

**EXCHANGE AREA RATE GROUPS****A. General**

Rates for telephone exchange service are based on the number of main terminals in the local calling area of an exchange that can be called without a toll charge. The schedule of basic exchange rates is set forth in this Section.

**B. Reclassification of Exchanges**

When the number of main terminals in the local calling area of an exchange has either exceeded or fallen below the limits of its then effective rate classification by 5%, or for a period of six consecutive months, whichever shall first occur, the Company will file a verified Petition with the Indiana Utility Regulatory Commission of Indiana setting forth the facts with respect thereto, and also the number of calls per 100 attempts on which a subscriber of the exchange may be expected to encounter a busy condition on local calls during the "busy hour" due to trunks or equipment, together with the number of subscribers per line by class of service offered, and requesting authority to reclassify said exchange to the proper rate classification.

**C. Rate Classifications**

Rate classifications based on the number of main terminals in the local calling area are as follows:

<u>Rate Classifications</u>	<u>Main Terminals</u>
1	1 to 60,000
2	60,001 to 216,000
L	216,001 to 350,000
3	350,001 and above

A list of all exchanges of this Company showing the effective rate classification for each is set forth on a separate Sheet of this Section.

**EXCHANGE AREA RATE GROUPS (cont'd)****C. Rate Classifications (cont'd)**

<u>Exchange</u>	<u>Class</u>	<u>Exchange</u>	<u>Class</u>
Acton	3	Dana	1
Albany	1	Danville	3
Alexandria	2	Darlington	1
Amboy	2	Dugger	1
Anderson	2	Dyer	L
Andrews	1	East Chicago	L
Attica	1	Eaton	2
Auburn	1	Edinburg	1
Bedford	1	Elizabethtown	1
Bloomfield	1	Elwood	2
Bloomington	2	Evansville	2
Bluffton	1	Fairland	3
Boonville	2	Fishers	3
Boswell	1	Flat Rock	2
Brownsburg	3	Fowler	1
Bruceville	1	Frankfort	1
Buck Creek	1	Galena	3
Bunker Hill	2	Gary	L
Burlington	1	Gaston	2
Carmel	3	Greenfield	3
Cayuga	1	Greentown	1
Cedar Lake	L	Greenwood	3
Chandler	2	Hammond	L
Charlestown	3	Hartford City	1
Charlottesville	1	Heltonville	1
Chesterfield	2	Highland	L
Chrisney	1	Hope	1
Clinton	1	Huntington	1
Columbus	1	Indianapolis	3
Converse	1	Jasonville	1
Covington	1	Kendallville	1
Crawfordsville	1	Kingman	1
Crown Point	L	Kirklin	1
Culver	1	Kokomo	2
Cumberland	3	Ladoga	1
Dale	1		
	(T)		

**EXCHANGE AREA RATE GROUPS (cont'd)****C. Rate Classifications (cont'd)**

<u>Exchange</u>	<u>Class</u>	<u>Exchange</u>	<u>Class</u>	
Lagro	1	(T)	Oxford	1
Lake Village	1	Paragon	1	
Lebanon	1	Peru	1	
Linton	1	Plainfield	3	
Lowell	L	Rockport	1	
Manilla	1	Rockville	1	
Marion	1	Rosedale	1	
Marshall	1	Russiaville	1	
Martinsville	1	St. John	L	
McCutchanville	2	St. Joseph	2	
Mechanicsburg	1	St. Philip	2	
Mellott	1	Sandridge	1	
Merrillville	L	Sellersburg	3	
Michigan City	1	Shelbyville	1	
Michigantown	1	Sheridan	3	
Middletown	2	Solitude	1	
Montezuma	1	South Bend	2	
Montpelier	1	Spencer	1	
Mooresville	3	Spencerville	2	
Morgantown	1	Stewart	1	
Morocco	1	Summitville	2	
Mt. Summit	1	Tell City	1	
Mt. Vernon	2	Tennyson	1	
Muncie	2	Upland	1	
Nashville	2	Veedersburg	1	
New Albany	3	Vincennes	1	
New Castle	1	Washington	1	
New Harmony	2	Waveland	1	
New Market	1	Waynetown	1	
New Palestine	3	West Lebanon	1	
New Washington	1	West Newton	3	
Newburgh	2	Whiting	L	
Noblesville	3	Yorktown	2	
Oaklandon	3	Zionsville	3	
Osceola	2			
Otterbein	1			

(T)

**LOCAL SERVICE RATES****Schedule of Monthly Rates - Residence**

Description	Exchange Rate Classifications			
	<u>1</u>	<u>2</u>	<u>L</u>	<u>3</u>
Residence Service – Primary Lines				
Flat Rate Exchange Access Line One Party (Basic & Non-Basic – 1FR)	\$33.00	\$33.00	\$33.00	\$33.00 (I)
Residence Service – Additional Lines				
Flat Rate Exchange Access Line One Party	\$33.00	\$33.00	\$33.00	\$33.00 (I)

In addition to the above rates, the following intrastate End User Common Line (EUCL) charges shall apply per individual line or trunk:

<u>Description /Billing Code/</u>	<u>Monthly Price</u>
Residence Subscriber /9LP/	\$ .00

Interstate End User Common Line (EUCL) charges as filed in Section 4 of the Ameritech Operating Companies F.C.C. No. 2 shall also apply.

In addition to the above access rates a Cost Assessment Charge will be applicable.

**LOCAL SERVICE RATES (cont'd)****Schedule of Monthly Rates – Business <sup>/5/</sup>**

Description	Exchange Rate Classifications			
	1	2	L	3
Flat Rate Exchange Access Line				
- (non hunting) (1FB)	\$419.00	\$419.00	\$419.00	\$419.00
Message Rate Exchange Access Line				
- (non hunting) <sup>/1/</sup> (1MB)	419.00	419.00	419.00	419.00
Flat Rate Exchange Access Line				
- (hunting) (1FH)	419.00	419.00	419.00	419.00
Message Rate Exchange Access Line				
- (hunting) <sup>/1/</sup> (1MH)	419.00	419.00	419.00	419.00
Flat Rate PBX Trunk				
(TDD, TFN, TFU, TFC)	555.00	555.00	555.00	555.00
Message Rate PBX Trunk				
(TMU, TMBCX) <sup>/1/</sup>	555.00	555.00	555.00	555.00
Hotel/Motel/Hospital/PBX Service (TCU, THB)	555.00	555.00	555.00	555.00
- Toll Only Trunk (TTTXA, TTTXB, T86)	555.00	555.00	555.00	555.00
Announcement Lines (77E)	555.00 <sup>/2/</sup>	555.00 <sup>/3/</sup>	<sup>/4/</sup>	555.00

In addition to the above business access line rates a Cost Assessment Charge will apply.

In addition to the above rate, the following intrastate End User Common Line (EUCL) charges shall apply per individual line or trunk:

Description /Billing Code/	Monthly Price
Multi-line Business Subscriber /9ZP/	\$.00

Interstate End User Common Line (EUCL) charges as filed in Section 4-2 of Ameritech Operating Companies Tariff F.C.C. No. 2, shall also apply.

<sup>/1/</sup> Local messages, each \$1.73

(I)

<sup>/2/</sup> Rate 1 Classification also applies to the following Lake County Exchanges: Cedar Lake, Crown Point and Lowell.

<sup>/3/</sup> Rate 2 Classification also applies to the following Lake County Exchanges: Dyer, East Chicago, Gary, Hammond, Highland, Merrillville, St. John and Whiting.

<sup>/4/</sup> Not Available.

<sup>/5/</sup> Service Charges set forth in Part 3, Section 1 of the Guidebook also apply.

**SUBURBAN ZONE SERVICE**

Where service is furnished outside the Base Rate Area, the following zone charges apply in addition to the monthly rate for the class and grade of service indicated in the preceding Schedule of Monthly Rates.

Description	Monthly Zone Charges		
	Zone 1	Zone 2 <sup>/1</sup>	
Residence			
- One Party	\$0.00	\$0.00	
Business			
- One Party or Trunk (includes Trunks for Hotel-Hospital Service)	41.00	41.00	(I)
- Semi-Public	41.00	41.00	(I)

/1/ Includes former Zones 2, 3 and 4.

**APPLICATION OF RATES FOR BUSINESS AND RESIDENCE SERVICE****A. General**

The following regulations apply specifically to telephone service other than public, Semi-public, Hotel/Motel/Hospital PBX Service.

Business and residence classifications are determined on the basis of location and character of use of the service.

**B. Business Service**

Business rates apply wherever the use of the service is substantially of a commercial, professional, institutional or otherwise occupational nature.

The use of the service is presumed to be of an occupational nature and business rates should be applied in each of the following, for example:

1. Where the listing required is such as to indicate business use.
2. When used for general sales solicitation for any purpose.
3. Whenever an occupational or professional designation is included in the listing, except as indicated in paragraph 5. (C)
4. At typical business and institutional locations such as offices, stores, factories, warehouses, schools (public, private and parochial), colleges, libraries, amusement parks, government offices, offices of charitable and other similar type institutions, hospitals, fire engine houses (except living quarters), clubs, lodges, associations, labor and fraternal organizations, fraternity houses, hotels and motels (when not served by hotel branch exchange service), boarding and rooming houses except as modified under Residence Service, paragraph 1.
5. In the residence of a physician, surgeon, dentist, veterinarian, chiropractor, osteopath, or other medical practitioner, or other person actively engaged in a professional pursuit who has no business service at another location, unless the individual is affiliated with a subscriber to business service at another location, such as a hospital.

**APPLICATION OF RATES FOR BUSINESS AND RESIDENCE SERVICE (cont'd)****B. Business Service (cont'd)**

6. In residence locations where the place of residence is in the immediate proximity of a place of business and the telephone in the residence is or will be used for business purposes; and in residence locations where an extension is located at a place where business rates would apply.
7. A telephone located in a regularly used office of a church which has a full time paid or volunteer clerical staff .<sup>1/</sup>
8. Temporary service provided for the use of a contractor, regardless of whether in the name of the owner or the contractor, even though located in a residence under construction.
9. When a telephone number is habitually advertised in connection with a business. (C)  
(D)  
(D)
10. An extension of a main line from a residence to a business location or to any location under conditions which indicate that its use will be substantially of a commercial or occupational nature, classifies all of the service as business service.

**C. Residence Service**

Residence rates apply whenever the service is of a social and domestic nature provided the service is not also used substantially for occupational or commercial purposes.

The use of the service is presumed to be of a social and domestic nature and residence rates should be applied in each of the following, for example:

1. When the service is located in a house, apartment, suite, or room constituting the home of a person in whose name the telephone is listed and the service is not available for use by other than members of the household except as qualified under Business Service.

<sup>1/</sup> Effective July 1, 2016, residence service for churches has been withdrawn.

**APPLICATION OF RATES FOR BUSINESS AND RESIDENCE SERVICE (cont'd)****C. Residence Service (cont'd)**

2. At stables and garages when strictly a part of the customer's domestic establishment. (D)  
|  
(D)
3. When located in the residential quarters of a religious order. (C)
4. When furnished at any location as an access to a repeater control and/or autopatch facility of a bonafide amateur radio operator, organization or society duly licensed as a primary station by the Federal Communications Commission as an amateur radio station pursuant to FCC Part 97, Section 5 [47 CFR Section 97.5] or any successor regulation. The company may request a copy of the amateur radio station license prior to the installation of service. (C)

Employee Concession

The same rules and regulations are applicable to employees and retirees of the Company as are applicable to the general public.

Certain telephone services will be furnished to Company employees and Company retirees at reduced rates as authorized by Company practices and procedures.

(D)  
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(D)



**TELEPHONE SERVICE ON MOVABLE PREMISES****A. General**

Telephone exchange and toll service will be made available to premises of a movable nature, such as railroad cars, boats, airplanes, automobiles and automobile trailers, as set forth hereinafter.

The telephone equipment provided by the Telephone Company at the movable premises is owned and maintained by the Telephone Company. Such service may be main stations, extension stations or PBX stations terminated in a weatherproof jack. Conduit, where required, will be furnished by, or at the expense of the customer. Where construction or special wiring arrangements are involved, additional charges apply as provided in PART 2.

A flexible weatherproof cord with a plug at each end can be used for the purpose of connecting the jack on the movable premises with the jack in which the exchange line terminates.

**B. Rates**

All normal rates and charges that are applicable for service and equipment are applicable to Movable Premises Service.

Note: Rates for all service apply as long as the exchange lines are in place ready to provide the service. The usual minimum periods apply.

**DESIGN TRANSMISSION SERVICE****General**

Design Transmission Service is an Exchange Service that guarantees a specified level of transmission quality to the customer. It is offered on a per-line basis to all exchange access lines, except where a customer has lines/trunks arranged in a rotary sequence, in which case Design Transmission Service must apply to each line/trunk in the rotary group.

<u>Prices</u>	<u>Nonrecurring Price</u>	<u>Monthly Price</u>
Design Transmission/TN8/, per line/trunk	\$80.00	\$15.00

## AT&T INDIANA GUIDEBOOK

### PART 4 - Exchange Access Services SECTION 2 - Exchange Lines and Usage

2nd Revised Sheet 13

(1)

(1)

/1/ Material now appears in Part 20, Section 4, Sheet 71 of this Guidebook.

## AT&T INDIANA GUIDEBOOK

PART 4 - Exchange Access Services  
SECTION 2 - Exchange Lines and Usage

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## AT&T INDIANA GUIDEBOOK

PART 4 - Exchange Access Services  
SECTION 2 - Exchange Lines and Usage

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## AT&T INDIANA GUIDEBOOK

PART 4 - Exchange Access Services  
SECTION 2 - Exchange Lines and Usage

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## AT&T INDIANA GUIDEBOOK

PART 4 - Exchange Access Services  
SECTION 2 - Exchange Lines and Usage

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## AT&T INDIANA GUIDEBOOK

PART 4 - Exchange Access Services  
SECTION 2 - Exchange Lines and Usage

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## AT&T INDIANA GUIDEBOOK

PART 4 - Exchange Access Services  
SECTION 2 - Exchange Lines and Usage

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## AT&T INDIANA GUIDEBOOK

PART 4 - Exchange Access Services  
SECTION 2 - Exchange Lines and Usage

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## AT&T INDIANA GUIDEBOOK

PART 4 - Exchange Access Services  
SECTION 2 - Exchange Lines and Usage

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## AT&T INDIANA GUIDEBOOK

PART 4 - Exchange Access Services  
SECTION 2 - Exchange Lines and Usage

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## AT&T INDIANA GUIDEBOOK

PART 4 - Exchange Access Services  
SECTION 2 - Exchange Lines and Usage

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## AT&T INDIANA GUIDEBOOK

PART 4 - Exchange Access Services  
SECTION 2 - Exchange Lines and Usage

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/1/ Material now appears on Original Sheet 64 in Part 20, Section 4 of this Guidebook.

**EXHIBITION HALL SERVICE****A. General**

Exhibition Hall Service is furnished for use by exhibitors at the Indiana Convention - Exposition Center located in the Indianapolis exchange and the Century Center located in the South Bend exchange. It is a package arrangement for the provision of flat rate telecommunications service and it includes an individual central office line terminated in a jack and equipped for Touch-Tone signaling.

**B. Regulations**

1. Only those services identified specifically under "General" above will be provided in connection with Exhibition Hall Service. Listing services will not be provided in connection with this offering. (C)
2. The initial service period for each package at each location is ten days.
3. Exhibition Hall Service will be available only at the option of the Company and only where facilities have been arranged for its provision. (C)

**EXHIBITION HALL SERVICE (cont'd)****C. Rates and Charges**

1. Only those rates and charges indicated below are applicable to the Exhibition Hall Service package:

Each 10 days or fraction thereof	
Central office line /1FE++/ /1FFNF/.....	\$26.64
Nonrecurring Charge, each package.....	35.00

2. A move will be treated as a new installation.

## AT&T INDIANA GUIDEBOOK

PART 4 - Exchange Access Services  
SECTION 2 - Exchange Lines and Usage

2nd Revised Sheet 27

/1/

/1/ Material now appears on Original Sheet 65 in Part 20, Section 4 of this Guidebook.

## AT&T INDIANA GUIDEBOOK

PART 4 - Exchange Access Services  
SECTION 2 - Exchange Lines and Usage

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## AT&T INDIANA GUIDEBOOK

PART 4 - Exchange Access Services  
SECTION 2 - Exchange Lines and Usage

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## AT&T INDIANA GUIDEBOOK

PART 4 - Exchange Access Services  
SECTION 2 - Exchange Lines and Usage

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## AT&T INDIANA GUIDEBOOK

PART 4 - Exchange Access Services  
SECTION 2 - Exchange Lines and Usage

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## AT&T INDIANA GUIDEBOOK

PART 4 - Exchange Access Services  
SECTION 2 - Exchange Lines and Usage

2nd Revised Sheet 32

/1/

/1/ Material now appears on Original Sheet 70 in part 20, Section 4 of this Guidebook.

**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 business local exchange access lines and on local toll calls. CompleteLink® 2.0 requires AT&T Indiana 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.

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

1. A customer may subscribe to multiple CompleteLink® 2.0 agreements at the same time, as further defined in C.21., following, but a telephone number may only be included under one CompleteLink® 2.0 plan. See C.21., following, 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 offer.
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 *E. Termination Charges and Credit Allowances* below, are applicable unless the customer qualifies for a Business Downturn MARC Downgrade as defined in *E. Termination Charges and Credit Allowances* below. (C)
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 in the CompleteLink® 2.0 offer.

/1/ For new agreements established on or after October 10, 2012, the five year term agreement will no longer be available.  
/2/ For new agreements established on or after October 3, 2013, the three year term agreement will no longer be available.

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

7. Services contributing towards the MARC ("Contributory" services) include all of the Company's services contained in this Guidebook, (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 ILEC provides local exchange service and where the CompleteLink® 2.0 plan is also available. (T)
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 Incumbent Local Exchange Carrier), 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.

9. There is no nonrecurring service charge or set-up charge to establish a CompleteLink® 2.0 plan. Recurring and nonrecurring 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 offer.
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 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. (T)

/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)**

12. Eligible Win and Winback customers will receive a waiver of normally applicable service order and line connection nonrecurring charges (NRC's) associated with local exchange access lines and/or vertical services 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.

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

## 13. (cont'd)

Accelerated Discount Schedule

	1-Year Term <sup>/2/</sup>	2-Year Term	3-Year Term <sup>/3/</sup>	5-Year Term <sup>/1/</sup>	(C)
<b>Upfront Discount</b>	5%	15%	20%	25%	
<b>1st Year Accelerated Discount</b>	N/A	10%	10%	10%	
<b>2nd Year Accelerated Discount</b>	N/A	N/A	5%	5%	
<b>3rd Year Accelerated Discount</b>	N/A	N/A	N/A	5%	
<b>4th Year Accelerated Discount</b>	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 *E. Terminations Charges and Credit Allowances* below, 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 five year term agreement will no longer be available.

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

2/ For new agreements established on or after October 3, 2013, the three year term agreement will no longer be available (N) (N)

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

17. MARC volume discounts are limited to the following eligible services:

Business Local Exchange Access Service including local message charges and Suburban Zone Service

Business Trunks<sup>/2/</sup>

DID Service<sup>/2/</sup>

DTS-E Service<sup>/2/</sup>

Centrex<sup>/2/</sup>

Local service components of Access Advantage Plus

Custom and Advanced Custom Calling Features, excluding Pay Per Use services<sup>/1/,/3/</sup>

(C)

Remote Call Forwarding<sup>/1/</sup>

Multi-Ring Service<sup>/1/</sup>

Busy Line Transfer<sup>/1/</sup>

Alternate Answering<sup>/1/</sup>

Message Waiting Indication<sup>/1/</sup>

FeatureLink Service

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 are billed at the rates listed in *D. Prices* below, before application of the MARC Volume Discount.

/1/ Additional discounts apply to these services. See D.2.A. under 'Other Applicable Discounts' following in this product offer.

/2/ 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.

/3/ Speed Calling 8 will not be provided for new business installations effective October 31, 2012. Existing business customers may keep this service until they move or make changes to their Service or the service is withdrawn.

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

19. The jurisdiction of the main billing telephone number, selected by the customer, will dictate the state jurisdiction governing the CompleteLink 2.0 contract.
20. Save customers<sup>/1/2/</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 Exchange Access Line Rates as listed in D. Prices below, before application of the MARC Volume Discount. (C)
21. Effective October 1, 2009, each business customer (not assumed name) will be limited to a maximum of only one standard agreement (available to all eligible business customers), one save<sup>/2/</sup> 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 date will not be affected. (C)

/1/ For new agreements established between July 6, 2010 and October 9, 2012, discounted rates will no longer be available to new Save customers (only to win/winback customers). Existing Save customers will retain these discounted rates until the end of their term. (D)

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

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

## 1. Service Elements

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

MARC	Maximum Annual Discount	1 Year	2 Years	3 Years <sup>/5/</sup>	5 Years <sup>/4/</sup>	(C)
\$ 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%	
IntraLATA Toll Rates Per Minute <sup>/2/</sup>		\$0.055	\$0.054	\$0.053	\$0.052	
IntraLATA Toll Rates Per Minute – Win & Winback customers only <sup>/2/</sup>		0.054	0.049	0.048	0.047	

/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 IntraLATA Toll rates quoted above.

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

/4/ For new agreements established on or after October 10, 2012, the five year term agreement will no longer be available.

/5/ For new agreements established on or after October 3, 2013, the three year term agreement will no longer be available. (C) (N)

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

## 1. Service Elements (cont'd)

## B. Local Exchange Access Line Rates

(1) For agreements signed prior to February 2, 2007.

	Rate Group	1 Year	2 Years	3 Years	5 Years	
Local Exchange Access Line Rates	1	\$22.73	\$22.28	\$21.83	\$21.83	
	2	26.93	26.33	25.80	25.80	
	L	26.93	26.33	25.80	25.80	
	3	26.93	26.33	25.80	25.80	

/1/ (C)

(C)

/1/

/1/ Material formerly appeared on Sheet 39 in this Section.

(N)

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

## 1. Service Elements (cont'd)

## B. Local Exchange Access Line Rates (cont'd)

(2) For agreements signed between February 2, 2007 and September 30, 2009.

	<u>Rate Group</u>	<u>All Terms Length</u>	Save/Win/Winback only <u>All Terms Lengths</u>
Local Exchange Access Line Rates	1	\$25.00	\$23.95
	2	30.00	25.00
	L	30.00	25.00
	3	30.00	25.00

(3) For agreements signed on or after October 1, 2009 and prior to October 10, 2012.

	<u>Rate Group</u>	<u>All Terms Length</u>	Save/Win/Winback only <u>All Terms Lengths</u>
Local Exchange Access Line Rates	1	\$29.00	\$26.10
	2	29.00	26.10
	L	29.00	26.10
	3	29.00	26.10

(4) For agreements signed on or after October 10, 2012 and prior to October 3, 2013:

## Local Exchange Access Line Rates

- All Rate Groups, all term lengths and all agreement types: \$31.00

(5) For agreements signed on or after October 3, 2013 and prior to March 15, 2018: (C)

## Local Exchange Access Line Rates

- All Rate Groups, all term lengths and all agreement types: \$39.00

**COMPLETELINK® 2.0 (cont'd)**

**D. Prices (cont'd)**

1. Service Elements (cont'd)

B. Local Exchange Access Line Rates (cont'd)

(6) For agreements signed on or after March 15, 2018:

Local Exchange Access Line Rates

- All Rate Groups, all term lengths and all agreement types: \$44.00

(N)

(N)

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

## 2. Other Applicable Discounts

- A. The Central Office Optional Features footnoted in C.17. above will receive a 40% discount in addition to the applicable MARC Volume Discount.
- B. Customer's 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 Services (ITTS) Guidebook, Part 3, Section 4. (C) (C)
- C. Eligible Win and Winback customers subscribing to Caller ID and Caller ID With Name on 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 CompleteLink2.0 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 CompleteLink2.0 term plan period. The Central Office Features Discount as described in paragraph A., above, as well as the MARC Volume Discount are also applicable.

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

**E. Termination Charges and Credit Allowances**

## 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 50% of the MARC multiplied by the number of years remaining in the customer's term period. For a partial year, if the partial year revenue is less than the MARC, the customer is liable for 50% of the difference between the MARC and the actual billed revenue.

- 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 E.1.A. above, an early termination charge will apply equal to 50% of the accelerated discount received in C.13. above, prorated by the number of remaining months in the contract.

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

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

## B. (cont'd)

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 total months) x 24 months remaining = \$1,600 x 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 upfront + \$1,200 (10% of the \$12,000 MARC/3-year term for their 1-year accelerated discount) = \$3,600]/36 total months x 18 months remaining = \$1,800 x 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)

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:

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

(N)

/1/

/1/ Material now appears on Sheet 43 in this section.

(N)

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

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

## C. (cont'd)

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® 2.0 agreements will be offset by termination charges, if applicable, from other allowed agreements for any CompleteLink® 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® 2.0 eligible services.

/1/

E. Customers who have terminated a CompleteLink® or a CompleteLink® 2.0 agreement for the purpose of establishing service with another carrier and who now return to the Company and sign a new CompleteLink® 2.0 agreement will receive a one-time waiver or refund of termination charges associated with early termination of their former CompleteLink® or CompleteLink® 2.0 agreement. The new term period and MARC must be greater than or equal to that of the terminated plan.

/1/

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® 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® 2.0.

/2/

/1/ Material formerly appeared on Sheet 42 in this section.

(C)

/2/ Material now appears on Sheet 43.1 in this section.

(N)

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

## 3. MARC Downgrade Allowance for Technology Upgrade

/2/

Termination liability charges will not apply if during the term of the CompleteLink® 2.0 agreement the Customer disconnects one or more of the services which are specified under Column A below, and those services are contributory to their CompleteLink® 2.0 MARC, and replaces the service(s) with the Company service specified on the same line in Column B, and 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 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® 2.0 agreement without termination liability provided: a) the Customer enters into a new CompleteLink® 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® 2.0 \$1,200 MARC service agreements are specifically not eligible.<sup>71</sup>

/2/

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

/2/

/2/ /2/ (N)  
/2/ Material formerly appeared on Sheet 43 in this section.

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

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

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.

<u>A</u>	<u>B</u>
Analog Trunks	to ISDN Prime, DS1, DS3, SONET, or GigaMAN
ADTS-E	to ISDN Prime
Advanced Centrex (ACS) Basic Lines	to ACS Electronic Key, ISDN Direct, or Internet Protocol Lines
FeatureLink	to ACS
Grandfathered Centrex	to ACS
Message 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 offer 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.

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

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

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 nonrecurring 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 offer in effect at the time the new contract is executed). The 90-day service guarantee described in E.2. above does not apply to the new agreement.

## 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.

/1/ Material Now appears on Part 20, Section 4, Sheet 73 of this Guidebook. (N)

/1/ Material now appears on Part 20, Section 4, Sheet 74 of this Guidebook. (N)

/1/ Material now appears on Part 20, Section 4, Sheet 75 of this Guidebook.

(N)