

PAPERLESS BILL INCENTIVE

A Paperless Bill Incentive will be offered from July 1, 2012 until June 30, 2016. During this period, residential customers who receive an offer incentive and sign up for paperless billing online will be eligible to receive a \$10 Visa Reward. The customer must remain with paperless billing for 90 days in order to receive the reward. Eligible customers are those residential customers not currently subscribed to paperless billing and who agree to receive their bill electronically.

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\$10 AUTOPAY INCENTIVE

A residential incentive period will be established from November 1, 2011 through June 30, 2016. (C)
During this period residential customers who receive an incentive offer either online or via email and currently use a one-time payment method and sign up for the automatic payment feature, Autopay, will be eligible to receive a \$10 benefit in the form of a reward card. The customer must remain on AutoPay for 90 days in order to receive the reward card. Eligible customers are residential customers not currently registered for Autopay.

COMPLETE CHOICE BASIC PROMOTION

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A promotional offer is effective through June 15, 2015. During this offer period, eligible residential customers who purchase and retain the Complete Choice Basic (CCB) package may receive a bill credit for 12 months. This offer is available on up to two (2) lines.

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Eligible subscribers will receive a bill credit for 12 months on up to two lines that will provide a net price of \$15.00 for the CCB package. Existing customers subscribed to this promotion will continue to receive the net price of \$15.00 for CCB for the remainder of their 12 month benefit period, provided they meet the promotion requirements.

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- Eligible customers are those residential customers who have at least one local exchange access line or a substitute (e.g. wireless or VoIP service) with a provider other than the Company at a service location that can be served by the Company.
- Eligible customers must request the qualifying service at the same address as the existing service, unless they are planning an imminent move – within 30 (thirty) days of responding to the offer – from one address in an AT&T incumbent local exchange service area to another address in an AT&T incumbent local exchange service area.
- The customer is required to subscribe to AT&T for local service and the Complete Choice Basic package on each line (maximum of 2 lines) receiving a credit. If the customer discontinues the Complete Choice Basic package, the credit(s) will cease.
- This offer may not be combined with any other local service offers that provide a monthly recurring credit or discount, but may be combined with an offer that waives the nonrecurring installation/service charge(s).
- Customers must keep the required services for 30 days to receive the benefit of this offer.
- This offer is not available to customers who are switching service between affiliated companies.

COMPLETE® 2.0 SAVE AND WIN/WINBACK PROMOTION

A promotional period will be established from October 10, 2012 through December 31, 2014. During this promotional period eligible business customers subscribing to a new CompleteLink 2.0 agreement for a 2-year or 3-year^{/1/} term will be eligible to receive a monthly lump sum credit of \$3.00 per line based on the number of lines subscribed to this new agreement. Eligible customers are Save customers, existing business customers who have received a competitive offer and are considering switching their business local exchange access line service to another carrier (proof of competitive offer may be required), as well as business customers who have their local exchange access line service with another competitive local exchange carrier within the AT&T Arkansas, AT&T Kansas, AT&T Missouri, AT&T Oklahoma, or AT&T Texas service areas and who now wish to establish their business local exchange access line service with the Company. The CompleteLink 2.0 1,000 BTN maximum limit applies to this offer. This offer may not be combined with other AT&T business access line, usage, and/or toll discount plans or promotions, with the exception of combining with other CompleteLink 2.0 offers where permitted. All other terms and conditions applicable to CompleteLink 2.0, as appropriate, will apply.

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

COMPLETE CHOICE ENHANCED RETENTION PROMOTION

A retail promotional period shall be established from October 1, 2014 through March 31, 2015. During the promotion period residential customers who call to disconnect service with AT&T and elect to retain service and subscribe to the Complete Choice Enhanced package may receive a bill credit of \$8.00 per month for 12 months on a maximum of two access lines. (C)

- This offer is for retention purposes only.
- Customers must have or newly subscribe to Complete Choice Enhanced on each line, up to a maximum of two (2) lines, to receive the monthly credit.
- If the customer adds features to qualify for the Complete Choice Enhanced package, the non-recurring charge(s) and/or package fee will be waived.
- Eligible customers may only receive this offer once during the offer period.
- This offer may not be combined with other AT&T residence line retention offers, including but not limited to the Residence Access Line Retention Promotion.
- Monthly credits will cease if the customer disconnects the line or the package, or moves from their current location.
- The access line(s) must be in service for a minimum of 60 days before the customer becomes eligible for this offer.
- Customers must keep the required services for 30 days to receive the benefit of this offer.
- AT&T may discontinue this offer upon 14 days notice or less.

\$6 FOR 12 ACCESS LINE RETENTION OFFER

A retail promotional period shall be established from October 1, 2014 through March 31, 2015. Eligible residence customers are those customers who call to disconnect their access line(s) and then decide to retain the line(s). Eligible customers will receive a \$6.00 bill credit per month, per line for up to two access lines, for a maximum of 12 months. (C)

Eligible customers may receive this offer only once during the offer period, and must keep the access line for 30 days to receive the benefit of the offer. The customer's bill will be credited \$6.00 each month, per line, that the access line(s) are retained. If the customer disconnects the line(s) or moves from their current location, the remaining benefits will cease. This offer may not be combined with any other AT&T Missouri residence retention offers that provides a monthly discount. AT&T employees are not eligible for this offer.

Customers subscribing to Complete Choice Enhanced or Complete Choice Basic must have the access line in service for a minimum of 60 days before the customer becomes eligible for this offer.

STANDARDIZED COMPLETELINK® 2.0 SAVE PROMOTION

A promotional period will be established from July 6, 2010 through July 5, 2011. During this promotional period eligible business customers subscribing to a new CompleteLink 2.0 agreement for a 2-year term or longer will be eligible to receive an upfront accelerated discount as described below. These accelerated discounts are in addition to other discounts and benefits listed within CompleteLink 2.0, found in Part 2, Section 12 of the Guidebook.

Eligible customers are Save customers, existing business customers who have received a competitive offer and are considering switching their business local exchange access service to another carrier (proof of competitive offer may be required).

The discounts provided are considered to be accelerated discounts. Customers who terminate their CompleteLink 2.0 agreement prior to expiration of their selected term period will be liable for early termination charges as described in *Termination Charges* and *Credit Allowances* within CompleteLink 2.0, found in Part 2, Section 12 of the Guidebook. All other terms and conditions applicable to CompleteLink 2.0 will apply.

This offer may not be combined with other Company business access line, usage, and/or toll discount plans or promotions, with the exception of combining with other CompleteLink 2.0 offers where permitted.

Eligible customers will receive the following accelerated discounts which are calculated as a percentage of their agreed upon MARC and which will be applied as a credit to their bill. The accelerated discount will be applied within 2 bill periods following subscription to CompleteLink 2.0 according to the following schedule.

Discount Schedule

	1-Year Term	2-Year Term	3-Year Term	5-Year Term
Upfront Discount	N/A	15%	25%	35%

AT&T BUSINESS LOCAL CALLING TRIO REWARD PROMOTION

A retail promotional period shall be established from September 1, 2009 through December 31, 2014. During this promotional period, eligible business customers who subscribe to a new AT&T Business Local Calling package will receive a bill credit equal to the monthly recurring charge (MRC) for this package for 1, 2, or 3 bill periods based on the length of term, as follows:

- 12 month or 12 month re-subscribe option term: MRC bill credit in month 6 of first year's term only
- 24 month term: MRC bill credit in months 12 and 24
- 36 month term: MRC bill credit in months 12, 24, and 36

Eligible customers are those business customers who have their business network access lines with another competitive local exchange carrier within the AT&T Arkansas, AT&T Kansas, AT&T Missouri, AT&T Oklahoma, or AT&T Texas service areas, who establish their business network access line service with the Company, and who subscribe these lines to a new AT&T Business Local Calling 12, 24, or 36 month term plan.

Existing customers who transfer lines from a competitive local exchange carrier to an existing AT&T Business Local Calling account are not eligible. Customers who terminate their AT&T Business Local Calling plan prior to completion of the term period will forfeit all remaining bill credits that are otherwise eligible.

All other terms and conditions applicable to AT&T Business Local Calling will apply, as appropriate.

BUSINESS FEATURE PROMOTION II

A promotional period will be established from January 1, 2011 through December 31, 2011. During this period eligible business customers will receive a 50% discount per month on up to (10) vertical features per line. A waiver of applicable installation charges associated with adding these features will also be provided.

Eligible customers are those business customers who are subscribed to Business Local Calling Assurance when it is part of the All For Less bundle^{/1/}. These eligible customers who subscribe to a 12- or 24-month term agreement for the All For Less bundle with Business Local Calling Assurance will receive 50% off of the standard rate for up to (10) of the following services per line: Call Forward - Busy Line, Call Forward - Don't Answer, Three Way Calling, Speed Calling 30, Selective Call Forwarding, Priority Call, Call Waiting, Anonymous Call Rejection, Call Return, Auto Redial, Personalized Ring, Call Blocker and Hunting. (C)

Customers will receive these discounted rates as long as they remain subscribed to Business Local Calling Assurance when it is part of the All For Less bundle. When the customers All For Less subscription expires these discounted rates will no longer apply.

There is no termination fee associated with this Feature Promotion. This Feature Promotion cannot be combined with any other promotions or packages.

Effective June 1, 2011 this offer will be modified as follows:

- Call Forward - Busy Line and Call Forward - Don't Answer will be available at a net monthly rate of \$1.00 each, and
- Hunting service will be available at a 100% monthly discount.

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

BUSINESS FEATURE PROMOTION III

A promotional period will be extended from January 1, 2013 through March 31, 2017. During this period eligible business customers will receive a 50% discount per line, per month on any of the vertical features listed below. A waiver of applicable installation charges associated with adding these features will also be provided. (C)

Eligible customers are those business customers who are subscribed to Business Local Calling Assurance when it is part of the All For Less bundle^{/1/}. These eligible customers who subscribe to a 12- or 24-month term agreement for the All For Less bundle with Business Local Calling Assurance will receive 50% off of the standard rate for any of the following services per line: Three Way Calling, Speed Calling 30, Selective Call Forwarding, Priority Call, Call Waiting, Call Return, Auto Redial, Personalized Ring, and Call Blocker. In addition, Call Forward - Busy Line and Call Forward - Don't Answer will be available at a net monthly rate of \$1.00 each, and Hunting service will be available at a 100% monthly discount.

Customers will receive these discounted rates as long as they remain subscribed to Business Local Calling Assurance when it is part of the All For Less bundle. When the customers All For Less subscription expires these discounted rates will no longer apply.

There is no termination fee associated with this Feature Promotion. This Feature Promotion cannot be combined with any other promotions or packages.

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

AT&T BUSINESS LOCAL CALLING PROMOTION

A promotional period will be established from May 25, 2012 through August 31, 2014. During this promotional period eligible business customers who subscribe to a new, minimum 24-month term agreement for AT&T Business Local Calling with 6 to 19 initial lines will receive a 10% discount on the monthly rate for lines subscribed to Options A or B.

(C)

Eligible customers include those business customers with 6 to 19 business lines who have their business network access lines with another competitive local exchange carrier within the AT&T Arkansas, AT&T Kansas, AT&T Missouri, AT&T Oklahoma, or AT&T Texas service areas and who now wish to establish their business network access line service with the Company. Save customers, existing business customers who have received a competitive offer and are considering switching their business network access lines to another carrier (proof of competitive offer may be required), with 6 to 19 business lines are also eligible. Eligible customers may only receive discounts for a maximum of 19 lines subscribed to either Options A or B. Existing business customers currently subscribed to AT&T Business Local Calling Assurance who transfer these lines to this Program are also eligible.

All other terms and conditions applicable to AT&T Business Local Calling, as appropriate, will apply. This promotion may not be combined with any other promotional offers with the exception of the Welcoming Rewards promotion for Win/Winback customers, where applicable, which can be combined with this promotion.

AT&T BUSINESS LOCAL CALLING PROMOTION II

A promotional period will be established from May 25, 2012, through August 31, 2014. During this promotional period eligible business customers who subscribe to a new 36-month term agreement for AT&T Business Local Calling with 5 to 19 initial lines will receive a 6% discount on the monthly rate for lines subscribed to Options A or B. (C)

Eligible customers include those existing business customers with 5 to 19 business lines which are not on a Company voice package term agreement or which have less than 90 days remaining on a Company voice packet term plan. Eligible customers may only receive discounts for a maximum of 19 lines subscribed to either Options A or B.

All other terms and conditions applicable to AT&T Business Local Calling, as appropriate, will apply. This promotion may not be combined with any other offers for business access lines.

AT&T BUSINESS LOCAL CALLING ADDITIONAL LINE PROMOTION

A business promotional period will be extended from January 1, 2013 through December 31, 2021. (C)
During this period eligible business customers who purchase new, incremental local exchange access lines will receive a one-time \$50.00 bill credit per line for up to 4 lines added per customer location. Effective June 3, 2013, the one-time credit for up to 4 lines will be \$100.

Eligible customers are existing business customers who add new, incremental local exchange access lines to a new or existing AT&T Business Local Calling term agreement after refusing the initial offer to add local access lines. Additionally, eligible customers are new business start-up customers who add lines to a new AT&T Business Local Calling term agreement after refusing the initial offer to add an AT&T Business Local Calling term agreement. Also, all customers who add local exchange access lines to an AT&T Business Local Calling term agreement electronically, via online ordering methods, in response to an online advertisement will also qualify.

The lines added must be subscribed to either AT&T Business Local Calling Option A or Option B in order to qualify. Bill credits will become effective with the third bill period following eligibility. Customers disconnecting any of the new lines before the third bill period will not qualify to receive any bill credits. All orders must be completed by January 31, 2022. The Company may discontinue this offer upon 14 days notice. (C)

This promotion may not be combined with the All For Less offer. ^{/1/}

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

BUSINESS LOCAL CALLING - AFL BACK UP BUNDLE PROMOTION

A promotional period will be in effect from July 15, 2017, through December 31, 2017. During this period eligible Business customers will receive a discounted per line effective rate for AT&T Business Local Calling Option A package charges.

Eligible customers and applicable discounts are as follow:

- New customers who do not have local exchange service with the Company, or new customers who have their local exchange access line service with another competitive local exchange carrier within the Company service area and who now wish to establish their local exchange access line service with the Company as a part of a Bundle^{/1/} (Win/Winback), and who subscribe to a 12-month Term Plan for BLC will receive a net monthly rate of \$25 (via a \$35 credit), or
- Existing customers currently subscribing to AT&T local service, who subscribe to a 12-month Term Plan for BLC and who are newly subscribing to AT&T Internet Service as a part of a Bundle^{/1/} will receive a net monthly rate of \$35 (via a \$25 credit), or

Additional eligible customer and applicable discounts that will be in effect for a promotional period from August 30, 2017 through December 31, 2017 are as follow:

- Existing customers who communicate a desire to disconnect their lines then reconsider and keep the lines with the Company as a part of a Bundle1 (Save), and who subscribe to a 12-month Term Plan for BLC Option A will receive a net monthly rate of \$25 (via a \$35 credit).

For customers participating in this offer and receiving discounts as described in the three bullet points shown above (New, Win/Winback and Save), the 12-month term will be a 12-month term with an option to re-subscribe for two consecutive terms.

Furthermore,

- Customers participating in a Business Local Calling promotion as part of a Bundle1, with the promotional rates listed below, may continue to participate in the promotion rates if they agree to a new 12-month term with an option to re-subscribe for two consecutive terms, prior to the expiration of their existing term.

First BLC Option A package line receiving a net monthly rate of \$50 (via a \$10 credit), and BLC Option A package lines 2-19 receiving a net monthly rate of \$25 (via a \$35 credit); or

First BLC Option A package line receiving a net monthly rate of \$35 (via a \$25 credit), and BLC Option A package lines 2-19 receiving a net monthly rate of \$25 (via a \$35 credit).

With the exception of the Business Local Calling Additional Line promotion, this offer may not be combined with other AT&T Business Local Calling Term Plan discounts.

This offer is only allowed on single location accounts.

Billed to Number (BTN) arrangements are not allowed.

This offer is limited to nineteen (19) lines per customer location.

When the customer's bundle subscription expires, these benefits will no longer apply.

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

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

BUSINESS LOCAL CALLING OPTION A & OPTION B BUNDLE PROMOTION

Effective September 4, 2014, eligible business customers with 1-19 lines will receive a discounted per line effective rate for AT&T Business Local Calling Option A and Option B package charges. Eligible customers are those business customers who are subscribed to AT&T Business Local Calling Option A or Option B when it is part of a bundle, where bundle components are available.^{/1/}

These eligible customers who subscribe to a 12-month Term Plan for AT&T Business Local Calling Option A or Option B as part of a bundle will receive a \$5 per line discount for AT&T Business Local Calling Option A or Option B package charges.

With the exception of the AT&T Business Local Calling Additional Line offer, this offer may not be combined with other AT&T Business Local Calling Term Plan discounts.

This offer is only allowed on single location accounts.

Billed to Number (BTN) arrangements are not allowed.

When the customer's bundle subscription expires, these benefits will no longer apply.

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

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

BUSINESS LOCAL CALLING – AFL MINI BUNDLE PROMOTION

A promotional period will be in effect from February 1, 2017 through April 30, 2017. During this period eligible Business customers will receive a discounted per line effective rate for AT&T Business Local Calling Option A package charges. Eligible customers are those Business customers who are subscribed to AT&T Business Local Calling Option A when it is part of a bundle, where bundle components are available.^{/1/}

These eligible customers who subscribe to a 12-month Term Plan for AT&T Business Local Calling as part of a bundle will receive a net monthly rate of \$35 (via a \$25 credit) on the first line and a net monthly rate of \$25 per line (via a \$35 credit per line) on the 2nd to 19th lines for AT&T Business Local Calling Option A.

With the exception of the Business Local Calling Additional Line promotion, this offer may not be combined with other AT&T Business Local Calling Term Plan discounts.

This offer is only allowed on single location accounts.

Billed to Number (BTN) arrangements are not allowed.

This offer is limited to five hundred (500) lines per customer for the sum of all contracts and for all subsidiaries.

When the customer's bundle subscription expires, these benefits will no longer apply.

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

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

BUSINESS LOCAL CALLING – AFL BACK UP BUNDLE PROMOTION II

A promotional period will be in effect from January 1, 2018, through June 30, 2019. During this period eligible Business customers will receive a net monthly rate of \$35 (via a \$25 credit) for AT&T Business Local Calling (BLC) Option A package charges. (C)

Eligible customers are as follow:

- New customers who do not have local exchange service with the Company, or new customers who have their local exchange access line service with another competitive local exchange carrier within the Company service area and who now wish to establish their local exchange access line service with the Company as a part of a Bundle^{/1/} (Win/Winback), and who subscribe to a 12-month Term Plan for BLC, or
- Existing customers currently subscribing to AT&T local service, who subscribe to a 12-month Term Plan for BLC and who are newly subscribing to or currently have AT&T Long Distance and AT&T Internet Service, AT&T Mobility, or DIRECTV as a part of a Bundle^{/1/}, or
- Existing customers who communicate a desire to disconnect their lines then reconsider and keep the lines with the Company as a part of a Bundle^{/1/} (Save), and who subscribe to a 12-month Term Plan for BLC Option A.

For customers participating in this offer and receiving discounts as described in the three bullet points shown above (New, Win/Winback and Save), the 12-month term will be a 12-month term with an option to re-subscribe for two consecutive terms. ^{/2/} (C)

Furthermore,

Customers participating in a Business Local Calling promotion as part of a Bundle^{/1/}, with the promotional rates listed below, may continue to participate in the promotion rates if they agree to a new 12-month term with an option to re-subscribe for two consecutive terms, prior to the expiration of their existing term. ^{/2/} (C)

- First BLC Option A package line receiving a net monthly rate of \$50 (via a \$10 credit), and BLC Option A package lines 2-19 receiving a net monthly rate of \$25 (via a \$35 credit); or
- First BLC Option A package line receiving a net monthly rate of \$44 (via a \$10 credit plus a \$6 credit), and BLC Option A package lines 2-19 receiving a net monthly rate of \$25 (via a \$35 credit); or
- First BLC Option A package line receiving a net monthly rate of \$38 (via a \$10 credit plus a \$12 credit), and BLC Option A package lines 2-19 receiving a net monthly rate of \$25 (via a \$35 credit); or
- First BLC Option A package line receiving a net monthly rate of \$35 (via a \$25 credit), and BLC Option A package lines 2-19 receiving a net monthly rate of \$25 (via a \$35 credit).

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

/2/ Customers participating in this offer prior to 07/01/2019 will retain the option to re-subscribe for two consecutive terms 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 Part 4, Section 5, paragraph B.13. (N)
(N)

BUSINESS LOCAL CALLING – AFL BACK UP BUNDLE PROMOTION II (continued)

This offer may not be combined with other AT&T Business Local Calling Term Plan discounts.

This offer is only allowed on single location accounts.

Billed to Number (BTN) arrangements are not allowed.

This offer is limited to nineteen (19) lines per customer location.

When the customer's bundle subscription expires, these benefits will no longer apply.

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

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

BUSINESS TELEBRANCH WITH UNLIMITED LOCAL USAGE WIN/WINBACK PROMOTION

A promotional period will be established from July 1, 2018 through June 30, 2019. During this promotional period, eligible business customers will receive a net effective rate of \$5.00 per month per path for Telebranch service and unlimited AT&T Local Usage and AT&T Message Telecommunications Service.

Eligible customers are business customers who have their exchange access service with another carrier and who now establish their exchange access service with the Company or AT&T Business Voice over IP Service (AT&T Phone).

To qualify for this promotion, the Call Forwarded number of the Telebranch service must terminate to a Company business access line (excluding 800 service lines) or AT&T Business Voice over IP Service, at the time customer subscribes to this promotion. Subscribers must order Telebranch service within 30 days of establishing the qualifying exchange access service from the other carrier. Subscribers may have a maximum of ten Telebranch paths (initial/additional) per billing account participating in this discounted service, and the Telebranch path(s) must be located in the same state where service from the other carrier was located.

If subscriber with this Telebranch Promotion terminates Company business access line or AT&T Business Voice over IP Service and retains the company's Telebranch, this Promotion will continue to apply until customer terminates the Telebranch service.

This Win/Winback Promotion cannot be combined with other Telebranch promotions or offers, including the existing Telebranch discount offer, which will still be available.

BUSINESS LOCAL CALLING ASSURANCE SAVE PROMOTION

A promotional period will be in effect from January 15, 2019 through December 31, 2021. During this period eligible Business customers will receive a discounted per line effective rate for AT&T Business Local Calling Assurance package charges.

(C)

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

Eligible customers will receive a net monthly rate of \$35 per line (via a \$10 credit per line) for 12 months, on their AT&T Business Local Calling Assurance package.

This offer is only allowed on single location accounts.

Billed to Number arrangements are not allowed.

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

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

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

BUSINESS LOCAL CALLING – AFL BACK UP BUNDLE PROMOTION III

A promotional period will be in effect from July 1, 2019, through December 31, 2021. During this period eligible Business customers will receive a net monthly rate of \$35 (via a credit) for AT&T Business Local Calling (BLC) Option A package charges. (C)

Eligible customers are as follow:

- New customers who do not have local exchange service with the Company, or new customers who have their local exchange access line service with another competitive local exchange carrier within the Company service area and who now wish to establish their local exchange access line service with the Company as a part of a Bundle^{/1/} (Win/Winback), and who subscribe to a 12-month Term Plan for BLC, or
- Existing customers currently subscribing to AT&T local service, who subscribe to a 12-month Term Plan for BLC and who are newly subscribing to or currently have AT&T Long Distance and AT&T Internet Service, AT&T Mobility, or DIRECTV as a part of a Bundle^{/1/}, or
- Existing customers who communicate a desire to disconnect their lines then reconsider and keep the lines with the Company as a part of a Bundle^{/1/} (Save), and who subscribe to a 12-month Term Plan for BLC Option A.

Furthermore,

- Customers participating in a Business Local Calling promotion as part of a Bundle^{/1/}, may continue to participate in the Bundle^{/1/} and will receive a net monthly rate of \$40 (via a credit), if they agree to a new 12-month term.

This offer may not be combined with other AT&T Business Local Calling Term Plan discounts.

This offer is only allowed on single location accounts.

Billed to Number (BTN) arrangements are not allowed.

This offer is limited to nineteen (19) lines per customer location.

When the customer's bundle subscription expires, these benefits will no longer apply.

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

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

BUSINESS TELEBRANCH WITH UNLIMITED LOCAL USAGE WIN/WINBACK PROMOTION II

A promotional period will be established from February 12, 2020 through December 31, 2021. During this promotional period, eligible business customers will receive a net effective rate of \$5.00 per month per path for Telebranch service and unlimited AT&T Local Usage and AT&T Message Telecommunications Service.

(C)

Eligible customers are business customers who have their exchange access service with another Carrier and who now establish their exchange access service with the Company or AT&T Business Voice over IP Service (AT&T Phone), are now requesting 1-10 business exchange access lines and/or 1-6 AT&T Phone seats, and cannot port their telephone number and require Telebranch to keep their existing telephone numbers at existing location.

To qualify for this promotion, the Call Forwarded number of the Telebranch service must terminate to a Company business access line (excluding 800 service lines) or AT&T Business Voice over IP Service, at the time customer subscribes to this promotion. Subscribers must order Telebranch service within 30 days of establishing the qualifying exchange access service from the other carrier. Subscribers may have a maximum of ten Telebranch paths (initial/additional) per billing account participating in this discounted service, and the Telebranch path(s) must be located in the same state where service from the other carrier was located.

If subscriber with this Telebranch Promotion terminates Company business access line or AT&T Business Voice over IP Service and retains the Company's Telebranch, this Promotion will continue to apply until customer terminates the Telebranch service. The monthly Telebranch rates and unlimited local or local toll usage will be discounted for each path and for each additional path.

Eligible customers will receive a waiver of the nonrecurring charges to add Telebranch.

This Win/Winback Promotion cannot be combined with other Telebranch promotions or offers, including the existing RCF discount offer, which will still be available.