

1. OTHER EXCHANGE ACCESS SERVICES

A. Combination Main Station Service

1. This arrangement combines two individual lines of the same exchange for the purpose of answering calls at either location. Such an arrangement is furnished subject to the following:
 - a. Facilities necessary to provide satisfactory service must be available.
 - b. The local service area for both lines must be the same.
 - c. Where the service furnished at one location is not of the same class or is not of the same type as the service furnished at the other location, the serving central office equipment must permit positive identification of the calling station or registration of messages originating at the calling station, for purposes of charging for local message use.
 - d. When the central office equipment does not permit positive identification of the calling station, combination main station service may still be provided for one customer in connection with two message rate individual lines which are not of the same class.

1. OTHER EXCHANGE ACCESS SERVICES (cont'd)**A. Combination Main Station Service (cont'd)**

2. A listing with distinctive call numbers is furnished with each line. Connections between stations (C) of such lines are established through the central office.
3. Where it is necessary to install additional equipment, such as loading coils, repeaters, special relay circuits, etc., additional charges based upon costs incurred, may be applied.
4. Each line is charged for at the established individual line rate applicable in accordance with the classification of the service as non-residence.
5. Where message rate service is furnished at both locations, the local message allowance is combined.
6. In multi-office exchanges where it is necessary to use circuits between central offices to make the service operative, foreign central office service rates apply in addition to the rates for the classes of service furnished.

2. CIRCUITS**A. Regulations**

1. The rates specified in this section apply where both terminals of a circuit are in an exchange area of the Company, or, except as otherwise specifically provided in this tariff, in Company exchange areas each of which is in the local service area of the other.
2. The rates specified in this section are in addition to the rates and charges which may be applicable for any terminal equipment required.
3. The Company will perform usual maintenance and replacement of circuits only on non-continuous property circuits. Same continuous property circuits will be maintained and replaced on a Premises Work and Material charges non-regulated basis.
4. Where it is necessary to provide new construction in furnishing such circuits, such construction will be provided at the charges specified in Part 2, Section 5 of this Guidebook.
5. Where it is necessary to provide additional equipment, such as loading coils, repeaters, special relay circuits, etc., for local or toll transmission or supervisory purposes, additional rates or charges based upon costs incurred, may be applied.
6. When circuits are furnished to connect off-property stations of PBX systems, the regulations set forth in Part 15, Section 2 of this Guidebook with respect to Signaling Arrangements apply to such circuits.

2. Circuits (cont'd)

B. Monthly Rates

1. For installations made prior to March 1, 1939, customers were permitted to provide their outside wiring. Such customer-provided outside wiring is maintained at the expense of the customer.
2. Whenever the Company's general distributing plant is used by the customer to furnish a circuit on the same premises or between premises within a building or on continuous property, the rates in 4. following apply.
3. Terminals of the circuit on different premises on non-continuous property:
 - a. All terminals within same central office area:
 - (1) Local circuits furnished between each circuit terminal location and the central office normally serving such location.

A local circuit is comprised of two rate elements.

When local circuits are provided in those central office areas that are not designated in Paragraph 3, apply a local loop charge and a service area function charge as follows:

	Monthly Rate	USOC
(a) Local Loop	\$1,434.00	1LLBJ ^{1/} (I)
(b) Service Area Function		
- Off-premises extension station	2.45	OPEXX
- Off-premises PBX main or extension station	7.95	OPENS
Two-wire interface with effective two-wire facilities furnished for PBX off-premises main and extension stations capable of operating over loops with resistance up to 1300 ohms (with Signaling Arrangements as covered in Part 8, Section 8 of this Guidebook.)	7.95	OPERS

/1/ Additional codes appear in departmental practices.

2. Circuits (cont'd)

B. Monthly Rates (cont'd)

3. (cont'd)

a. All terminals within same central office area (cont'd)

(1) (cont'd)

<u>Description /Billing Code/</u>	<u>Monthly Rate</u>
(b) Service Area Function (cont'd)	
- Concentrator-Identifier talking path /OPERS/	\$1.25
- Signaling /OPECS/	-
- Off-premises station of dial communicating or intercommunicating arrangement /OPH1C/	-
- Secretarial line /OPFTA/	-

4. Terminals of the circuit on different premises on non-continuous property

a. All terminals within same central office area

(1) Local circuits furnished between each circuit terminal location and the central office normally serving such location. (Minimum)

A local circuit is comprised of two rate elements.

When local circuits are provided under the provisions of Paragraph 3, apply a local loop charge and a service area function charge as follows:

<u>Description /Billing Code/</u>	<u>Monthly Rate</u>
(a) Local Loop /1LLBJ// ¹ /	\$1,434.00 (I)

/1/ Additional codes appear in departmental practices.

2. CIRCUITS (cont'd)

B. Monthly Rates (cont'd)

4. Terminals of the circuit on different premises on non-continuous property (cont'd)

a. All terminals within same central office area (cont'd)

(1) (cont'd)

<u>Description /Billing Code/</u>	<u>Monthly Rate</u>
(b) Service Area Function	
- Off-premises PBX main or extension station /OPENS/	\$7.95
Two-wire interface with effective two-wire facilities furnished for PBX off-premises main and extension stations capable of operating over loops with resistance up to 1300 ohms (with Signaling Arrangements as covered in Part 8, Section 8 of this Guidebook) /OPERS/	7.95
- Signaling /OPECS/	-
- Off-premises station of dial communicating or intercommunicating arrangement /OPECS/	-

2. CIRCUITS (cont'd)

B. Monthly Rates (cont'd)

4. Terminals of the circuit on different premises on non-continuous property (cont'd)

a. All terminals within same central office area (cont'd)

(2) The minimum charge for a circuit confined to the same central office area is equal to the monthly rate for two local circuits, except as follows:

- (a) When a local circuit can be bridged to the associated exchange service in the normal serving central office, no chargeable local circuit is required between that central office and the main station location.
- (b) When the exchange service rate includes the provision of the circuit between the main location and the central office normally serving that location, a separate local loop charge is not applicable; however any appropriate service area function charge applies.

b. Terminals in different central office areas:

(1) Local circuits furnished between each circuit terminal location and the central office normally serving such location.

A local circuit is comprised of two rate elements.

When local circuits are provided in those central office areas that are not designated in Paragraph 3, apply the local loop charge and a service area function charge as follows:

(a) Local Loop

For monthly, see a-(1)-(a) preceding.

	<u>Monthly Rate</u>	<u>USOC</u>
(b) Service Area Function		
- Off-premises extension station	\$14.10	OPUYY
- Off-premises PBX main or extension station	10.50	OPUND

2. CIRCUITS (cont'd)

B. Monthly Rates (cont'd)

4. Terminals of the circuit on different premises on non-continuous property (cont'd)

b. Terminals in different central office areas: (cont'd)

(1) (cont'd)

	<u>Monthly Rate</u>	<u>USOC</u>
(b) Service Area Function (cont'd)		
Two-wire interface with effective two-wire facilities furnished for PBX off-premises main and extension stations capable of operating over loops with resistance up to 1300 ohms (with signaling Arrangements as covered in Part 8, Section 8 of this Guidebook.)	\$10.50	OPURD
- Centrex main or Restricted station located at Secondary location outside basic serving area and served by Primary location's switching equipment	10.50	OPUCX
- Concentrator-Identifier talking path	7.70	OPUC1
- Signaling	-	OPWSG
- Off-premises station of dial communicating or intercommunicating arrangement	-	OPH1C
- Secretarial line	-	OPVTB OPVTC
(c) The provisions in a.-(2)-(a) and (b) also apply to local circuits furnished under this paragraph b-(1)		
(2) In addition to the charges specified in (1) preceding for each local circuit involved, the following monthly rate applies to the interoffice circuit furnished between the central offices serving the circuit terminal locations:		

	<u>Monthly Rate</u>	<u>USOC</u>
Each air line mile, or fraction thereof	\$843.00	1LLBS ^{1/} (I)

For circuits with terminals in more than two different central office areas, the interoffice rate mileage is the sum of the two point rate mileages using the shortest air line measurement connecting the central offices involved.

/1/ Additional codes included in departmental practices.

2. CIRCUITS (cont'd)**B. Monthly Rates (cont'd)**

4. Terminals of the circuit on different premises on non-continuous property (cont'd)

c. Terminals in different central office areas (Maximum)

(1) Local circuits furnished between each circuit terminal location and the central office normally serving such location.

A local circuit is comprised of two rate elements.

When local circuits are provided under the provisions of Paragraph 3, apply a local loop charge and a service area function charge as follows:

(a) Local Loop

For monthly, see a.(2)(a) preceding.

<u>Description /Billing Code/</u>	<u>Monthly Rate</u>
(b) Service Area Function	
- Off-premises PBX main or extension station /OPUND/	\$10.50
- Two-wire interface with effective two-wire facilities furnished for PBX off-premises main and extension stations capable of operating over loops with resistance up to 1300 ohms (with signaling Arrangements as covered in Part 8, Section 8 of this Guidebook. /OPUND/	10.50

2. CIRCUITS (cont'd)

B. Monthly Rates (cont'd)

4. Terminals of the circuit on different premises on non-continuous property (cont'd)

c. Terminals in different central office areas (Maximum) (cont'd)

(1) (cont'd)

<u>Description /Billing Code/</u>	<u>Monthly Rate</u>
(b) Service Area Function (cont'd)	
- Signaling /OPWSG/	-
- Off-premises station of dial communicating or inter-communicating arrangement /OPH1C/	-
(c) The provisions in c.(1) (a) and (b) also apply to local circuits furnished under this Paragraph c.(1)	
(2) In addition to the charges specified in c.(1) preceding for each local circuit involved, the following monthly rate applies to the interoffice circuit furnished between the central offices (See Part 15, Sections 1 and 2) serving the circuit terminal locations:	

<u>Description /Billing Code/</u>	<u>Monthly Rate</u>
Each air line mile, or fraction thereof /1LLBS/ ^{1/}	\$843.00 (I)

For circuits with terminals in more than two different central office areas, the interoffice rate mileage is the sum of the two point rate mileages using the shortest air line measurement connecting the central offices involved.

/1/ Additional codes included in departmental practices.

2. CIRCUITS (cont'd)**B. Monthly Rates (cont'd)**

4. Terminals of the circuit on different premises on non-continuous property (cont'd)

d. For circuits extending between non-continuous property locations as described in 4-a, b, and c preceding, the local circuit rate covered in 4-a-(1) and (2) preceding includes a circuit terminal. Consequently, when such a non-continuous property circuit is extended beyond its initial termination (i.e., to additional premises within the same building or on continuous property) the monthly rate in 4-a-(3)-(a) preceding applies only at each such additional premises.

3. CENTRAL OFFICE AREAS IN COMPETITIVE MARKETS

<u>LATA</u>	<u>Originating CO Area</u>	<u>Terminating CO Area</u>
Cleveland	62	62
Columbus	11	11

Telephone number prefixes contained in each Central Office area are listed following:

<u>LATA</u>	<u>CO Area</u>	<u>Telephone Number Prefix</u>
Cleveland	62	771, 344, 348, 443, 664, 781, 822, 976, 787, 566, 574, 575, 579, 589, 586, 999
		621, 241, 622, 623, 737, 479, 931, 689, 728, 736, 687, 363, 522, 523, 578, 694, 696, 861, 987
Columbus	11	221, 222, 223, 224, 225, 227, 228, 229, 249, 341, 248, 243, 241, 566, 624, 244, 240, 242
		644, 466, 752, 645, 460, 461, 462, 463, 464, 469, 281, 821, 976, 365, 621, 480, 722

4. JOINT USER SERVICE (See Note)**A. Regulations**

1. Joint user service is a service whereby one non-residence customer is permitted to share the exchange service of another non-residence customer. Under this arrangement the joint users utilize the same basic exchange service in lieu of each subscribing to their own exchange service. To facilitate this use, one primary listing is provided for each joint user. (C)
2. Joint user service is provided in connection with non-residence exchange service, PBX trunks and Centrex service.
3. Applications for joint user service and for associated additional service or facilities, must be made by the customer who is responsible for the payment of all charges incurred, regardless of where such charges are associated with his usage or that of any of his joint users.
4. The total charges for telephone service allocated by the customer among the customer and his joint users shall not exceed the charges of the Company to such customer as set forth in this Guidebook or in P.U.C.O. Tariff No. 20.
5. Joint users of a customer's service must have the option of obtaining service directly from the Company.

B. Monthly Rates

1. Non-residence service and PBX trunks.

For each joint user the monthly rate is the rate applicable for the service with which the joint user is associated, i.e., exchange service, or PBX trunk service, divided by two, if the quotient is a multiple of five cents; otherwise the monthly rate is the next higher multiple of five cents.

2. Centrex service

For each joint user the monthly rate is applicable monthly rate for a Centrex station (first 100) at the primary location of the Centrex service with such joint user is associated, divided by two, if the quotient is a multiple of five cents; otherwise the monthly rate is the next higher multiple of five cents.

NOTE: Effective July 2, 1982, no further requests for joint user arrangements under the provisions of this section will be accepted by the Company from non-residence customers who are located in central office areas in which measured rate service is available; however in such areas, the Company will continue to provide joint user arrangements in service. New joint user arrangements may be provided to non-residence customers located in central office areas in which measured rate service is not available.

5. SPECIAL TRUNKS AND OTHER FACILITIES

A. Special Recording Trunks

Special recording trunks are provided with Company-provided and customer-provided PBX systems furnished to transient hotels and motels, hospitals and university dormitories for the purpose of connecting such PBX systems directly with the nearest toll equipped office. Such special recording trunks are furnished at the following monthly rate:

Special recording trunk Apply monthly rate, applicable in the exchange area in which the customer is located, for a Non-Residence PBX Trunk, as covered in Section 2 preceding.

<u>Description /Billing Code/</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>Termination Liability</u>
B. Digit absorbing attendant trunk for Common Control Switching Arrangements (CCSA) /41Q/	\$366.85	\$ 30.55	\$ 618.35
C. Attendant trunk extender circuit to permit attendant to extend LSA calls to the CCSA network or calls from CCSA network to LSA	-	34.60	406.10
D. Additional facilities to terminate CCSA access line for answer only and conferencing in a key telephone system conference arrangement	593.00	40.40	-
E. CCSA access line terminals each	-	116.50	1,340.55

6. EXTENSION SERVICE

A. Rates and Charges

1. The provision for non-continuous property circuits required to connect main station and extension service is subject to the regulations and rates specified in Paragraph 2 preceding.

\$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)

Eligible residence customers with flat rate service who call to disconnect their access line(s) and then decide to retain the 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 flat rate access lines, for a maximum of 12 months. Eligible customers may receive this offer only once during the offer benefit period, and must keep the required services for 30 days to receive the benefit of the offer.

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

/1/

/1/

/1/ Material now appears on Part 20, Section 4, Sheet 76 of this Guidebook.

/1/

/1/

/1/ Material now appears on Part 20, Section 4, Sheet 77 of this Guidebook.

/1/ Material now appears on Original Sheet 19.1 in Part 20, Section 4 of this Guidebook.

/1/ Material now appears on Original Sheet 19.2 in Part 20, Section 4 of this Guidebook.

/1/ Material now appears on Original Sheet 19.3 in Part 20, Section 4 of this Guidebook.

/1/ Material now appears on Original Sheet 19.4 in Part 20, Section 4 of this Guidebook.

/1/ Material now appears on Original Sheet 19.5 in Part 20, Section 4 of this Guidebook.

/1/ Material now appears on Original Sheet 19.6 in Part 20, Section 4 of this Guidebook

/1/ Material now appears on Original Sheet 19.7 in Part 20, Section 4 of this Guidebook.

/1/ Material now appears on Original Sheet 19.8 in Part 20, Section 4 of this Guidebook.

(D)/1/

(D)

/1/ OfficePak service withdrawn December 21, 2012.

(N)

(D)/1/

(D)

/1/ OfficePak service withdrawn December 21, 2012.

(N)

(D)/1/

(D)

/1/ OfficePak withdrawn December 21, 2012.

(C)

(D)/1/

(D)

/1/ OfficePak withdrawn December 21, 2012.

(N)

(D)

/1/ OfficePak withdrawn December 21, 2012.

(N)

(D)/1/

(D)

/1/ OfficePak withdrawn December 21, 2012.

(N)

/1/ Material now appears in Part 20, Section 4, Sheet 80.

(C)

/1/ Material now appears in Part 20, Section 4, Sheet 81.

(C)

/1/ Material now appears in Part 20, Section 4, Sheet 82.

(N)

/1/ Material now appears in Part 20, Section 4, Sheet 83.

(N)

/1/ Material now appears in Part 20, Section 4, Sheet 84.

(C)

/1/

/1/
(D)
(D)

/1/
/1/

/1/ Material now appears in Part 20, Section 4, Sheet 85.

(N)

/1/ Material now appears in Part 20, Section 4, Sheet 86.

(N)

/1/ Material now appears in Part 20, Section 4, Sheet 87.

(C)

/1/ Material now appears in Part 20, Section 4, Sheet 88.

(C)

11. EASY RATE**A. Description**

Easy Rate is an optional business package for customers with a minimum of 40^{/1/} business exchange access lines that includes the network access line, unlimited local usage including Local Calling Plus, central office features, and optional hunting.

B. Terms and Conditions

1. Easy Rate is available to business customers with a minimum of 40^{/1/} 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^{/1/} line minimum requirement. All the customer's lines must be subscribed to Easy Rate.
2. All lines will include unlimited local usage service including Local Calling Plus, 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^{/1/} minimum required Easy Rate lines, prices will revert to applicable monthly individual rates for each component of the Easy Rate package, as shown in *C. References* following. Customers must specifically request to be returned to Easy Rate, if desired, if their account line total returns to the 40^{/1/} line minimum.
4. Easy Rate is available only on measured service business exchange access lines (1MB and 1MH 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.

/1/ For Easy Rate agreements established between November 15, 2013, and June 20, 2018, the minimum line requirement is 10 lines.

(C)
(C)

11. EASY RATE (cont'd)

B. Terms and Conditions (cont'd)

6. Easy Rate is available with any or all of the following available vertical services per line. The package price is the same regardless of the number of these services selected. Easy Rate customers can choose to activate or deactivate any of these vertical services on any line at any time. Normally applicable nonrecurring service charges are waived when adding or activating the following vertical services on existing lines.

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

7. Except as provided below, Non-Recurring Charges (NRCs) shall be waived for Easy Rate Customers for 1) the establishment of all local exchange access lines and associated vertical features ordered at the time of initial subscription to Easy Rate; and 2) NRCs shall also be waived for Easy Rate Customers changing to/from hunting service. NRCs will apply to stand alone features added to an existing Easy Rate account when such features are added subsequent to the initial subscription. NRCs shall not be waived for Customers subscribing to a Month-to-Month plan. (N)
(N)

8. The monthly Central Office Termination charge is included in the package price shown in *D. Prices* below. (C)

(D)
|
(D)

C. References

The Easy Rate package components are provided in accordance to the terms and conditions of the applicable Guidebooks and tariffs except as noted in Sections B and D of this Guidebook.

Non-Residence Network Access Lines

AT&T Ohio Guidebook
Part 4, Section 2

P.U.C.O. Tariff No. 20
Part 4, Section 2

Local Exchange Usage

AT&T Ohio Guidebook
Part 4, Section 2

P.U.C.O. Tariff No. 20
Part 4, Section 2

11. EASY RATE (cont'd)

C. References (cont'd)

Local Calling Plus	AT&T Ohio Guidebook Part 4, Section 2
	P.U.C.O. Tariff No. 20 Part 4, Section 2
Custom Calling Features	AT&T Ohio Guidebook Part 7, Section 1
	P.U.C.O. Tariff No. 20 Part 7, Section 1
Advanced Custom Calling Services	AT&T Ohio Guidebook Part 7, Section 2
	P.U.C.O. Tariff No. 20 Part 7, Section 2

D. Prices

1. Service Elements

<u>Description</u>	<u>Monthly Rate</u>	
Easy Rate Package Rate Per Line:		
Month To Month	\$50.00	
12 Month Term	50.00	
18 Month Term	50.00	
24 Month Term	50.00	
36 Month Term	50.00	
48 Month ^{/1/} Term	50.00	(C)
60 Month ^{/1/} Term	50.00	(C)

/1/ Easy Rate Agreements with 48 & 60 month terms may not be established on or after November 15, 2013.

(N)
(N)

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

AT&T Business Local Calling Assurance is an optional business package that includes a business local exchange access line, unlimited local usage including local calling plus, 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 network access lines who agree to a 12^{/2/}- or 24-Month^{/1/} term and commit to the network access line service, unlimited local usage service including local calling plus, Caller ID, 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 as shown in paragraph D. Eligible customers are existing Business customers who have received a competitive offer and are considering switching their Business Local Exchange Access Line service to another carrier (proof of competitive offer may be required), as well as Business customers who have their local exchange access line service with another competitive local exchange carrier within the AT&T service area, and who now wish to establish their business local exchange access line service with the Company. (C)
(C)
2. AT&T Business Local Calling Assurance is only available to customers who require 1 to 5 individual business 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 service ordering, line connection, and central office connection nonrecurring charges (NRC's) associated with business network access lines and, if applicable, a waiver of the NRC's associated with vertical features 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^{/1/} was available as an oral re-subscribe agreement, under which the customer has the right to re-subscribe to a new 12-month term at the same terms and conditions^{/1/} upon expiration of the term. The customer may elect to re-subscribe for a maximum of two additional 12-month terms^{/1/}. 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^{/1/}. Customers are under no obligation to re-subscribe after completion of any 12-month term.

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

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

12. AT&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 beginning on or after February 28, 2011, the following conditions apply: At the expiration of a Business Local Calling Assurance term, the customer will remain subscribed to Business Local Calling Assurance and will be billed for the service on a month-to-month basis, at the then current rate as shown in D. PRICES following, unless the customer subscribes to a new 12-month term, in which case, the customer will be billed according to the terms and conditions of the selected term. Month-to-month rates are subject to change. /1/
/1/

7. As of February 15, 2010 termination charges will no longer apply to either new or existing agreements.

8. This offer cannot be combined with other access line, usage, or feature discount offers.

C. References

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

Non-Residence Network Access Lines

AT&T Ohio Guidebook
Part 4, Section 2

P.U.C.O. Tariff No. 20
Part 4, Section 2

Local Exchange Usage

AT&T Ohio Guidebook
Part 4, Section 2

P.U.C.O. Tariff No. 20
Part 4, Section 2

Local Calling Plus

AT&T Ohio Guidebook
Part 4, Section 2

P.U.C.O. Tariff No. 20
Part 4, Section 2

Custom Calling Features

AT&T Ohio Guidebook
Part 7, Section 1

P.U.C.O. Tariff No. 20
Part 7, Section 1

/1/ Material formerly appeared on Sheet 43.

(N)

12. AT&T BUSINESS LOCAL CALLING ASSURANCE (cont'd)**C. References (cont'd)**

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

Advanced Custom Calling Features

AT&T Ohio Guidebook
Part 7, Section 2

P.U.C.O. Tariff No. 20
Part 7, Section 2

D. Prices**1. Standard Features**

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

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

AT&T Business Local Calling (BLC) is an optional business package offer that provides four different line option packages which include varying combinations of a network access line, choice of local usage plans (including Local Calling Plus), 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^{/1/}, or 36-Month^{/1/} 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 shown in *G. Prices* following. (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.

^{/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.

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

8. AT&T Business Local Calling line option packages contain certain core components and 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 standalone vertical features not designated as either core or optional components in any line option package may be added on an a la carte basis at the rate listed in *G. Prices* following. These standalone vertical features are limited to Three-Way Calling, Call Forwarding, Call Waiting, Speed Calling 30, Repeat Dialing, Automatic Callback, and Call Screening. Other standalone features may be added on an a la carte basis at their individually tariffed or Guidebook rates.
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 non-recurring 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, Line Connection, and Central Office 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.

/1/
/1/

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

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

/2/
/2/

When Business Local Calling 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.^{/1/}

16. Lines subscribed to an AT&T Business Local Calling account cannot be placed on Temporary Suspension.

17. Business customers located within the areas served by the 513 and 937 area codes in the Dayton 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.

/1/ Effective 5/2/2011, AT&T Business Local Calling will be available on a Month-to-Month basis without having previously subscribed to a term plan. Month-to-Month prices will be subject to Company-initiated price adjustments.

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

(N)
(N)

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

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

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

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

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

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

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

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

13. 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.

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

“Unlimited A” (Option A) – Core Components: network access line, unlimited local usage including Local Calling Plus calls, 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 including Local Calling Plus calls, Caller ID and Caller ID With Name. Optional Components: Alternate Answering, Busy Line Transfer, Message Waiting Indication, and Hunting.

“Block Of Time 150” (Option C)^{/2/} – Core Components: network access line, local usage 150 minute Block of Time (BOT) including Local Calling Plus calls, 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. (C)

“Measured” (Option D)^{/1, 2/} – Core Components: network access line, local usage measured on a per minute of use basis including Local Calling Plus calls, 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. (C)

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. Termination charges are equal to \$15.00 times the number of months remaining on the term commitment times the number of lines subscribed to on the initial order.
2. Termination charges are not applicable if, during the term period:
 - a. the customer converts to another Company access and local usage plan with a term equal to or greater than the time remaining on the AT&T Business Local Calling term plan.
For 20+ line agreements established on or after October 26, 2012, the customer must also establish a new line commitment at least as great as in their initial subscription in order to qualify.; or

/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 49

/3/

(N)

(N)

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

2. Termination charges are not applicable if, during the term period (cont'd):

- b. the customer converts to an upgraded technology with the Company (i.e. network access lines to PBX Trunks, Centrex, ISDN Prime) and commits to a term equal to or greater than the time remaining on the AT&T Business Local Calling term plan. It is at the Company's sole determination whether a product change satisfies the requirements for waiver of the termination liability under this clause; or
- c. the customer chooses to terminate their agreement and to negotiate a new AT&T Business Local Calling agreement with a term period greater than the time remaining on the existing AT&T Business Local Calling agreement. The new service agreement will be based on the term plan rates in effect at the time of establishing the new agreement. For 20+ line agreements established on or after October 26, 2012, the customer must also establish a new line commitment at least as great as in their initial subscription in order to qualify.
- d. If during the Term, an AT&T ILEC Service (referred to as the "Terminated ILEC Service") provided under a Business Local Calling Agreement is migrated to a qualifying AT&T Business Voice over IP (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 at such Customer Sites occurs within 90 days of termination of the ILEC Service at that site.
 It is at the Company's sole determination whether a product change satisfies these requirements. (N)

3. For customers who initially subscribe to 20+ lines: in any month during the term of an AT&T Business Local Calling agreement if the customer's total number of subscribed lines falls below 80% of the number of lines subscribed to in the original agreement, then a shortfall adjustment charge will be applicable and will appear on the customer's bill for each of those months. This shortfall adjustment charge is equal to \$10.00 times the number of lines below the 80% requirement.

/1/

/1/ Material now appears on Sheet 50 in this section.

(N)

13. AT&T BUSINESS LOCAL CALLING (cont'd)**E. Business Downturn**

/1/

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/

F. References

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

<u>Subject</u>	<u>Reference</u>
Business Network Access Lines	Part 4, Section 2
Business Local Usage (including Local Calling Plus)	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

/1/ Material formerly appeared on Sheet 49 in this section.

(N)

13. AT&T BUSINESS LOCAL CALLING (cont'd)

G. Prices

1. Service Elements

Term & Volume Monthly Prices^{/1/}For Accounts Established On or After 6/1/15

<u>Volume Price Level</u>	<u>Line Option</u>	<u>1 Year</u>	<u>2 Year^{/2/}</u>	<u>3 Year^{/2/}</u>
1 - 19 Lines ^{/2/}	Option A	\$50.00 ^{/3/}	-	-
	Option B	\$45.00 ^{/3/}	-	-
20 + Lines ^{/4/}	Option A	\$34.00	\$33.00	\$32.00
	Option B	\$29.00	\$28.00	\$27.00

/5/

For Accounts Established On or After 8/15/16 and Prior to 6/19/2019

<u>Volume Price Level</u>	<u>Line Option</u>	<u>1 Year</u>
1 - 19 Lines ^{/2/}	Option A	\$60.00
	Option B	\$55.00

/5/

^{/1/} Prices include monthly Central Office Termination charge.^{/2/} 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.^{/3/} This rate is applicable for accounts established on or after 6-1-15 and prior to 8-15-16.^{/4/} These rates are applicable for accounts established on or after 6-1-15 and prior to 3-15-18.^{/5/} Material formerly appeared on Sheet 51.1

(N)

13. AT&T BUSINESS LOCAL CALLING (cont'd)

G. Prices (cont'd)

1. Service Elements (cont'd)

Term & Volume Monthly Prices^{/1/}For Accounts Established On or After 3/15/2018

Volume <u>Price Level</u>	<u>Line Option</u>	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
20+ Lines	Option A	\$39.00	\$38.00	\$37.00
	Option B	\$34.00	\$33.00	\$32.00

/3/

For Accounts Established On or After 6/19/2019

Volume <u>Price Level</u>	<u>Line Option</u>	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
1 - 19 Lines ^{/2/}	Option A	\$70.00		
	Option B	\$65.00		
20+ Lines	Option A	\$39.00	\$38.00	\$37.00
	Option B	\$34.00	\$33.00	\$32.00

/3/

For Accounts Established On or After 8/23/2019

Volume <u>Price Level</u>	<u>Line Option</u>	<u>1 Year</u>
20+ Lines	Option A	\$44.00
	Option B	\$39.00

(N)

(N)

^{/1/} Prices include monthly Central Office Termination charge.^{/2/} 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.^{/3/} Material formerly appeared on Sheet 51.2.

(N)

13. AT&T BUSINESS LOCAL CALLING (cont'd)

G. Prices (cont'd)

1. Service Elements (cont'd)

	<u>Monthly Rate</u>	
Vertical Features Listed in <i>B.9</i> , 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 ^{/2}	
Dayton LATA monthly discount per line, Option A, as defined in <i>B.17</i>	\$3.00 ^{/1}	
Dayton LATA monthly discount per line, Option B, as defined in <i>B.17</i>	\$6.00 ^{/1}	
Month-to-Month Prices		
Option A	\$167.00	
Option B	\$167.00	
Option C ^{/3}	\$169.00	
Option D ^{/3}	\$162.00	

/1/ For accounts established on or after 7-30-09, this discount is reduced to \$0.00.

/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/ 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.

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

AT&T Business Local Calling Essentials is an optional service package for business customers with 2 to 30 business network access lines, and includes a Local Exchange Access Line, unlimited local usage including local calling plus, Caller ID With Name, and Hunting services.

B. Terms and Conditions

1. AT&T Business Local Calling Essentials is available at the package rate shown in **C. Prices** 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 who commit to 2 to 30 business network access lines, unlimited local usage including local calling plus, Caller ID With Name, and Hunting service.
2. AT&T Business Local Calling Essentials is available to business customers with 2 to 30 business network access lines who have those lines with a competitive local exchange carrier within the AT&T Illinois, AT&T Indiana, AT&T Michigan, AT&T Ohio or AT&T Wisconsin service areas and who now wish to establish their business network access line service with the Company.
3. AT&T Business Local Calling Essentials is available to Save customers who have received a competitive offer and are considering switching their business network access lines to another carrier (proof of competitive offer may be required).
4. AT&T Business Local Calling Essentials is only available to customers who require 2 to 30 individual business exchange network access lines and is not available on FX Service, Remote Switching Service, WATS access lines, PBX Trunks, Centrex, or Semi-Public Coin services.
5. A customer may subscribe to multiple agreements for AT&T Business Local Calling Essentials at the same time, but a telephone number may only be included under one agreement. A customer may have 30 lines maximum per location subscribed to an AT&T Business Local Calling Essentials agreement.
6. Eligible customers will receive a waiver of normally applicable service ordering and line connection nonrecurring charges (NRC's) associated with local exchange access lines and, if applicable, vertical features ordered at the time of initial subscription to AT&T Business Local Calling Essentials. Standard NRC's will apply to features added after the initial order.
7. Eligible customers may subscribe to FeatureLink service as an option and will receive a monthly credit of \$4.00 off of standard Month-to-Month prices, if selected.
8. Eligible customers may subscribe to any of the following Central Office Optional Features on a stand alone basis and will receive a monthly discount of 30% off of standard Guidebook prices, if selected.

Pay Per Use features are not eligible:

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

(C)

/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)

(D)

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

9. The 12-Month term also has a 12-Month retermable option. If the customer selects the 12-Month retermable option, the plan will renew for 12-month intervals. A maximum of two 12-Month reterms are available after the first 12-Month term. The customer will receive written notification of their selection outlining the details of the agreement, plus subsequent notifications regarding their reterm options prior to the expiration of each 12-Month term. At the expiration of the agreed to term, rates will revert to the applicable individual rates for each component of the package.
10. Customers who elect to terminate their agreement prior to completion of the agreed to term will be assessed early termination charges amounting to 50% of the monthly recurring charges times the number of months left on the term commitment. A request for a reduction in the number of lines originally committed to an AT&T Business Local Calling Essentials agreement will be considered an early termination of the entire agreement and will be liable for termination charges except as specified below, or if business downturn rules apply as listed below.
11. Termination charges are not applicable if, during the term period, the customer converts to another Company access and local usage plan with a term equal to or greater than the remaining AT&T Business Local Calling Essentials term plan.
12. Within 90 days of subscribing to an AT&T Business Local Calling Essentials 2-year or 3-year term plan, customers may cancel this service without incurring the termination liability charges specified in this Guidebook.
13. Eligible customers who also have refused or not responded to a previous AT&T Business Local Calling Essentials offer from the Company will be eligible for a one-time \$20.00 credit per access line when they subscribe. This bill credit will be applied within (2) bill cycles of order completion. Save customers are not eligible for this one-time credit.
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.

/1/

/1/ Material now appears on Sheet 54 in this Part and Section.

(N)

AT&T Business Local Calling Essentials (cont'd)**B. Terms and Conditions (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. The one-time \$20 refuser credit will NOT be available (see paragraph 13 above). (N)

C. Prices

Monthly Package Rate Per Line (12, 24, or 36 month term period): \$25.00 /1/ | /1/

/1/ Material formerly appeared on Sheet 53 of this Part and Section (N)