSINESS LOCAL CALLING – ALL FOR LESS BACK UP BUNDLE OFFER II (Cont'd)**

- D.** For customers participating in this offer and receiving discounts as described in Paragraph C (New, Win/Winback and Save), the 12-month term will be a 12-month term with an option to re-subscribe for two consecutive terms. Furthermore, customers participating in a Business Local Calling offer as part of a Bundle<sup>/1/</sup>, with the offer rates listed below, may continue to participate in the offer rates if they agree to a new 12-month term with an option to re-subscribe for two consecutive terms, prior to the expiration of their existing term.
1. First BLC Option A package line receiving a net monthly rate of \$50 (via a \$10 credit), and BLC Option A package lines 2-19 receiving a net monthly rate of \$25 (via a \$35 credit); or
  2. First BLC Option A package line receiving a net monthly rate of \$44 (via a \$10 credit plus a \$6 credit), and BLC Option A package lines 2-19 receiving a net monthly rate of \$25 (via a \$35 credit); or
  3. First BLC Option A package line receiving a net monthly rate of \$38 (via a \$10 credit plus a \$12 credit), and BLC Option A package lines 2-19 receiving a net monthly rate of \$25 (via a \$35 credit); or
  4. First BLC Option A package line receiving a net monthly rate of \$35 (via a \$25 credit), and BLC Option A package lines 2-19 receiving a net monthly rate of \$25 (via a \$35 credit).
- E.** This offer may not be combined with other AT&T Business Local Calling Term Plan discounts.
- F.** This offer is only allowed on single location accounts.
- G.** Billed to Number (BTN) arrangements are not allowed.
- H.** This offer is limited to nineteen (19) lines per customer location.
- I.** When the customer's bundle subscription expires, these benefits will no longer apply.
- J.** All other terms and conditions associated with AT&T Business Local Calling, as appropriate, will apply.

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