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**EXTENSION SERVICE CHANNEL PRICES****General**

Channels are furnished within an Exchange Area to extend the termination of Exchange Service or Wide Area Telecommunications Service (WATS) to another premises or to another building on the same premises.

In addition to the provisions found elsewhere in this Guidebook the following provisions apply to Extension Service channels.

Scope of Service

Where the customer provides his own communications system the customer shall provide the facilities required to extend the use of his system to another building on the same premises.

Signaling Arrangements are furnished for use with grandfathered and registered PBX's (or switching systems which present a PBX like network interface) in accordance with Part 68 of the Federal Communications Rules and Regulations. They are required on Local Distribution Channels which extend PBX (or similar) main and extension station lines to another premises for Telephone Company-provided equipment or customer-provided equipment.

Channel Service Types and Description

## Local Distribution Channels

Required to extend terminations of Exchange Service or WATS to another premises. For off-premises extension service of all types of Exchange Services and WATS other than PBX main and extension station lines one Type 2011 or Type 2017 Local Distribution Channel is required to connect the serving central office to the premises where the extension service is located. For off-premises PBX (or similar) main and extension station lines one Type 2014 Local Distribution Channel is required to connect the serving central office to the premises where the PBX is located and one Type 2014 Local Distribution Channel is required to connect the serving central office to the premises where the off-premises main or extension station line is located.

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**EXTENSION SERVICE CHANNEL PRICES (cont'd)**

**Channel Service Types and Description (cont'd)**

Local Distribution Channels (cont'd)

- Type 2011      A two-wire with effective two-wire facilities engineered for off-premises extension service use with Exchange Service and capable of a 1000 Hz loss objective of 0 +08dB. Available for intra-exchange service.
- Type 2014      A two-wire interface with effective two-wire facilities furnished for PBX (or similar) off-premises main and extension station lines capable of operating over loops with resistance up to 1300 ohms; with Type A, B or C Signaling Arrangement. Available for intraexchange service.
- Type 2017      A two-wire interface with effective two-wire facilities engineered for off-premises extension use with Wide Area Telecommunications Service and capable of a 1000 Hz loss objective of 0 to 8dB. Available for intra-exchange service.

Continuous Property Channels

Required to extend terminations of WATS or Exchange Service including PBX (or similar) main and extension station lines to a location in another building on the same continuous property.

Inter-office Channels

Required to connect serving central offices when the main station location and off-premises location are in different serving central offices.

Inter-office Channel Terminals

Required to terminate each end of an Inter-office Channel.

Signaling Arrangements

Type A, B and C Signaling Arrangements are required for use with PBX (or similar) off-premises main or extension station lines.

**EXTENSION SERVICE CHANNEL PRICES (cont'd)****Channel Service Types and Description (cont'd)**

## Signaling Arrangements (cont'd)

- |        |   |
|--------|---|
| Type A | Furnished for use with Class A PBX (or similar) station ports capable of operation over loops with resistance in the range of 0-199 ohms.       |
| Type B | Furnished for use with Class B PBX (or similar) station ports capable of operation over loops with resistance in the range of 200-899 ohms.     |
| Type C | Furnished for use with Class C PBX (or similar) station ports capable of operation over loops with resistance in the range of 900 ohms or more. |

For connection to registered PBX (or similar) equipment, customers must specify the equipment capability, i.e., Type A, B, or C port of the registered equipment.

For connections to grandfathered customer-provided PBX (or similar) equipment, customers must specify the equipment capability for use with Type A, B, or C Signaling Arrangements.

Based on information provided by the customer, the Telephone Company will furnish the appropriate Signaling Arrangement. Where the requested Signaling Arrangement is furnished and determined to be of lesser signaling range than required, and the customer requests the Telephone Company to furnish another Signaling Arrangement, such request will be treated as a new request for service and appropriate Service Charges will apply.

Customers with grandfathered PBX (or similar) equipment requesting new Local Distribution Channel service will be classified as either a Class A, B, or C station port and the corresponding Type A, B, or C Signaling Arrangement, at appropriate rates and charges, will apply.

One Signaling Arrangement is required for each Local Distribution Channel connected to the PBX (or similar) station port for service furnished as specified above.

**EXTENSION SERVICE CHANNEL PRICES (cont'd)**

**Nonrecurring Charges**

Installation and Move

*Initial*

A Nonrecurring Price-Initial applies to the first Local Distribution Channel installed on a premises.

*Additional*

A Nonrecurring Price-Additional applies to each additional Local Distribution Channel, of the same type, installed on the same premises, at the same time, as the first Local Distribution Channel.

*Retermination*

Premises Work Charges as found in Part 3 apply to reterminate a Local Distribution Channel due to a change in the associated terminal equipment when the location of the Local Distribution Channel termination does not change.

*Service Charges*

A Service Request Charge - Initial and Premises Work Charges, as found in Part 3, apply to the Installation or move of the first termination of a Local Distribution Channel on the premises.

A Service Request Charge - Subsequent and Premises Work Charges, as found in Part 3, apply to the installation, move, or change of additional terminations of a Local Distribution channel located on the same premises.

*Jack Prices*

Jack Prices as found in Part 3 apply to the first termination of a Local Distribution Channel on the premises.

**EXTENSION SERVICE CHANNEL PRICES (cont'd)****Prices**

Description /Billing Code/	Nonrecurring Charge		Monthly Price
	Initial	Additional	
Local Distribution Channels			
- Type 2011, each /LCA++/ /LCUS+/ - Type 2014, each /LCB++/ - Type 2017, each /1SES+/ - Moves, all Types - Retermination, all Types	\$135.00 <sup>/1/</sup> 165.00 <sup>/1/</sup> 195.00 <sup>/1/</sup> <sup>/1/</sup> <sup>/1/</sup>	\$ 75.00 <sup>/1/</sup> 140.00 <sup>/1/</sup> 100.00 <sup>/1/</sup> <sup>/1/</sup> <sup>/1/</sup>	\$52.50 50.90 47.90 - -
Continuous Property Channel	<sup>/1/</sup>	<sup>/1/</sup>	-

Description /Billing Code/	Monthly Price
Inter-office Channel Mileage, - each mile or fraction /1LLBS/ /1LVBS/	\$1,174.00 (l)
Inter-office Channel Mileage Termination, - each /2LH/ /2LK/	18.00
Signaling	
- Type A, each /SAL/	45.40
- Type B, each /SAU/	30.15
- Type C, each /SAY/	16.70

/1/ Premises Work Charges as specified in Part 3 apply.



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**TELEPHONE ANSWERING PATRON LINES AND CENTRAL OFFICE TERMINALS**

Series 2000 Channels, as described in Part 15, are required for the extension of a patron's service to an answering location. When concentrator-identifier equipment is not utilized a Type 2040 is required. To extend a patron's service to concentrator equipment located on Telephone Answering Service premises a Type 2942 is required. To connect concentrators located on Telephone Company premises with identifiers located on Telephone Answering Service premises a Type 2043, as provided in Part 15, is required. Concentrator (Central Office) Terminals, as described in Part 15, Type 2041 are required to terminate a patrons service in a concentrator located on Telephone Company premises. When a patron's serving central office and the Telephone Answering Services serving central office or the central office where the concentrator is located are different, Inter-office Channels are required. One Inter-office Channel Terminal is required at each end of an Interoffice Channel. Charges for Inter-exchange Channels as provided for in Part 15, apply to services provided between exchanges.

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**TELEPHONE ANSWERING PATRON LINES AND CENTRAL OFFICE TERMINALS (cont'd)**

**Nonrecurring Price Application**

1. Initial

A Nonrecurring Price-Initial applies to the first Local Distribution Channel or Concentrator Terminal installed on a premises.

2. Additional

A Nonrecurring Price-Additional applies to each additional Local Distribution Channel or Concentrator Terminal of the same type, installed on the same premises, at the same time, as the first Local Distribution Channel or Concentrator Terminal.

3. Move Charge

A move charge and Premises Work Charges as found in Part 3 apply to relocate the termination of a Local Distribution Channel within the same building. Premises Work Charges apply to move each additional Local Distribution Channel of the same type, within the same building at the same time.

4. Retermination Charge

A retermination charge and Premises Work Charges as found in Part 3 apply to reterminate a Local Distribution Channel due to a change in the associated terminal equipment when the location of the Local Distribution Channel termination does not change.

**Answering Extensions**

Extension lines to the premises of a Telephone Answering Service terminating in Other Type Answering Equipment are furnished on dial central office lines for answering only.

**AT&T INDIANA GUIDEBOOK**PART 4 - Exchange Access Services  
SECTION 5 - Other Exchange Access Services

1st Revised Sheet 11

**TELEPHONE ANSWERING PATRON LINES AND CENTRAL OFFICE TERMINALS (cont'd)****Prices**

Description /Billing Code/	Nonrecurring Charge		Monthly Price
	Initial	Additional	
A. Local Distribution Channels			
1. Type 2040, furnished as Patron Lines to extend a patron's service to an answering location when concentrator-identifier equipment is not utilized			
a. When the airline distance between the answering location and its serving central office does not exceed 1/4 mile, each /1LJP1/	\$ 67.00	\$67.00	\$10.95
b. When the airline distance between the answering location and its serving central office exceeds 1/4 mile, each /LCDS+/-	170.00	75.00	43.75

# AT&T INDIANA GUIDEBOOK

PART 4 - Exchange Access Services  
SECTION 5 - Other Exchange Access Services

1st Revised Sheet 12

## TELEPHONE ANSWERING PATRON LINES AND CENTRAL OFFICE TERMINALS (cont'd)

### Prices (cont'd)

Description /Billing Code/	Nonrecurring Charge		Monthly Price
	Initial	Additional	
A. Local Distribution Channels (cont'd)			
2. Type 2942, furnished as Patron Lines to extend a patron's service to concentrator equipment located on Telephone Answering Service premises			
a. When the airline distance between the concentrator equipment and its serving central office does not exceed 1/4 mile, each /1LJC1/	\$ 67.00	\$67.00	\$11.45
b. When the airline distance between the concentrator equipment and its serving central office exceeds 1/4 mile, each /LCJS+/ /1LJC2/	170.00	75.00	43.75
B. Concentrator Terminals			
Furnished to terminate a patron's service in a concentrator located on Telephone Company premises			
- Type 2041A, concentrator located in same central office as patron's service, each /ST2/	67.00	37.00	9.40
- Type 2041B, concentrator located in a different central office than patron's service, each /FCQ/	67.00	67.00	9.40

**TELEPHONE ANSWERING PATRON LINES AND CENTRAL OFFICE TERMINALS (cont'd)****Prices (cont'd)**

Description /Billing Code/	Nonrecurring Charge		Monthly Price
	Initial	Additional	
C. Inter-office Channel Mileage and Channel Mileage Termination			
1. Inter-office Channel Mileage, each mile or fraction /1LLBS/ /1LPBS/	-	-	\$1,174.00 (1)
2. Inter-office Channel Mileage Termination, each /2LK/	-	-	18.00
Description /Billing Code/			Nonrecurring Charge
D. Move Charge <sup>/1/</sup>			\$53.00
E. Retermination Charge <sup>/1/</sup>			53.00
Description /Billing Code/			Monthly Price
F. Answering Extensions			
In the same building, each /SQC/ /SQE/			-
In a different building, each /SQD/ /SQF/			-
(1) When the airline distance between the answering location and its serving central office does not exceed 1/4 mile			<sup>/2/</sup>
(2) When the airline distance between the answering location and its serving central office exceeds 1/4 mile			<sup>/2/</sup>

/1/ Premise Work Charges as specified in Part 3 apply.

/2/ Apply regulations as specified in Part 15, and prices as specified in this Section for Type 2040 Patron Lines.

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

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

The customer's bill will be credited \$6.00 each month per line that both the 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.

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/1/ Material now appears on Original Sheet 30.2 in Part 20, Section 4 of this Guidebook.

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/1/      Material now appears on Original Sheet 30.3 in Part 20, Section 4 of this Guidebook.



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/1/      Material now appears on Original Sheet 30.4 in Part 20, Section 4 of this Guidebook.

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/1/      Material now appears on Original Sheet 30.5 in Part 20, Section 4 of this Guidebook.

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/1/      Material now appears on Original Sheet 30.6 in Part 20, Section 4 of this Guidebook.

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/1/      Material now appears on Original Sheet 30.7 in Part 20, Section 4 of this Guidebook.

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/1/ Material now appears on Original Sheet 30.8 in Part 20, Section 4 of this Guidebook.

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/1/      Material now appears on Original Sheet 30.9 in Part 20, Section 4 of this Guidebook.

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/1/ Material now appears on Original Sheet 30.10 in Part 20, Section 4 of this Guidebook.

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/1/      Material now appears on Original Sheet 30.11 in Part 20, Section 4 of this Guidebook.



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/1/      Material now appears on Original Sheet 30.12 in Part 20, Section 4 of this Guidebook.

**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 lines will include unlimited local usage service, customer selected vertical services (optional), and hunting (optional) at the package price per line as shown in *D. Prices* following.
3. If an account falls below the 40<sup>/1/</sup> minimum required Easy Rate lines, prices will revert to applicable monthly individual rates for each component of the Easy Rate package, as shown in *C. References* following. 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 available only on flat rate business exchange access lines (1FB and 1FH class of service). 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. Easy Rate is available with any or all of the following available vertical services per line. The package price is the same regardless of the number of these services selected. Easy Rate customers can choose to activate or deactivate any of these vertical services on any line at any time. Normally applicable nonrecurring service charges are waived when adding or activating the following vertical services on existing lines.

Caller ID  
Caller ID With Name  
Speed Calling 30

Call Waiting  
Call Forwarding  
Three-Way Calling

Automatic Callback  
Call Screening  
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)****B. Terms and Conditions (cont'd)**

7. Except as provided below, Non-Recurring Charges (NRCs) shall be waived for Easy Rate Customers for 1) the establishment of all local exchange access lines and associated vertical features ordered at the time of initial subscription to Easy Rate; and 2) 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. (N)

**C. References**

The components of the Easy Rate package are provided in accordance to the terms and conditions of their applicable Parts except as noted in Sections B. preceding and D. following of this offer.

<u>Subject</u>	<u>Reference</u>
Business Exchange Access Lines	Part 4, Section 2
Call Forwarding	Part 7, Section 1
Custom Calling Features	Part 7, Section 1
Advanced Custom Calling Services	Part 7, Section 2

**D. Prices**

## 1. 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 <sup>/1/</sup> Term	50.00	(C)
60 Month <sup>/1/</sup> Term	50.00	(C)

<sup>/1/</sup> Easy Rate Agreements with 48 & 60 month terms may not be established on or after September 9, 2013. (N)  
(N)

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

AT&T Business Local Calling Assurance is an optional business package that includes a flat rate network access line, Caller ID, 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 flat rate Network Access Line service, Unlimited Local Usage service (includes Band A & B calling only), Caller ID, Caller ID with Name, and Call Forwarding service. Customers may also subscribe to Business Local Calling Assurance on a Month-to-Month basis at prices shown in paragraph D, following. (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 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 only available to customers that require 1 to 5 individual business exchange network access lines, and is not available on FX Service, Remote Call Forwarding, 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. Eligible customers will receive a waiver of normally applicable service ordering and line connection nonrecurring charges (NRC's) associated with local exchange access lines 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 which the customer will have 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&amp;T BUSINESS LOCAL CALLING ASSURANCE (cont'd)

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

6. At the expiration of the agreed to term, rates will revert to the applicable non-term individual rates for each component of the package, as shown in C. References, following. Effective with new subscriptions beginning on or after February 28, 2011, the fixed monthly rate provided with this service continues after the end of the customer's term period. 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. As of February 15, 2010, termination charges will no longer apply to either new or existing agreements.
8. This offer cannot be combined with other access line, usage, or feature discount offers.

## C. References

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

<u>Subject</u>	<u>Reference</u>
Business Exchange Access Lines	Part 4, Section 2
Call Forwarding	Part 7, Section 1
Advanced Customer Calling Services	Part 7, Section 2

## D. Prices

## 1. Standard Features

<u>Description</u>	<u>Monthly Rate</u>	
Package Rate Per Line:	\$80.00	(1)

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

AT&T Business Local Calling (BLC) is an optional business package offer that provides four (4) line option packages which include varying combinations of a network access line, choice of local usage 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<sup>/1/</sup> term and who commit to the line option packages and prices as shown in *G. Prices* following. 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 *G. Prices* following. (C)  
(D)
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 *G. Prices* following. 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 *G. Prices* will apply for the life of the term plan based on the number of lines subscribed to on the initial order.

/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

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

- |   |     |
|---|-----|
| 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. | /1/ |
| 9. Certain standalone 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 <i>G. Prices</i> following. These standalone vertical features are limited to Three-Way Calling, Call Forwarding, Call Waiting, Speed Calling 30, Repeat Dialing, Automatic Callback, and Call Screening. Other standalone features may be added on an a la carte basis at their individual rates listed in the Guidebook.        | /1/ |
| 10. A customer may subscribe to multiple agreements for AT&T Business Local Calling at the same time, but a telephone 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/ Material formerly appeared on Sheet 30

(N)

/2/ Material formerly appeared on Sheet 31

(N)

**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, will also be 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/  
|  
/2/

When Business Local Calling (BLC) 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), customer agrees to maintain the Bundle Offer for the applicable term. The price of the BLC 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 BLC service address, or
- (3) customer drops one of the AT&T services in the Bundle Offer, or

If 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 BLC 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 *G. Prices* following.
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 *G. Prices* following.<sup>/1/</sup>
16. Lines subscribed to an AT&T Business Local Calling account cannot be placed on Temporary Suspension.

/1/ Effective 5/2/2011, 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)  
|  
(N)



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

17. Business customers in certain exchanges who subscribe to AT&T Business Local Calling with 1 to 19 lines will receive an additional monthly discount off the standard prices for Options A and B as shown in *G. Prices* following. 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. Eligible exchanges include: Edinburg, Flat Rock, Lebanon, Martinsville, Mechanicsburg, Morgantown, Nashville, Paragon, Waveland and all exchanges in the 317 area code. 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.

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)

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 AT&T Business Local Calling is available, into one agreement to meet line commitments.

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/1/ Material now appears on Sheet 32.1 of this Section.

(N)

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

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. /1/
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.) (N)
- 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 for Less 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)
- /2/

/1/ Material formerly appeared on Sheet 32 of this Section.

/2/ Material now appears on Sheet 32.2 of this Section.

(N)

(N)

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

"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 *G. Prices* following. Minutes used will be rounded up to the next whole minute per call.

"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 *G. Prices* following.

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/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 formerly appeared on Sheet 32.1 of this Section.

/3/

/3/

(N)

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

1. Except as provided for elsewhere in this 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. 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.
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.
  - d. If during the Term, an AT&T ILEC Service (referred to as the "Terminated 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 at 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)

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/1/ Material now appears on Sheet 34 in this section.

(N)

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

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 in the original agreement, then 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.

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/1/**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 Guidebook sections except as defined in *B. and D.*

<u>Subject</u>	<u>Reference</u>
Business Network Access Lines	Part 4, Section 2
Custom Calling Features	Part 7, Section 1
Advanced Custom Calling Features	Part 7, Section 2
Complimentary Network Services	Part 7, Section 3

/1/ Material formerly appeared on Sheet 33 in this section.

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

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

**G. Prices**

1. Service Elements

(D)

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

## 1. Service Elements (cont'd)

For Accounts Established On or After 6-1-2015 and Prior to 8-15-2016  
Term & Volume Monthly Prices

<u>Volume Price Level</u>	<u>Line Option</u>	<u>1-Year</u>	<u>2-Year<sup>/1/</sup></u>	<u>3-Year<sup>/1/</sup></u>
1 – 19 <sup>/1/</sup>	Option A	\$50.00	-	-
	Option B	45.00	-	-
20 +	Option A	34.00	\$33.00	\$32.00
	Option B	29.00	28.00	27.00

For Accounts Established On or After 8-15-2016 and Prior to 3-15-2018  
Term & Volume Monthly Prices

<u>Volume Price Level</u>	<u>Line Option</u>	<u>1-Year</u>	<u>2-Year<sup>/1/</sup></u>	<u>3-Year<sup>/1/</sup></u>
1 – 19 <sup>/1/</sup>	Option A	\$60.00	-	-
	Option B	55.00	-	-
20 +	Option A	34.00	\$33.00	\$32.00
	Option B	29.00	28.00	27.00

For Accounts Established On or After 3-15-2018 and Prior to 8/23/2019  
Term & Volume Monthly Prices

(C)

<u>Volume Price Level</u>	<u>Line Option</u>	<u>1-Year</u>	<u>2-Year<sup>/1/</sup></u>	<u>3-Year<sup>/1/</sup></u>
1 – 19 <sup>/1/</sup>	Option A	\$60.00	-	-
	Option B	55.00	-	-
20 +	Option A	39.00	\$38.00	\$37.00
	Option B	34.00	33.00	32.00

<sup>/1/</sup> 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.



## AT&amp;T BUSINESS LOCAL CALLING (cont'd)

## G. Prices (cont'd)

## 1. Service Elements (cont'd)

<u>For Accounts Established On or After 8/23/2019</u>				
<u>Term &amp; Volume Monthly Prices</u>				
<u>Volume Price Level</u>	<u>Line Option</u>	<u>1-Year</u>	<u>2-Year<sup>1/</sup></u>	<u>3-Year<sup>1/</sup></u>
1 - 19 <sup>1/</sup>	Option A	\$60.00	-	-
	Option B	55.00	-	-
20 +	Option A	44.00	\$38.00	\$37.00
	Option B	39.00	33.00	32.00

		<u>Monthly Rate</u>
Vertical Features listed in 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>
Monthly discount per line, Option A, as defined in B.17		3.00 <sup>1/</sup>
Monthly discount per line, Option B, as defined in B.17		6.00 <sup>1/</sup>
Month-to-Month Prices:	Option A	147.00
	Option B	167.00
	Option C	169.00
	Option D	162.00

<sup>1/</sup> For accounts established on or after July 30, 2009, this discount is reduced to \$0.00.

<sup>2/</sup> 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 of use.

**AT&T Business Local Calling Essentials****A. Description**

AT&T Business Local Calling Essentials is an optional service package for business customers with 2 to 30 business network access lines that includes a Flat Rate Exchange Access Line, Caller ID with Name, and Hunting services.

**B. Terms and Conditions**

1. AT&T Business Local Calling Essentials is available to business customers with 2 to 30 business access lines who agree to a 12-month, 24-month, or 36-month term period and commit to a Flat Rate Exchange Access Line, Caller ID with Name, and Hunting service. These customers will be eligible for the package rates as shown in **C. Prices** following.
2. AT&T Business Local Calling Essentials is available to business customers with 2 to 30 access lines and who have those lines with a 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 network access line service with the Company.
3. AT&T Business Local Calling Essentials is available to Save customers with 2 to 30 access lines 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).
4. AT&T Business Local Calling Essentials is only available to customers who require 2 to 30 individual business exchange network access lines and is not available on FX Service, Remote Switching Service, WATS access lines, PBX Trunks, Centrex, or Semi-Public Coin services.
5. A customer may subscribe to multiple agreements for AT&T Business Local Calling Essentials at the same time, but a telephone number may only be included under one agreement. A customer may have 30 lines maximum per location subscribed to an AT&T Business Local Calling Essentials agreement.
6. Eligible customers will receive a waiver of normally applicable service ordering and line connection nonrecurring charges (NRC's) associated with local exchange access lines and, if applicable, vertical features 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.
7. Eligible customers may subscribe to FeatureLink service as an option and will receive a monthly credit of \$4.00 off of standard Month-to-Month prices, if selected.

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/1/ Material omitted now appears on Sheet 37 in this Section.

(N)

**AT&T Business Local Calling Essentials (cont'd)****B. Terms and Conditions (cont'd)**

8. Eligible customers may subscribe to any of the following Central Office Optional Features<sup>/1/</sup> on a stand alone basis and will receive a monthly discount of 30% off of standard Guidebook prices, if selected. (C)

Pay-Per-Use features are not eligible:

Automatic Callback, Call Screening, Call Waiting, Remote Call Forwarding, Repeat Dialing, Multi Ring Service, Speed Calling 30, Call Waiting ID. (C)

9. The 12-Month term also has a 12-Month retermable option. If the customer selects the 12-Month retermable option, the plan will renew for 12-month intervals. A maximum of two 12-Month reterms 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 reterm options prior to the expiration of each 12-Month term. At the expiration of the agreed to term, rates will revert to the applicable individual rates for each component of the package.
10. Customers who elect to terminate their agreement prior to completion of the agreed to term will be assessed early termination charges amounting to 50% 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 specified below, or if business downturn rules apply as listed below.
11. 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.
12. 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.
13. Eligible customers who also have refused or not responded to a previous AT&T Business Local Calling Essentials offer from the Company will be eligible for a one-time \$20.00 credit per access line when they subscribe. This bill credit will be applied within (2) bill cycles of order completion. Save customers are not eligible for this one-time credit.

/1/ For those customers who subscribe to this service on or after November 28, 2011, these services are no longer eligible for the Central Office Optional Features 30% monthly discount.

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(D)

**AT&T Business Local Calling Essentials (cont'd)****B. Terms and Conditions (cont'd)**

14. 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.

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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 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.

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15. 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 \$20 refuser credit will NOT be available (see paragraph 13 above).

**C. Prices**

Monthly Package Rate Per Line (12, 24, or 36 month term period): \$23.00

/1/ Material formerly appeared on Sheet 37 of this Part and Section.

(N)