

**TOLL TERMINAL LINES**

## 1. General

- a. Toll Terminal Lines (special access lines for outward toll service) are provided to customers having exchange service at the Toll Terminal location.
- b. Toll Terminal Lines originate in the customer's serving central office switching equipment. The termination at a customer's premises may be in instruments or PBX Systems.
- c. Connections are not established between Toll Terminal Lines.
- d. When a Toll Terminal customer is located in a different rate center than the toll office, the message toll charges applying on messages passed over the Toll Terminal Lines are the charges applying in the toll rate center in which the customer is located.
- e. Directory Assistance Service - The conditions and charge for Directory Assistance Service are specified by the company providing the Toll Terminal Service.

## 2. Charges

- a. For Toll Terminal Lines located within the base rate area as specified for the exchange or zone and including the associated circuit:
    - (1) Monthly Rates each:
      - a. If a customer's exchange provides one-party measured rate service for business (1MB), Toll Terminal Lines are considered as 1MB service using the 1MB rate.
      - b. If a customer's exchange provides one-party flat rate service for business (1FB), Toll Terminal Lines are considered as 1FB service using the 1FB rate for that exchange.
      - c. The rates for 1MB and 1FB are specified in Part 4, Section 2.
    - (2) Nonrecurring Charges, establishment of service and subsequent additions or moves replaced by Service Charges specified in Part 3, Section 1, of this Guidebook.
      - a. For Toll Terminal Lines located outside the Base Rate Area and outside a Locality Rate Area - Rural Zone charges for one-party service, as applicable to the customer's location, apply in addition to the charges in a. preceding.
      - b. For Toll Terminal Lines located in a Locality Rate Area - the difference between the individual business line rate in the locality rate area and the individual business line rate in the base rate area applies in addition to the charges in a. preceding.
3. When, at the initiative of the Company, Toll Terminal Lines are connected to a toll office in a central office other than that which serves the customer, no special charge is made for the circuit between the toll office and the customer's serving central office. However, when a customer requests that a Toll Terminal Line be connected to a toll office other than that to which it ordinarily would be connected, Foreign Exchange/Zone Service applies as specified in M.P.S.C. No. 20R, Part 21 and/or Part 4, Section 3 of this Guidebook, in addition to the specified charge for the Toll Terminal.

**EXCHANGE SERVICE LINE TERMINATIONS<sup>/2/</sup>****A. GENERAL**

1. Local exchange telecommunications service access lines are normally terminated in network interfaces at a customer's premises in one Exchange (or Zone). Additional terminations on a different premises in the same or different Exchange (Zone) are as specified in B. following.
2. Separate telephone numbers or other distinctive designations are not assigned to the additional terminations nor is code ringing permitted. No additional free listing is allowed in connection with the exchange service line on account of additional terminations of the service.
3. Intercommunication over the exchange service line between the various terminations of the line is not contemplated.

**B. TERMINATIONS AND CHANNELS**

1. General
  - a. Additional terminations associated with the exchange service line must be located on the premises of the customer, except that in the case of individual line service (excluding Semi-public Service) terminations may be located on another's premises with the understanding that the service is to be used for answering incoming calls only and if a separate exchange service is subscribed for at the other premises.
  - b. Additional terminations in the same or different Exchange (Zone) are provided subject to the availability of facilities and where satisfactory transmission and operation can be provided using normal facilities. Two wire voice grade Direct Analog Service rates and charges provided via unregulated Dedicated Communications Services for end users and from Part 21, Special Access, for Telecommunications Providers are applicable.
  - c. Channels for one party lines extended to a Secretarial Answering Bureau are provided via unregulated Dedicated Communications Services for end users and from Part 21, Special Access, for Telecommunications Providers.
  - d. Additional terminations provide the capability of originating or receiving calls from locations in addition to the initial location.

/1/ Material moved to sheet 1 of this Section.

/2/ Material formerly appeared M.P.S.C. Tariff 20R Part 4 Section 5.

**JOINT USER SERVICE<sup>2/</sup>****GENERAL**

1. Joint User Service is an arrangement whereby a person or firm - designated a Joint User - is permitted to use the service of a customer. To facilitate this use, a listing is provided for each Joint User. (C)
2. Joint User Service is provided only in connection with individual line business service and private branch exchange business service. The use of residence service by persons other than the customer is provided for under Extra Listings. (C)
3. The Joint User must be located in the same office or suite of offices as the customer, or in an office immediately adjacent thereto and connected therewith by passageways other than public passageways.
4. Joint User Service is not furnished in association with the service of a customer who is engaged primarily in performing service of a secretarial nature or who is in the business of renting space to transient or permanent tenants.
5. No separate ring numbers or distinctive designations are assigned for the purpose of signaling Joint Users.
6. Joint User Service must be contracted for by the original customer who is required to assume responsibility for all charges incurred by the Joint User.
7. Telephone sets, Extra Listings, Miscellaneous Equipment and other facilities and service will be furnished to the Joint User upon request of the original customer.
8. Joint User service is not offered on Semipublic Service.

**RATES**

1. Joint User Service, including one listing, is furnished at the following rates for each Joint User, per month: (C)

	<u>Monthly Rate</u>
Business Individual Line Service	\$4.87

2. To establish a Joint User Arrangement Service Charges apply, as specified Part 3, Section 1.

**COMBINATION MAIN STATION SERVICE****GENERAL**

1. Combination main station service is intended to take care of situations where a customer wishes to contract for a main station service at each of two separate locations (ordinarily each station will be assigned a separate telephone number) within the same exchange - within the same Zone of a District Exchange - so as to be able to answer calls for one main station at the other main station location or both stations at either location.
2. Combination main station service is provided only in connection with non-grouped individual lines (excluding coin box lines) and is furnished subject to the ability of the Company to provide satisfactory transmission.
3. Connections between the stations are established through the operator and combination main station service ordinarily will not be provided when standard transmission and signaling between the two main stations cannot be arranged for.
4. Combination main station service may be employed where one station is at a business location and the other at a residence or where both stations are at either business or residence locations. However, it is permitted only in connection with services contracted for and used by the same customer.
5. Where facility conditions permit, combination main station service may be provided with two flat rate services, two measured rate services, or a flat rate service and a measured rate service.

**EQUIPMENT ARRANGEMENTS**

1. Combination main station service is furnished under the following plans:
  - a. Where semiselective or nonselective code ringing is used, the bell at each station will ring when either station is called, the particular station desired being identified by the code used in ringing.
  - b. Where full selective ringing is used, in order that the ringing signals for one main station may be heard at the other main station, extension bells to identify the line being called must be provided by the customer as follows:
    1. An extension bell is placed at either main station location arranged to ring when the other main station is called, or
    2. An extension bell is placed at each main station location arranged to ring when the other main station is called.

**RATES**

1. Each main station is charged for at the established individual line business or residence rate, according to the classification of the service at each premises as to business or residence character; where message rate services are involved, the charges applicable may be billed separately, equipment permitting.
2. In applying Rural Zone charges as provided for elsewhere in this Guidebook, each main station service is considered separately and the charges applicable for individual line service are assessed for each service which is located outside the base rate area and outside a locality rate area. (T)
3. In the case of stations located in different wire center areas of the same exchange (zone) two wire voice grade Direct Analog Service rates and charges for the interoffice channel as specified in Tariff F.C.C. No. 2 are applicable.

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

AT&T Business Local Calling (BLC) is an optional business package offer that provides (4) line option packages which include varying combinations of a network access line, choice of local usage 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, or 36-Month 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. /1/ (D) (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.
8. AT&T Business Local Calling line option packages contain certain core components as well as a variety of optional components. Optional components are included in the AT&T Business Local Calling line option prices and are activated at the customer's discretion. There is no reduction in price for any optional feature not activated. Optional features selected for activation by the customer are provided on a per line basis. Core components are not optional and cannot be removed from the package.
9. Certain stand alone vertical features not designated as either core or optional components in any line option package may be added on an a la carte basis at the rate listed in G. Prices following. These stand alone vertical features are limited to Three-Way Calling, Call Forwarding, Call Waiting, Speed Calling 30, Repeat Dialing, Automatic Callback, and Call Screening. Other stand alone features may be added on an a la carte basis at their individual standard rates.

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

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.
11. There is no nonrecurring service charge or set-up charge to establish an AT&T Business Local Calling account.
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 written 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.<sup>/1/</sup> (C)

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

14. Applicable local, state, and federal charges, taxes, 911 fees, and the End User Common Line charge are in addition to the line option prices listed in *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>/2/</sup> (C)
  16. Lines subscribed to an AT&T Business Local Calling account cannot be placed on Temporary Suspension.
- <sup>/1/</sup> Effective June 19, 2019, new 12-monthly terms will no longer automatically renew. 12-month term plans existing prior to June 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 above. (N)
- <sup>/2/</sup> Effective May 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. (N)

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

17. Business customers located in the Detroit LATA who initially subscribe to AT&T Business Local Calling with 1 to 19 lines will receive an additional monthly discount off the standard prices for 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. 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)  
(N)

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

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

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

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

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

19. AT&T Business Local Calling customers may combine subscribed lines from any state where an AT&T ILEC provides local service and where the AT&T Business Local Calling plan is available, into one agreement to meet line commitments.

/1/

/1/ Material now appears on Sheet 7.1 of this Section.

(N)

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

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

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

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

For Service Agreements entered into on or after April 1, 2017, the credit is \$6.00 off of the All 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.

**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.

/1/  
|  
/1/



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

"Block Of Time 150" (Option C) – 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.

/3/  
/2/

"Measured" (Option D)<sup>/1/</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.

/2/

**D. Termination Liability and Shortfall**

1. Except as provided for elsewhere in this product Guidebook, customers who terminate their entire AT&T Business Local Calling account prior to completion of the selected term period are subject to termination charges.
  - For Term Payment Plans (TPPs) effective prior to June 15, 2019, the termination charges are equal to \$9.50 times the number of months remaining on the term commitment times the number of lines subscribed to on the initial order. (C)
  - For TPPs effective on or after June 15, 2019, the termination charges are equal to \$15.00 times the number of months remaining on the term commitment times the number of lines subscribed to on the initial order. (N)  
(N)
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.

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

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

/3/ Material now appears on Sheet 7.1.

(N)

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

## 2. (cont'd)

d. An AT&T ILEC Service provided under a Business Local Calling Agreement is migrated to a qualifying AT&T Business Voice over IP (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:

(N)

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

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

(N)

3. For customers who initially subscribe to 20+ lines: in any month during the term of an AT&T Business Local Calling agreement if the customer's total number of subscribed lines falls below 80% of the number of lines subscribed to on the original agreement, 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.

**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.

/1/ Material now appears on Sheet 10.

/1/  
(N)

**AT&T BUSINESS LOCAL CALLING (cont'd)****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 noted in Sections B. and G.

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

**G. Prices**

## 1. Service Elements

<u><b>For Accounts Established Between 6/01/15 and 8/14/16</b></u>					/2/
<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	
<u><b>For Accounts Established between 8/15/16 and 3/14/18</b></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	
<u><b>For Accounts Established between 3/15/18 and 6/18/19</b></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	/2/

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

/2/ Material previously appeared on Sheet 11.

(N)

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

For Accounts Established between 6/19/18 and 8/22/19

1 - 19 <sup>/1/</sup>	Option A	\$ 70.00	-	-
	Option B	65.00	-	-
20+	Option A	39.00	38.00	37.00
	Option B	34.00	33.00	32.00

For Accounts Established on or after 8/23/19

1 - 19 <sup>/1/</sup>	Option A	\$ 70.00	-	-
	Option B	65.00	-	-
20+	Option A	44.00	38.00	37.00
	Option B	39.00	33.00	32.00

## G . Prices

## 1. Service Elements

	<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>
Detroit LATA monthly discount per line, Option A, as defined in B.17	3.00 <sup>/3/</sup>
Detroit LATA monthly discount per line, Option B, as defined in B.17	6.00 <sup>/3/</sup>

Month-to-Month Prices:	Option A	152.00	(1)
	Option B	160.00	(1)
	Option C	169.00	(1)
	Option D	162.00	(1)

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

/2/ For lines newly subscribed to this Option on or after June 1, 2010 this rate applies to local usage minutes of use in excess of the first 30 minutes per month.

/3/ For accounts established on or after July 30, 2009 this discount is reduced to \$0.00.

**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 individually tariffed 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 only available on measured service business exchange access lines (1MB 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. 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 after the initial subscription. NRCs shall not be waived for Customers subscribing to a Month-to-Month plan (C)

/1/ 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. 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 non-recurring service charges are waived when adding or activating the following vertical services on existing lines. (C)

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

(D)  
|  
(D)**C. References**

The Easy Rate package components are provided in accordance with the terms and conditions of their applicable tariffs/catalogs except as noted in Sections B. and D.

Subject	Reference
Business Exchange Access Lines	Part 4, Section 2
Business Local Usage	Part 4, Section 2
Business Message Local Toll Usage	Part 9, Section 1

**D. Prices**

## 1. Service Elements

Description	Monthly Rate	
Easy Rate, package rate per line:		
Month-to-Month	\$50.00	
12-Month Term	50.00	
18-Month Term	50.00	
24-Month Term	50.00	
36-Month Term	50.00	
48-Month Term <sup>/1/</sup>	50.00	(C)
60-Month Term <sup>/1/</sup>	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)

**\$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 Call Plan Unlimited who call to disconnect their access line(s) and then decide to retain the Call Plan Unlimited line(s) 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 Call Plan Unlimited 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) 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 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.

(D)

(D)





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

AT&T Business Local Calling Assurance is an optional business package that includes a business network access line, unlimited local usage, 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 Network Access Line service, Unlimited Local Usage service, Caller ID With Name, and Call Forwarding services at the package price as shown in D. Prices, following. Customers may also subscribe to Business Local Calling Assurance on a Month-to-Month basis at prices show in paragraph D. (C)

Eligible customers are existing Business customers who have received a competitive offer and are considering switching their Business Local Exchange Access Line to another carrier (proof of competitive offer may be required), as well as Business customers who have their local exchange access line service with another competitive local exchange carrier within the AT&T service area, and who now wish to establish their business local exchange access line service with the Company. This eligibility requirement is not applicable to customers with existing AT&T Business Local Calling Assurance service prior to September 1, 2016. (C)

2. AT&T Business Local Calling Assurance is only available to customers who require 1 to 5 individual business exchange network access lines. It 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 a maximum of 5 business network access lines per location subscribed to an AT&T Business Local Calling Assurance agreement.
4. Eligible customers will receive a waiver of the normally applicable line connection nonrecurring charges (NRC's) associated with business network 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 the 12-month re-subscribe agreement the customer has the right to re-subscribe to a new 12-month term at the same terms and conditions<sup>/1/</sup> upon expiration of the term. The customer may elect to re-subscribe for a maximum of two additional 12-month terms<sup>/1/</sup>. The customer will receive a written confirmation of service upon initial installation of the service. In addition, the customer will be notified prior to the expiration of their 12-month agreement that upon expiration the rates will revert to month-to-month rates, or they have the option to re-subscribe for a new 12-month term<sup>/1/</sup>. Customers are under no obligation to re-subscribe after completion of any 12-month term.

<sup>/1/</sup> 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.

<sup>/2/</sup> 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 upon term, rates will revert to the currently applicable, non-term, individual rates for each component of the package, as shown in C. References, following. Effective with new subscriptions as of February 28, 2011, the fixed monthly rate provided with this service continues after the end of the term. All lines under these subscriptions will no longer be price protected after the expiration of the term, unless the customer agrees to a new 12-month term.
7. This offer cannot be combined with other access line, usage, or feature discount offers.
8. Fees applicable to the early termination of new and existing agreements were removed from this section and are no longer applicable as of February 15, 2010.

## C. References

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

SubjectReference

Business Network Access Lines

Part 4, Section 2

Local Exchange Usage

Part 4, Section 2

Custom Calling Features

Part 7, Section 1

Advanced Custom calling Features

Part 7, Section 2

## D. Features

## 1. Standard Features

DescriptionMonthly Rates

Package Rate Per Line

\$80.00

(1)

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

AT&T Business Local Calling Essentials is an optional offer for eligible business customers with 2 to 30 business network access lines who agree to a 12-month, 24-month, or 36-month term period and commit to a Network Exchange Access Line, Unlimited Local Usage, Caller ID with Name, and Hunting service.

**B. Terms and Conditions**

1. AT&T Business Local Calling Essentials is available to business customers with 2 to 30 business network access lines who agree to a 12-month, 24-month, or 36-month term period and commit to a Network Exchange Access Line, Unlimited Local Usage, Caller ID with Name, and Hunting service, will be eligible for the package rates as shown in **C. Prices** following.
2. AT&T Business Local Calling Essentials is available to customers with 2 to 30 business lines who have their business network access lines with another competitive local exchange carrier within the AT&T Illinois, AT&T Indiana, AT&T Michigan, AT&T Ohio, or AT&T Wisconsin service area and who now wish to establish their business network access line service with the Company.
3. AT&T Business Local Calling Essentials is available to Save customers, those who have received a competitive offer and are considering switching their business network access lines to another carrier (proof of competitive offer may be required), with 2 to 30 business lines.
4. 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.
5. Eligible customers may subscribe to any of the following Central Office Optional Features on a standalone basis and will receive a monthly discount of 30% off of standard prices, if selected. Pay Per Use features are not eligible:

Automatic Callback	Multi Ring Service	
Call Screening	Speed Calling 8 <sup>/1//2/</sup>	(C)
Call Waiting	Speed Calling 30	
Remote Call Forwarding		(D)
Repeat Dialing	Call Waiting ID	

6. AT&T Business Local Calling Essentials is only available to customers that 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.
7. 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.
8. Eligible customers will receive a waiver of normally applicable service ordering and line connection nonrecurring charges (NRCs) 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 NRCs will apply to features added after the initial order.

/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.

(D)

/2/ Speed Calling 8 is withdrawn for business customers effective October 31, 2013.

(C)

**AT&T Business Local Calling Essentials (cont'd)**

9. The 12-Month term also has a 12-Month re-termable option. If the customer selects the 12-Month re-termable option, the plan will renew for 12 month intervals. A maximum of two 12-Month re-terms are available after the first 12-Month term. The customer will receive written notification of their selection outlining the details of the agreement, plus subsequent notifications regarding their re-term options prior to the expiration of each 12-Month term. At the expiration of the agreed to term, rates will revert to the applicable individually tariffed 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.
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.

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.

**AT&T Business Local Calling Essentials (cont'd)**

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. Line size restrictions remain applicable. The one-time refuser credit will NOT be available (see paragraph 13 above).

**C. Prices****Monthly Rates**

Description	12-Month	24-Month	36-Month
Package Rate Per Line, agreements with 2 to 10 lines:	\$23.00	\$23.00	\$23.00
Package Rate Per Line, agreements with 11+ lines:	20.00	20.00	20.00

**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 Michigan local access and local usage.

**B. DEFINITIONS****Contributory Services**

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

**Eligible Services**

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

**Minimum Annual Revenue Commitment (MARC)**

The minimum annual revenue commitment that the customer must commit to, per year, in order to receive the volume discount.

**C. TERMS AND CONDITIONS**

1. A customer may subscribe to multiple CompleteLink®2.0 agreements at the same time, as further defined in 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 CompleteLink2.0 will be limited to a maximum of 1,000 BTN's per agreement in total billed to the customer of record.
    - A. Resale: Carriers may aggregate BTN's, and thus volumes of revenues, across multiple end user customers to reach its selected Minimum Annual Revenue Commitment (MARC). A Carrier may add or subtract BTN's from an existing CompleteLink®2.0 contract at any time up to the term expiration by designating the BTN in writing to the Company for inclusion or exclusion. The revenue from a given BTN counts toward the MARC beginning with the first full month of billing following when the BTN is added.
  3. CompleteLink®2.0 discounts are not available on any local toll optional calling plans or eligible business services with existing term discounts except as noted elsewhere within this product Guidebook.
  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
  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. (C)
  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 this Guidebook.
- /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)<sup>/1/</sup>****C. TERMS AND CONDITIONS (cont'd)**

7. Services contributing towards the MARC ("Contributory" services) include certain AT&T Michigan unregulated services and all of the Company's regulated services, (unless herein excluded) including services regulated by the Federal Communications Commission (FCC). FCC regulated services may be considered "Contributory" but will not be "Eligible" for any CompleteLink® 2.0 discounts. The customer may also include as Contributory, services provided in other states where an AT&T ILEC provides local exchange service and where the CompleteLink® 2.0 plan is also available.
8. Revenue from the following services are not included as Contributory Services or counted towards the achievement of the MARC:
  - End User common Line (EUCL) surcharges, EUCL offset charges, Enhanced 9-1-1 (E911) surcharges, Handicap surcharges, Primary Interexchange Carrier (PIC) charges, Local Number Portability (LNP) charges, Infrastructure Maintenance Fees (IMF), Universal Service Fund (USF) surcharges, Federal & State Line Port charges.
  - Additionally any charges for services provided by the Company's affiliates (other than an AT&T 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 Guidebook. (C)
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<sup>/1/</sup>.
12. Eligible Win and Winback customers will receive a waiver of normally applicable service order and line connection nonrecurring charges (NRCs) 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 NRCs 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.

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

**COMPLETELINK® 2.0 (cont'd)****C. TERMS AND CONDITIONS (cont'd)**

13. (cont'd)  
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.

**Accelerated Discount Schedule**

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

**There is no 5th Year Accelerated Discount.**

14. If the customer elects to discontinue the CompleteLink® 2.0 plan prior to the expiration of the term agreement, early termination charges as described in **E. TERMINATION CHARGES and CREDIT ALLOWANCES** below, will apply.

/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.

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



**COMPLETELINK® 2.0 (cont'd)****C. TERMS AND CONDITIONS (cont'd)**

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.

17. MARC volume discounts are limited to certain Company unregulated services and to the following eligible services:

- Business Local Exchange Access Service
- Business Trunks
- All AT&T Michigan Business Local Usage<sup>/1/</sup>
- AT&T Michigan Interzone usage
- Local service components of Access Advantage Plus
- DTS-E Service
- Centrex
- Custom and Advanced Custom Calling Features <sup>/3/</sup>, excluding Pay Per Use services<sup>/1/</sup>
- 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

(C)  
(D)

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

18. CompleteLink 2.0 Local Exchange Access Lines and Local Usage Rates are billed at the rates listed in D. PRICES below, before application of the MARC Volume Discount.

19. The jurisdiction of the main billing telephone number, selected by the customer, will dictate the jurisdiction of the governing Guidebook for the CompleteLink 2.0 contract.

20. Save customers<sup>/2/ /4/</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 the discounted Local Exchange Access Line Rates and Local Usage Rates as listed in D. PRICES below, before application of the MARC Volume Discount.

21. As of October 1, 2009, each business customer (not assumed name) will be limited to a maximum of only one standard agreement (available to all eligible business customers), one save<sup>/4/</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 time period will not be affected.

/1/ Additional discounts apply to these services. See D.2.A. and D.2.E under 'Other Applicable Discounts' following.

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

/3/ Speed Calling 8 is withdrawn for business customers effective October 31, 2013.

/4/ Save rates no longer available for new agreements established on or after January 1, 2015.

**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>/2/</sup>	10.0%	11.0%	12.0%	13.0%	
IntraLATA Toll Rates						
Per Minute <sup>/3/</sup>		\$0.055	\$0.054	\$0.053	\$0.052	
IntraLATA Toll Rates Per						
Minute – Win & Winback customers only <sup>/3/</sup>		\$0.054	\$0.049	\$0.048	\$0.047	

**B. Local Exchange Access Line Rates – for agreements signed prior to 2/02/07.**

	Rate Group	1 Year	2 Years	3 Years <sup>/5/</sup>	5 Years <sup>/4/</sup>	(C)
Local Exchange Access Line Rates	A	\$12.90	\$12.60	\$12.40	\$12.40	
	B	\$13.20	\$12.90	\$12.60	\$12.60	
	C	\$13.90	\$13.60	\$13.30	\$13.30	

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

/2/ This Maximum Annual Discount applies to agreements established on or after October 1, 2009 only.

/3/ MARC Volume Discounts do not apply to the IntraLATA Toll rates quoted above.

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

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

**COMPLETELINK® 2.0 (cont'd)****D. PRICES (cont'd)****1. Service Elements (cont'd)****B. Local Exchange Access Line Rates – for agreements signed between 2/02/07 and 9/30/09**

	Rate Group	All Term Periods	Save/Win/Winback only All Term Periods
Local Exchange Access Line Rates	A	\$14.50	\$9.37
	B	14.50	9.37
	C	14.50	9.37

**Local Exchange Access Line Rates – for agreements signed between 10/01/09 and 7/05/10.**

	Rate Group	All Term Periods	Save/Win/Winback only All Term Periods
Local Exchange Access Line Rates	A	\$19.55	\$17.60
	B	19.55	17.60
	C	19.55	17.60

**Local Exchange Access Line Rates – for agreements signed between 7/06/10 and 10/9/12.**

	Rate Group	All Term Periods	Win/Winback only All Term Periods
Local Exchange Access Line Rates	A	\$19.55	\$17.60
	B	19.55	17.60
	C	19.55	17.60

Local Exchange Access Lines Rates – for agreements signed between October 10, 2012 and October 2, 2013 local exchange access line rates will be \$20.00 in all access areas, for all term lengths and all agreement types.

Local Exchange Access Lines Rates – for agreements signed between October 3, 2013 and March 14, 2018 local exchange access line rates will be \$28.00 in all access areas, for all term lengths and all agreement types. (C)

Local Exchange Access Lines Rates – for agreements signed on or after March 15, 2018 local exchange access line rates will be \$33.00 in all access areas, for all term lengths and all agreement types. (N)

**C. Local Usage Measured Service Rates – for Local Exchange Access Lines or Centrex only, excluding ISDN PRI and PBX Trunks, in agreements signed between 2/02/07 and 7/05/10, and on or after October 10, 2012. For accounts that include a combination of Exchange Access Lines and/or Centrex with ISDN PRI or PBX Trunks, see Section 2.E. below for applicable local usage discount.**

	All Rate Groups	All Term Periods	Save/Win/Winback only All Term Periods
Local Usage Rates Per Call		\$0.09	\$0.07

**COMPLETELINK® 2.0 (cont'd)****D. PRICES (cont'd)****1. Service Elements (cont'd)**

- C. Local Usage Measured Service Rates – for Local Exchange Access Lines or Centrex only, excluding ISDN PRI and PBX Trunks, in agreements signed on or after 7/06/10 through October 9, 2012. For accounts that include a combination of Exchange Access Lines and/or Centrex with ISDN PRI or PBX Trunks, see Section 2.E. below for applicable local usage discount. (C) (C)

	All Rate Groups	All Term Periods	Win/Winback only All Term Periods
Local Usage Rates Per Call		\$0.09	\$0.07

**2. Other Applicable Discounts**

- A. The following discount applies in agreements signed prior to 2/02/07 only: Customers will receive a 20% discount on local usage message service charges in addition to the applicable MARC Volume Discount. Customers who have received a competitive offer and are considering switching their local exchange access line service to another carrier (proof of competitive offer may be required) or those 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 will receive a 41% discount on local usage message service charges in addition to the applicable MARC Volume Discount.

**COMPLETELINK® 2.0 (cont'd)****D. PRICES(cont'd)****2. Other Applicable Discounts (cont'd)**

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

Caller ID and Caller ID with Name	\$2.00 per line, per month
-----------------------------------	----------------------------

- E. The following discount applies in agreements assigned as of 2/02/07 and beyond:

Customers will receive a 35% discount on local usage message service charges in addition to the applicable MARC Volume Discount for ISDN PRI and PBX Trunk lines as well as for accounts with a combination of Exchange Access Lines and/or Centrex with ISDN PRI or PBX Trunks. Save<sup>/1/</sup>, Win, and Winback customers will receive a 50% discount on local usage message service charges in addition to the applicable MARC Volume Discount for ISDN PRI and PBX Trunk line as well as for accounts with a combination of Exchange Access Lines and/or Centrex with ISDN PRI or PBX Trunks.

**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.

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

**COMPLETELINK® 2.0 (cont'd)****E. TERMINATION CHARGES and CREDIT ALLOWANCES (cont'd)****1. Early Termination Charges (cont'd)**

- 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.

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

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

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

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

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

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

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

(N)

(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/

/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. Customers must not have had service disconnected for nonpayment, not have any past due bills for regulated 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.

**3. MARC Downgrade Allowance for Technology Upgrade**

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:

/1/ Material formerly appeared on Sheet 29.

**COMPLETELINK® 2.0 (cont'd)****E. TERMINATION CHARGES and CREDIT ALLOWANCES (cont'd)****3. MARC Downgrade Allowance for Technology Upgrade (cont'd)**

- 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>/1/</sup>.

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

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

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

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

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



**COMPLETELINK® 2.0 (cont'd)****E. TERMINATION CHARGES and CREDIT ALLOWANCES (cont'd)****3. MARC Downgrade Allowance for Technology Upgrade (cont'd)**

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

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