

SECTION 3 – DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services

3.1.1 General

Callers may use Operator Toll Assistance Services to place intrastate calls from their presubscribed telephone line. Calls can originate from either tone-generating or rotary-dial instruments. Unless otherwise indicated in this Guidebook, all calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute. (C) (C)

3.1.2 Availability

Service is available to a Customer that subscribes to any of the Company's outbound Service offerings and Casual Callers that dial one of the Company's Toll Free Access Numbers.

3.1.3 Access Method

(A) Callers dialing one plus (1+) one of the Company's Toll Free Access Numbers over Switched Access lines will hear recorded messages that guide the caller. Callers may elect to use any of the billing options described in Section 3.1.5 (A), 3.1.5 (B) or 3.1.5 (C) of this Guidebook or may reach the operator for assistance. Callers placing a call from a tone-generating telephone may select one of the various Operator Toll Assistance Services options by pressing the appropriate key on their tone-generating telephone. The call will default to an operator for assistance if (1) the call originates from a rotary telephone or (2) the call originates from a tone-generating telephone and the caller fails to make a selection on its keypad.

(B) Unless otherwise indicated in this Guidebook, callers placing calls over Switched Access lines may also place Operator Toll Assistance Services from Off-Net locations by dialing:

- .1 00 from a presubscribed telephone line and request the long distance operator to complete the call or
- .2 0+ the called number from a presubscribed telephone line

(C) Unless otherwise indicated in this Guidebook, callers may also place Operator Toll Assistance Services from On-Net locations by dialing:

- .1 00 from a presubscribed telephone line and follow the prompts
- .2 0+ the called number from a presubscribed telephone line.

SECTION 3 – DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.4 Completion Type

Station-to-Station: Any operator-handled call whereby the person originating the call does not specify a particular person to be reached, or a particular station, room number, department, or office to be reached through a PBX attendant.

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3.1.5 Billing Options

(A) Reserved for Future Use

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SECTION 3 – DESCRIPTION OF SERVICES

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SECTION 3 – DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.5 Billing Options (continued)

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This is a billing option where the Customer originating the call pays for the call by having the call billed to the originating telephone number. This billing option will initially be restricted from coin origination.

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SECTION 3 – DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.6 Level of Automation

Operator Toll Assistance Services calls may be completed with or without assistance of an operator. There are three (3) levels of automation for Operator Toll Assistance Services. They are:

(A) Operator Dialed

An operator dialed call occurs when the person originating the call has the ability to dial all the digits necessary for call completion but instead asks the long distance operator to place the call. The operator dials the called number and the billing number. The operator dialed per call charge applies in lieu of the operator assisted per call charge.

The rates for the operator dialed per call charges in Section 4.1.1 or Section 4.1.2 of this Guidebook apply to Station-to-Station calls when the caller has the ability to dial all the digits necessary for call completion but instead asks the long distance operator to place the call. The operator dialed per call charge will not be applied to:

- .1 a call that cannot be completed by the caller due to equipment failure or trouble on the long distance network or
- .2 a call placed by a party identified as disabled and as a result of that disability cannot complete the call.

(B) Operator Assisted

An operator assisted call occurs when the person originating the call reaches an operator by utilizing an access method that involves dialing the called telephone number, but the operator collects the billing information to complete the call.

(C) Fully Automated

The fully automated rate applies if a call:

- placed by a party identified as disabled and as a result of that disability cannot complete the call and the caller requests operator assistance for call completion or
- cannot be completed by the caller due to equipment failure or trouble on the long distance network and the caller requests operator assistance for call completion.

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SECTION 3 – DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.7 Application of Charges

- (A) There are two (2) rate elements which apply to Operator Toll Assistance Services, a usage charge and a per call charge. The rates for a particular call are determined by the level of automation used (operator dialed, operator assisted, or fully automated).  
  
For certain Operator Toll Assistance Service calls, usage rates also vary depending on whether the call is classified as residential or business. The business rate per minute applies when the call is billed to a telephone number presubscribed to the Company for a Business Service. The residential rate per minute applies when a call is billed to a telephone number presubscribed to the Company for a Residential Service.
- (B) If a Customer, End User, or Casual Caller completes an Operator Toll Assistance Services call by dialing one plus (1+) any of the Group 2 Toll Free Numbers, the rates and charges contained in Section 4.1.1 (B) of this Guidebook apply.
- (C) If a Customer or End User completes an Operator Toll Assistance Service call via any Operator Toll Assistance Service access method described in Section 3.1.3 (B) or 3.1.3 (C) of this Guidebook, the rates and charges contained in Section 4.1.2 of this Guidebook apply to intrastate InterLATA calls and applies to intrastate IntraLATA service.
- (D) If a Casual Caller completes an Operator Toll Assistance Service call via any Operator Toll Assistance Services access method described in Section 3.1.3 (B).1 or 3.1.3 (B).2 of this Guidebook, the rates and charges contained in Section 4.1.2 of this Guidebook apply to InterLATA and IntraLATA calling.
- (E) If a Customer, End User or Casual Caller completes an Operator Toll Assistance Service call via any of the Group 2 Toll Free Access Numbers, this Guidebook applies to both intrastate InterLATA and intrastate IntraLATA calls.

SECTION 3 – DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.8 Reserved for Future Use

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SECTION 3 – DESCRIPTION OF SERVICES

3.2 Directory Assistance Services

3.2.1 General

Directory Assistance Service allows the Customer, End User or Casual Caller to request the telephone number or area code of a party located within the State but outside of the Customer's local calling area. The Directory Assistance operator provides assistance in locating business, residence, and government listings.

3.2.2 Availability

Assistance in obtaining an intrastate Directory Assistance listing is available to any Customer that has access to the Directory Assistance bureau via one of the access methods described in Section 3.2.3 of this Guidebook.

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3.2.3 Access Methods

(A) General

Calls to directory assistance may be completed on a fully automated basis or may be completed with the assistance of an operator.

- .1 Customers who presubscribe to any of the Company's outbound Service offerings that utilize Switched Access to reach the long distance network may reach Directory Assistance on their presubscribed line by dialing:
  - .a 1 + area code + 555-1212
  - .b 0 + area code + 555-1212
  - .c 00 and request the long distance operator to connect the caller to Directory Assistance
  - .d one of the Company's Toll Free Access Numbers and request the long distance operator to connect the caller to Directory Assistance or by dialing the area code + 555-1212.
- .2 Reserved for Future Use
- .3 Customers, End Users, and Casual Callers may also reach directory assistance by dialing one of the Company's Toll Free Access Numbers. The call may be completed on a fully automated basis by dialing the area code + 555-1212. The caller may also request the long distance operator to connect the caller to Directory Assistance.

SECTION 3 – DESCRIPTION OF SERVICES

3.2 Directory Assistance Services (continued)

3.2.3 Access Methods (continued)

(B) Call Originates From Off-Net Location

Unless otherwise specified in this Guidebook, Customers, End Users or Casual Callers may also reach Directory Assistance via the following access methods:

- .1 1+ area code + 555-1212
- .2 0+ area code + 555-1212
- .3 00 and request the long distance operator to connect the caller to Directory Assistance
- .4 one of the Company's Toll Free Access Numbers and request the long distance operator to connect the caller to Directory Assistance or by dialing the area code + 555-1212.

(C) Call Originates From On-Net Location

Customers, End Users or Casual Callers may also reach Directory Assistance via:

- .1 1+ area code + 555-1212
- .2 0+ area code + 555-1212
- .3 00 and request the long distance operator to connect the caller to Directory Assistance
- .4 one of the Company's Toll Free Access Numbers and request the long distance operator to connect the caller to Directory Assistance or by dialing the area code + 555-1212.

3.2.4 Features

(A) Multiple Listings

Customers may receive up to two listings per request to Directory Assistance. Regardless of the access method used by the caller to reach Directory Assistance, the two listings requested by the caller may be for telephone numbers located within different area codes.

(B) Automated DACC

Automated DACC provides the caller an option of having an interactive automated system complete a call to the called telephone number listing received from Directory Assistance without the caller hanging up and originating a new call.

- .1 The Company will offer Automated DACC only where technical capability exists to terminate the call.

SECTION 3 – DESCRIPTION OF SERVICES

3.2 Directory Assistance Services (continued)

3.2.4 Features (continued)

(B) (continued)

- .2 Reserved for Future Use
- .3 For Customers that subscribe to any of the Company's outbound Services that require Switched Access to reach the long distance network, Automated DACC is available for Directory Assistance accessed via 1 + area code + 555-1212. Automated DACC is blocked via all other access methods.
- .4 Automated DACC calls may not be completed via Group 2 Toll Free Access Numbers.
- .5 When two directory listings are requested, Automated DACC is available for completing the call to the first or second listing.
- .6 Once the caller is provided the desired telephone number, the caller is offered call completion.
- .7 Manual completion of the call from the Directory Assistance operator is not available.

(C) Call Completion By Long Distance Operator

Manual call completion may be required for disabled callers or for callers that originate calls from rotary telephones. These callers should contact the long distance operator for connection to the Directory Assistance operator and request the long distance operator stay on the line to complete the call.

3.2.5 Application of Charges

(A) General

- .1 Directory Assistance charges apply whether or not the Directory Assistance operator furnishes the requested telephone number(s) (e.g., the requested telephone number is unlisted, non-published or no record can be found).
- .2 Customers will be billed a charge for each request of two listings or portion thereof.
- .3 Any calls to Directory Assistance utilizing an operator will be billed the Directory Assistance charge plus the applicable operator services per call charges. If the Customer reaches a long distance operator and the long distance operator connects the Customer to Directory Assistance, the following charges apply:
  - .a Directory Assistance charge pursuant to Section 4.2 of this Guidebook and
  - .b operator dialed per call charge pursuant to Section 4.1.1 or Section 4.1.2 of this Guidebook.

If the long distance operator stays on the line to complete the call for the caller, usage charges also apply pursuant to Section 4.1.1 or Section 4.1.2 of this Guidebook.

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(M) Material moved from Original Sheet 27.

SECTION 3 – DESCRIPTION OF SERVICES

- 3.2 Directory Assistance Services (continued)
- 3.2.5 Application of Charges (continued)

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(B) Automated DACC

The Automated DACC charge applies in addition to the Directory Assistance per-call charge if the caller accepts the offer. The Automated DACC charge will not apply if the call is not completed. The DACC charge and the associated usage charges for the completed call will be billed using the same billing option used for the originating call to Directory Assistance. For rates and charges, see Section 4.2 of this Guidebook for the DACC charge. In addition to the DACC charge, the Customer will be billed the directory assistance charge and the appropriate usage charge.

(M) Material moved to 3<sup>rd</sup> Revised Page 26.

SECTION 3 – DESCRIPTION OF SERVICES

3.3 Reserved for Future Use

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SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access

3.4.1 MTS

(A) Business MTS

- .1 MTS is an intercity long distance Service available to Business Customers seven (7) days per week, twenty-four (24) hours per day, 365 days per year. With Business MTS, calls are originated from other than a payphone. The desired telephone number is dialed, the call is completed without the assistance of a live or automated operator, and the call is not billed to a number other than the originating number. Calls originate on switched facilities provided by LECs, CLECs or authorized access providers. Business MTS is available to Business Customers that presubscribe to the Company for long distance Service. If a Business Customer presubscribes to the Company for the provision of outbound long distance Service and does not select one of the Company's optional price plans, the Company will provision MTS Service on the Customer's initial order for Service.
- .2 Charges are usage sensitive and vary by day-of-week and time-of-day. Calls are billed in one (1) minute increments, with a minimum call duration of one (1) minute. Peak and off peak rates apply. The peak rate period is 8:00 a.m. to but not including 5:00 p.m., Monday through Friday. The off-peak rate period is all other times. The off-peak rates apply on the following holidays: New Year's Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. Usage rates for MTS vary depending on whether the presubscribed line is classified as business or residential. Calls billed under this Service offering will not qualify for promotional rates.

(B) Residential MTS

- .1 MTS is an intercity long distance Service provided to Residential Customers seven (7) days per week, twenty-four (24) hours per day, 365 days per year. With MTS, calls are originated from other than a payphone. The desired telephone number is dialed, the call is completed without the assistance of a live or automated operator, and the call is not billed to a number other than the originating number. Calls originate on switched facilities provided by LECs, CLECs or authorized access providers.

Customers may subscribe to MTS service for the provisions of intraLATA only calling (local toll), interLATA only calling (interstate and intrastate), or intraLATA and interLATA calling combined.

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- .2 Calls are billed in one (1) minute increments, with a minimum call duration of one (1) minute. See Section 4.4.1 of this Tariff for applicable minimum usage charges and per minute rates.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

- 3.4.2 AT&T ONE RATE® Nationwide Calling Preferred<sup>3</sup>, formerly known as AT&T ONE RATE® Nationwide 12 Cents<sup>3</sup>, Long Distance III<sup>1</sup>, JustCall<sup>SM</sup> Standard<sup>1</sup>, Long Distance II<sup>2</sup>, AT&T ONE RATE® Nationwide 10 Cents<sup>3</sup>, and JustCall<sup>SM</sup> Plus<sup>3</sup>, (C)

This plan is an outbound only long distance optional calling plan for Residential Customers. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. All calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute.

<sup>1</sup>This Service is no longer available to new Customers or existing Customers at new locations effective July 1, 2005.

<sup>2</sup>This Service is no longer available to new Customers or existing Customers at new locations effective April 12, 2004.

<sup>3</sup>This Service is no longer available to new Customers or existing Customers at new locations effective November 14, 2008.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services

For outbound Services provided via a Switched Access arrangement, Residential Customers may subscribe to any of the Company's outbound Service offerings for the provision of (1) intrastate InterLATA and intrastate IntraLATA calling; (2) intrastate InterLATA calling only and select another company for the provision of the Customer's intrastate IntraLATA calling; or (3) intrastate IntraLATA calling only and select another company for the provision of the Customers's intrastate InterLATA calling unless otherwise indicated in this Guidebook.

- (A) Reserved for future use
- (B) Reserved for future use
- (C) Reserved for future use
- (D) Reserved for future use

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SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

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(F) Reserved for future use

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(G) Reserved for future use

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SECTION 3 – DESCRIPTION OF SERVICES

- 3.4 Outbound Services-Switched Access (continued)
  - 3.4.3 Consumer Outbound Services (continued)
    - (H) Reserved for future use

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- (I) Reserved for future use
- (J) Reserved for future use.
- (K) Reserved for future use
- (L) Reserved for future use

SECTION 3 – DESCRIPTION OF SERVICES

- 3.4 Outbound Services-Switched Access (continued)
  - 3.4.3 Consumer Outbound Services (continued)
    - (M) Reserved for future use

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SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

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SECTION 3 – DESCRIPTION OF SERVICES

- 3.4 Outbound Services-Switched Access (continued)
- 3.4.3 Consumer Outbound Services (continued)
  - (N) Reserved for future use

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SECTION 3 – DESCRIPTION OF SERVICES

- 3.4 Outbound Services-Switched Access (continued)
- 3.4.3 Consumer Outbound Services (continued)
  - (O) Reserved for future use

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SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

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SECTION 3 – DESCRIPTION OF SERVICES

- 3.4 Outbound Services-Switched Access (continued)
- 3.4.3 Consumer Outbound Services (continued)
  - (P) Reserved for future use

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SECTION 3 – DESCRIPTION OF SERVICES

- 3.4 Outbound Services-Switched Access (continued)
- 3.4.3 Consumer Outbound Services (continued)
  - (Q) Reserved for future use

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SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

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SECTION 3 – DESCRIPTION OF SERVICES

- 3.4 Outbound Services-Switched Access (continued)
  - 3.4.3 Consumer Outbound Services (continued)
    - (R) Reserved for future use
    - (S) Reserved for future use

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SECTION 3 – DESCRIPTION OF SERVICES

- 3.4 Outbound Services-Switched Access (continued)
- 3.4.3 Consumer Outbound Services (continued)

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(T) Reserved for future use

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

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SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(U) Platinum Plans

- .1 Platinum Plans are outbound only Services. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. All calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute. These Services are established at the BTN level. If a Customer selects a different Service or price plan for specific WTN(s), the Customer is required to establish a separate BTN for each variation. Platinum Plans are available to new and existing Residential Customers that:
  - .a use Switched Access to reach the long distance network;
  - .b subscribe to one of the Platinum Plans for the provision of interstate service and InterLATA intrastate Service for 1+ outbound direct dialed calls;
  - .c subscribe to a minimum of one product, service or feature from the Company's or an Affiliate of the Company's Group C Large Package as defined in Section 6 of this Guidebook at the same time the Customer places an order to subscribe to one of the Company's Platinum Plans;
  - .d subscribe to an access line service of the Company or an Affiliate of the Company;
  - .e subscribe to AT&T Internet Services' AT&T DSL Internet access service, AT&T Dial Up Internet access service or AT&T High Speed Internet Access service at the same time the Customer places an order to subscribe to one of the Company's Platinum Plans;
  - .f subscribe to any national or home service plan of B Wireless at the same time the Customer places an order to subscribe to one of the Company's Platinum Plans;
  - .g request to be provisioned under this Service;
  - .h demonstrate to the satisfaction of the Company at the time of subscribing to the plan that the Residential Customer also subscribes to the products, services, and/or features described in Section 3.4.3 (U).1 .c, .d, .e, and .f of this Guidebook;
  - .i maintain a minimum of one product, service or feature from the Company's or an Affiliate of the Company's Group C Large Package as defined in Section 6 of this Guidebook;

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(U) Platinum Plans (continued)

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- .j maintains AT&T Internet Services' AT&T DSL Internet access service, AT&T Dial Up internet access service or AT&T High Speed Internet Access service;
- .k maintain any national or home service plan of B Wireless;
- .l provides the Company the same billing name and address for all services required to subscribe to one of the Platinum Plans;
- .m limit the use of Service to that which is of a standard, domestic, residential nature; and
- .n bill the products, services, and/or features described in Section 3.4.3 (U).1 .c, .d, .e, and .f of this Guidebook to the same BTN as the Customer's long distance Service subscribed to this Service.

.2 Customers who cancel or discontinue the Company's Service or any of the qualifying products, services or features or whose Service is refused, cancelled or discontinued by the Company or those companies listed in Section 3.4.3 (U).1 .c, d, e, or .f shall forfeit eligibility for rates under this Service.

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.3 Reserved For Future Use

.4 For a specified MRC, the Customer receives a specific amount (block) of time for placing one plus (1+) Direct-Dialed outbound calls that originate from a line presubscribed to the Company. All usage in excess of the selected block of time will be billed at a fixed rate per minute. Any minutes not used in a billing cycle will not be carried over to the next billing cycle. No credits will be given for any unused minutes.

.5 Depending on the rate option selected by the Customer, block of time plans are available for night/weekend (off-peak) calling and anytime calling. The night/weekend or off-peak rate period is from 9:00 p.m. to but not including 7:00 a.m. Monday through Friday and 9:00 p.m. Friday to but not including 7:00 a.m. Monday.

.6 Total monthly usage in a given block of time is determine by measuring each call individually and rounding the call to the next full minute on a per-call basis. Calls are billed based on the rate in effect for the actual time-of-day rate period(s) during which the call occurs. Calls that cross rate period boundaries are billed the rate in effect in that boundary for each portion of the call.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(U) Platinum Plans (continued)

.7 Rate Options

.a Reserved for Future Use

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.b Reserved for Future Use

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.c Reserved for Future Use

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SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(U) Platinum Plans (continued)

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.d 500 Block of Time Platinum and 1000 Minutes Nights & Weekends<sup>1</sup>

<sup>1</sup>This service is no longer available to new Customers or existing Customers at new locations effective July 10, 2003

.i For a MRC, the Customer receives a 500 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling any time minutes and 1000 MOU (block) of night and weekend (off-peak) minutes. See Section 4.4.3(U) of this Guidebook for the per minute rate after the block of time has been used.

.ii Calls occurring in the off-peak rate period are counted in the 1000 MOU night and weekend block until the night and weekend block is exhausted. Thereafter, these minutes are counted in the 500 anytime minute block until the 500 anytime minute block is exhausted.

.e 500 Block of Time Platinum and 3000 Minutes Nights & Weekends<sup>1</sup>

<sup>1</sup>This service is no longer available to new Customers or existing Customers at new locations effective July 10, 2003

.i For a MRC the Customer receives a 500 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling any time minutes and 3000 MOU (block) of night and weekend (off-peak) minutes. See Section 4.4.3(U) of this Guidebook for the per minute rate after the block of time has been used.

.ii Calls occurring in the off-peak rate period are counted in the 3000 MOU night and weekend block until the night and weekend block is exhausted. Thereafter, these minutes are counted in the 500 anytime minute block until the 500 anytime minute block is exhausted.

.f Reserved for future use

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SECTION 3 – DESCRIPTION OF SERVICES

- 3.4 Outbound Services-Switched Access (continued)
  - 3.4.3 Consumer Outbound Services (continued)
    - (U) Platinum Plans (continued)
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        - .g Reserved for Future Use
        - .h Reserved for Future Use
        - .i Reserved for Future Use

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SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(U) Platinum Plans (continued)

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.k Reserved for Future Use

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SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(U) Platinum Plans (continued)

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.n Reserved for Future Use

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SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(U) Platinum Plans (continued)

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SECTION 3 – DESCRIPTION OF SERVICES

- 3.4 Outbound Services-Switched Access (continued)
- 3.4.3 Consumer Outbound Services (continued)
- (V) Reserved for future use

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SECTION 3 – DESCRIPTION OF SERVICES

- 3.4 Outbound Services-Switched Access (continued)
- 3.4.3 Consumer Outbound Services (continued)
  - (W) Reserved for future use

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SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

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SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(X) Unlimited Nationwide Calling Service, aka Connections Services

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Unlimited Nationwide Calling Services are outbound only Services designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with these Services. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. Unlimited Nationwide Calling Services are available to new and existing Residential Customers that:

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SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(X) Unlimited Nationwide Calling Service, aka Connections Services (continued)

Customers (1) who cancel or discontinue the Company's Service or any of the required products, services or features; (2) who subscribe to IntraLATA and InterLATA intrastate Service and discontinues InterLATA Service; or (3) whose Service is refused, cancelled or discontinued by the Company or an Affiliate of the Company shall forfeit eligibility for rates under this Service. Customers continuing to presubscribe to the Company may be moved to a default plan unless the Customer selects an alternative optional calling plan.

(C)

If the Customer subscribes to IntraLATA and InterLATA intrastate Service and discontinues InterLATA Service, the Customer will no longer qualify for Unlimited Nationwide Calling Services. Customers continuing to presubscribe to the Company may be moved to a default plan unless the Customer selects an alternative Service.

(C)

If the Customer uses this Service for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to a default plan. If the Customer is moved off this Service because of the previously described reasons, the Customer may be ineligible to resubscribe to this Service.

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SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(X) Unlimited Nationwide Calling Service, aka Connections Services (continued)

The Customer may choose from the following rate options:

.1 Reserved for Future Use

.2 Reserved for Future Use

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(D)

(D)

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(X) Unlimited Nationwide Calling Service, aka Connections Services (continued)

.3 AT&T Unlimited Nationwide Calling Basic<sup>SM1</sup> formerly known as National Connections II

For a MRC, the Customer receives unlimited intrastate and interstate one plus (1+) Direct-Dialed minutes of use. Intrastate AT&T Unlimited Nationwide Calling Basic<sup>SM</sup> is provided in conjunction with interstate AT&T Unlimited Nationwide Calling Basic<sup>SM</sup> and is available only to Customers who subscribe to the interstate service provided by the Company. Intrastate AT&T Unlimited Nationwide Calling Basic<sup>SM</sup> is not available on a stand-alone basis.

.4 Reserved for Future Use

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<sup>1</sup>This Service is no longer available to new Customers or to existing Customers at new locations effective November 14, 2008

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SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(X) Unlimited Nationwide Calling Service, aka Connections Services (continued)

.5 Reserved for Future Use

(C/D)

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(D)

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(Y) Value Plus Plans

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(D)

These optional calling plans are outbound only plans designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with these optional calling plans. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. All calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute.

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If the Customer uses these optional calling plan for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, permanent and semi-permanent internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use the Company may move the Customer a default plan

(C)

(C)

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(Y) Value Plus Plans (continued)

Rate Options

.1 Reserved for Future Use

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(D)

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(D)

(D)

SECTION 3 – DESCRIPTION OF SERVICES

- 3.4 Outbound Services-Switched Access (continued)
- 3.4.3 Consumer Outbound Services (continued)

(Y) Value Plus Plans (continued)

Rate Options (continued)

.2 Value Plus 300<sup>1</sup>, formerly known as Value Plus 200<sup>1</sup>

For a MRC, the Customer receives a 300MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling. See Section 4.4.3 of this Guidebook for the per minute rate after the block of time has been used.

.3 Value Plus 500<sup>1</sup> formerly known as 500 Block of Time<sup>2</sup>, 500 Block of Time Platinum<sup>3</sup>, JustCall<sup>SM</sup> 400<sup>4</sup>, JustCall<sup>SM</sup> 400 Preferred<sup>5</sup>, JustCall<sup>SM</sup> 400 Standard<sup>4</sup>, AT&T Nationwide Calling 300<sup>2</sup>, JustCall<sup>SM</sup> Plus 300<sup>2</sup>, JustCall<sup>SM</sup> 200 Standard<sup>2</sup>, JustCall<sup>SM</sup> 300 Standard II<sup>2</sup>, JustCall<sup>SM</sup> 200 Standard II<sup>2</sup>, JustCall<sup>SM</sup> 300 Preferred II<sup>2</sup>, and JustCall<sup>SM</sup> 200<sup>6</sup>

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For a MRC, the Customer receives a 500 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling. See Section 4.4.3 of this Guidebook for the per minute rate after the block of time has been used.

<sup>1</sup>This Service is no longer available to new Customers or existing Customers at new locations effective April 1, 2004.

<sup>2</sup>This Service is no longer available to new Customers or existing Customers at new locations effective February 15, 2007.

<sup>3</sup>This service is no longer available to new Customers or existing Customers at new locations effective April 12, 2007

<sup>4</sup>This Service is no longer available to new Customers or existing Customers at new locations effective October 12, 2005.

<sup>5</sup>This Service is no longer available to new Customers or existing Customers at new locations effective January 16, 2006.

<sup>6</sup>This Service is no longer available to new Customers or existing Customers at new locations effective December 12, 2005.

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SECTION 3 – DESCRIPTION OF SERVICES

- 3.4 Outbound Services-Switched Access (continued)
  - 3.4.3 Consumer Outbound Services (continued)
    - (Z) Reserved for future use

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(D)



SECTION 3 – DESCRIPTION OF SERVICES

- 3.4 Outbound Services-Switched Access (continued)
  - 3.4.3 Consumer Outbound Services (continued)
    - (AB) Reserved for future use

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SECTION 3 – DESCRIPTION OF SERVICES

- 3.4 Outbound Services-Switched Access (continued)
  - 3.4.3 Consumer Outbound Services (continued)
    - (AC) Reserved for future use
    - (AD) Reserved for future use

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SECTION 3 – DESCRIPTION OF SERVICES

- 3.4 Outbound Services-Switched Access (continued)
- 3.4.3 Consumer Outbound Services (continued)
- (AD) Just Call<sup>SM</sup> Unlimited<sup>1</sup> formerly known as California Connections<sup>2</sup>, and JustCall<sup>SM</sup> Unlimited Weekends<sup>1</sup> (continued) (C/D)  
(C/D)
- .2 (continued)
- .d maintain an access lines service of the Company or an Affiliate of the Company;
- .e required to subscribe to this optional calling plan;  
limit the use of Service to that which is of a standard, domestic, residential nature;
- .f bill the access line service to the same BTN as this optional calling plan; and
- .h request to be provisioned under this optional pricing plan.
- .3 This optional pricing plan is established at the BTN level. If a Customer selects a different optional calling plan for specific WTN(s), the Customer is required to establish a separate BTN for each variation.
- .4 For a MRC, Customers subscribing to this optional calling plan receive unlimited interstate and/or interstate/intrastate combined long distance calling.
- .5 Customers who cancel or discontinue the Company's Service or the access line of the Company or an Affiliate of the Company or whose Service is refused, cancelled or discontinued by the Company or the Affiliate of the Company shall forfeit eligibility for rates under this optional calling plan. Customers continuing to presubscribe to the Company will be moved to FallBack unless the Customer selects an alternative optional calling plan for which the Customer is eligible.
- .6 If the Customer uses this Service for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections, and autodialing; the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to the FallBack unless the Customer selects an alternative optional calling plan for which the Customer is eligible. If the Customer is moved to FallBack, the rates and charges in Section 4.4.3 (AG) of the Guidebook apply. If the Customer is moved off this optional calling plan because of the previously described reason, the Customer may be ineligible to resubscribe to this optional calling plan.

<sup>1</sup>This Service is no longer available to new Customers or to existing Customers at new locations effective October 18, 2004.

<sup>2</sup>This Service is no longer available to new Customers or to existing Customers at new locations effective July 13, 20033

(C)

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AE) Nationwide Calling Services, aka JustCall<sup>SM</sup>

These optional calling plans are outbound only plans designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with these optional calling plans. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. All calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute.

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SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AE) Nationwide Calling Services, aka JustCall<sup>SM</sup> (continued)

Customers who cancel or discontinue the Company's Service or any of the qualifying services, and/or features as required in these Nationwide Calling Services JustCall<sup>SM</sup> optional calling plans, shall forfeit eligibility for rates under this Service. Customers who fail to maintain the minimum feature/service requirements for their Nationwide Calling Services JustCall<sup>SM</sup> optional calling plan and does not select an alternative optional calling plan, the Customer may be moved to a default plan.

If the Customer uses a Nationwide Calling Services JustCall<sup>SM</sup> optional calling plan for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, permanent and semi-permanent internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customers Service. As a result of non-standard or nonresidential use of any Nationwide Calling Services JustCall<sup>SM</sup> optional calling plan, the Company may move the Customer to a default plan.

.5 Rate Options

- .a AT&T ONE RATE<sup>®</sup> Nationwide 5 Cents<sup>2</sup> formerly known as JustCall<sup>SM</sup> 5 Cents Standard<sup>2</sup>, JustCall<sup>SM</sup> 3 Cents<sup>1</sup>, AT&T ONE RATE<sup>®</sup> 3 Cents Preferred<sup>2</sup>, JustCall<sup>SM</sup> 3 Cents Preferred<sup>2</sup>, Value Plus Flat Rate<sup>1</sup>, Domestic Saver Gold<sup>2</sup>, AT&T ONE RATE<sup>®</sup> Nationwide 8 Cents Preferred<sup>2</sup>, AT&T ONE RATE<sup>®</sup> Nationwide 7 Cents Preferred<sup>2</sup> and JustCall<sup>SM</sup> 7 Cents Preferred<sup>2</sup>

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(C)

See section 4.4.3 for plan rates and charges.

- .b Reserved for future use

<sup>1</sup>This Service is no longer available to new Customers or existing Customers at new locations effective April 1, 2004.

<sup>2</sup>This Service is no longer available to new Customers or existing Customers at new locations effective February 15, 2007

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AE) Nationwide Calling Services, aka JustCall<sup>SM</sup> (continued)

.5 Rate Options (continued)

.c Reserved for future use

(C)

(D)

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(D)

.d Reserved for future use

(C)

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(D)

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AE) Nationwide Calling Services, aka JustCall<sup>SM</sup> (continued)

.5 Rate Options (continued)

.e Reserved for future use

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.f Reserved for future use

.g Reserved for future use

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SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AE) Nationwide Calling Services, aka JustCall<sup>SM</sup> (continued)

.5 Rate Options (continued)

.h Reserved for future use

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.i Reserved for future use

(C)

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(D)

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AE) Nationwide Calling Services, aka JustCall<sup>SM</sup> (continued)

.5 Rate Options (continued)

.j Reserved for future use

(C)

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(D)

.k Reserved for future use

(C)

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(D)

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AE) Nationwide Calling Services, aka JustCall<sup>SM</sup> (continued)

.5 Rate Options (continued)

.1 Reserved for future use

(C)

(D)

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(D)

.m Reserved for future use

(C)

(D)

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(D)

SECTION 3 – DESCRIPTION OF SERVICES

3.4	Outbound Services-Switched Access (continued)		
3.4.3	Consumer Outbound Services (continued)		
(AE)	Nationwide Calling Services, aka JustCall <sup>SM</sup> (continued)		
.5	Rate Options (continued)		
.n	Reserved for future use	(C)	(D)
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			(D)
.o	Reserved for future use	(C)	(D)
			-----
			(D)
.p	Reserved for future use	(C)	(D)
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			(D)

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AE) Nationwide Calling Services, aka JustCall<sup>SM</sup> (continued)

.5 Rate Options (continued)

.q Reserved for future use

(C)

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.r Reserved for future use

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SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AE) Nationwide Calling Services, aka JustCall<sup>SM</sup> (continued)

.5 Rate Options (continued)

.s Reserved for Future Use

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.t Reserved for Future Use

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(D)

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AE) Nationwide Calling Services, aka JustCall<sup>SM</sup> (continued)

.5 Rate Options (continued)

- .u AT&T Nationwide Calling 120<sup>1</sup> formerly known as AT&T Nationwide Calling 120 Direct<sup>5</sup>, AT&T Nationwide Calling 100<sup>SM4</sup> JustCall<sup>SM</sup> Plus 100<sup>4</sup>, JustCall<sup>SM</sup> 60 Standard II<sup>2</sup>, JustCall<sup>SM</sup> 120 Standard<sup>3</sup>, JustCall<sup>SM</sup> 100 Standard<sup>3</sup>, JustCall<sup>SM</sup> 60<sup>3</sup>, AT&T Nationwide Calling<sup>SM</sup> 120 Preferred<sup>1</sup>, and JustCall<sup>SM</sup> 60<sup>3</sup> (T)

For a MRC the Customer receives a MOU (block) per month of intrastate and interstate one plus (1+) Direct-Dialed calling anytime minutes. See Section 4.4.3 for the MRC and per minute rate after the block of time has been used.

- .v Reserved for future use (C)

(D)

(D)

<sup>1</sup>This Service is no longer available to new Customers or existing Customers at new locations effective November 14, 2008.

<sup>2</sup>This Service is no longer available to new Customers or existing Customers at new locations effective April 1, 2004.

<sup>3</sup>This Service is no longer available to new Customers or existing Customers at new locations effective October 12, 2005.

<sup>4</sup>This Service is no longer available to new Customers or existing Customers at new locations effective February 15, 2007

<sup>5</sup>This Service is no longer available to new Customers or existing Customers at new locations effective July 12, 2009.

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SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AE) Nationwide Calling Services, aka JustCall<sup>SM</sup> (continued)

.5 Rate Options (continued)

.w AT&T Nationwide Calling 120 Preferred<sup>1</sup>, formerly known as AT&T Nationwide Calling 90 Preferred<sup>1</sup>, AT&T Nationwide Calling 60 Preferred<sup>1</sup>, JustCall<sup>SM</sup> 60 Preferred II<sup>1</sup>, Value Plus 60<sup>2</sup>, and JustCall<sup>SM</sup> 60 Preferred<sup>3</sup> (C)

For a MRC, the Customer receives a 120 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling any time minutes. See Section 4.4.3 this Guidebook for the MRC and per minute rate after the block of time has been used. (C)

.x Reserved for future use

<sup>1</sup>This Service is no longer available to new Customers or existing Customers at new locations effective February 15, 2007.

<sup>2</sup>This Service is no longer available to new Customers or existing Customers at new locations effective April 1, 2004.

<sup>3</sup>This Service is no longer available to new Customers or existing Customers at new locations effective January 19, 2006.



SECTION 3 – DESCRIPTION OF SERVICES

- 3.4 Outbound Services-Switched Access (continued)
- 3.4.3 Consumer Outbound Services (continued)
- (AG) FallBack Service Options
- .2 Reserved for future use

(C)

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SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.4 Business Outbound Services

For outbound Services provided via a Switched Access arrangement, Business Customers may subscribe to any of the Company's outbound Service offerings for the provision of (1) intrastate InterLATA and intrastate IntraLATA calling; (2) intrastate InterLATA calling only and select another company for the provision of the Customer's intrastate IntraLATA calling; or (3) intrastate IntraLATA calling only and select another company for the provision of the Customers's intrastate InterLATA calling.

(A) Business Default Plan for Hierarchical Billing -Switched

The Business Default Plan for Hierarchical Billing is a long distance Service available to Customers seven (7) days per week, twenty-four (24) hours per day, 365 days per year. With Business Default Plan for Hierarchical Billing, calls are originated from other than a public or semipublic coin telephone. The desired telephone number is dialed, the call is completed without assistance of a live or automated operator, and the call may not be billed to a number other than the originating number. Calls are originated on switched facilities provided by LECs, CLECs, or authorized providers. This Service is available for Customers utilizing Switched Access to reach the long distance network.

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(D)

Business Default Plan for Hierarchical Billing is available to Business Customers that presubscribe to the Company for long distance Service and subscribe to a Hierarchical Billing account, as defined in Section 1 of this Guidebook. If the Customer presubscribes to the Company for the provision of outbound long distance Service and requests a Hierarchical Billing account and does not select one of the Company's Business Optional Calling Plans, the Company will provision the Business Default Plan for Hierarchical Billing Service on the Customer's initial order for Service.

Charges are usage sensitive and vary by day-of-week and time-of-day. Calls are billed with a thirty (30) second initial period and six (6) second subsequent periods. Peak and off-peak rates apply. The peak rate period is 8:00 a.m. to but not including 5:00 p.m., Monday through Friday. The off-peak rate period is all other times. The off-peak rates apply on the following holidays: New Year's Day, Independence day, Labor day, Thanksgiving day, and Christmas day.

(B) Calls billed under this Service offering will not qualify for promotional offerings.

SECTION 3 – DESCRIPTION OF SERVICES

3.5 Reserved for Future Use

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SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Long Distance Toll Free<sup>SM</sup> Services

3.6.1 General

- (A) This Service is a reverse billed Service that allows the Customer to pay for incoming calls. It permits calls to be completed to the Customer's location without charge to the calling party. Business Customers may subscribe to TFS with or without the ability to receive intrastate IntraLATA Service from the Company.
- (B) For Business Customers TFS includes: (1) a TFS Number that can be selected by the Customer or randomly generated by the SMS/800 database; (2) an Area of Service selected by the Customer; and (3) various optional features. For Residential Customer, TFS includes: (1) a TFS Number randomly generated by the SMS/800 database and (2) an Area of Service selected by the Customer.
- (C) The Company must be designated as the Resp. Org. of the TFS number . (C/D)  
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(D)  
(D)

SECTION 3 – DESCRIPTION OF SERVICES

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SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Long Distance Toll Free Services (continued)

3.6.2 Availability

(A) Area of Service

Area of Service allows a TFS Customer to block or allow calls to a given TFS Number based on the originating area of the caller. Area of Service blocking is dependent on valid ANI being delivered in the network. Calls placed from outside the Customer's Area of Service will receive an announcement informing the caller that calls cannot be completed from the caller's location. The call will then be terminated.

(D)  
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For TFS terminating via Switched Access, the Customer's minimum area of service is one intrastate area of service.

(B) Originating and Terminating Access

For Business Customers, Toll Free calls may originate on any type of access and may terminate via Switched Access lines to the Customer's location. For Residential Customers, Toll Free calls may originate on any type of access and may terminate via Switched Access lines to the Customer's location.

(C)

(C) Termination of TFS

TFS may terminate in the state where Access is available.

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SECTION 3 – DESCRIPTION OF SERVICES

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SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Long Distance Toll Free Services (continued)

3.6.3 Optional Features (continued)

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- (E) Reserve for future use
- (F) Reserve for future use
- (G) Reserve for future use
- (H) Reserved for future use
- (I) Reserved for future use
- (J) Reserved for future use

(D)

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Long Distance Toll Free Services (continued)

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3.6.3 Optional Features (continued)

(K) Area of Service Selections

- .1 The originating area may include the United States and the territories of American Samoa, Puerto Rico, the U.S. Virgin Islands, Guam, and Commonwealth of Northern Mariana Islands as well as Canada. The customer may select a maximum Area of Service or may selectively block an area. Area of Service blocking is dependent on valid ANI being delivered in the network.
- .2 Calls placed from outside the Customer's Area of Service will receive an announcement informing the caller that calls cannot be completed from the caller's location. The call will then be terminated.

3.6.4 Rules and Regulations

(A) General

If any of the rules and regulations contained in Section 3.6 of this Guidebook, conflict with the rules and regulations contained in Section 6 of this Guidebook, the rules and regulations contained in Section 3.6 of the Guidebook will apply in lieu of the rules and regulations contained in Section 6 of this Guidebook.

(B) Limitations on Service

- .1 TFS is furnished upon the condition that the Customer contracts for adequate facilities to permit the use of this Service without injurious effect upon the Company or any service rendered by Third Party Vendors on behalf of the Company.
- .2 The availability of TFS Numbers from the Company is limited by the Company's ability to obtain TFS Numbers requested by the Customer from the national SMS database.
- .3 If the Company learns that an Applicant or Customer is attempting to sell, barter, trade, or otherwise transfer a TFS Number to another person, the Company may refuse to establish Service or may cancel Service without liability.
- .4 If a Customer's TFS Number is not used by callers other than for test calls to reach the Customer or Customer's designee within ninety (90) days of activation of the TFS Number or within any subsequent ninety (90) day period, the Company may, upon written notice, release the TFS Number without liability. Test calling does not constitute use.

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Long Distance Toll Free Services (continued)

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3.6.4 Rules and Regulations (continued)

(B) (continued)

.5 If a TFS Customer is found to be non-compliant in passing back appropriate answer supervision, the Company reserves the right to suspend Service temporarily and/or deny requests for additional Service without liability. The Company will give the Customer ten (10) calendar days' written notice via certified U.S. Mail of intent to suspend or deny Service due to such non-compliance.

.6 The Company may terminate or refuse to furnish TFS to any Applicant or Customer, without incurring any liability, if the use of the Service would interfere with or impair any Service offered by the Company.

(C) Use of Service

Nothing herein, or in any other provision of this Guidebook, or in any marketing materials issued by the Company shall give any person any ownership, interest, or proprietary right in any code or TFS Number issued by the Company to its Customers.

(D) Obligations of the Customer

.1 The Company reserves the right to require Business Customer(s) requesting TFS to supply the following information when requesting Service: an initial traffic forecast, identification of anticipated busy hour, identification of its geographical marketing target areas, and a schedule of marketing and promotional activities. A new traffic forecast may be required quarterly after Service is initiated.

.2 A Business Customer subscribing to TFS will provide not less than ten (10) business days' notice prior to implementation of special advertising or other new promotions likely to stimulate usage. The Company reserves the right to request traffic data, which depending on the forecast, may delay Service due to the addition of facilities.

.3 With respect to any Resp Org service or SMS Resp Org changes the Company provides to the TFS Customer, the Customer will indemnify and hold the Company harmless against any third party claims arising out of the execution of changes requested by the Customer.

SECTION 3 – DESCRIPTION OF SERVICES

3.6	AT&T Long Distance Toll Free Services (continued)	C D       D
3.6.4	Rules and Regulations (continued)	
(E)	Reservation of Number(s)	C
.1	The Company will accept a request from a prospective Business Customer for a particular TFS Number and will reserve such number on a first come, first serve basis. A TFS Number so requested, if found to be available, will be reserved for and furnished to the eligible Business Customer, providing the Business Customer:	
.a	subscribes to AT&T Long Distance Toll Free <sup>SM</sup> Service within forty-five (45) days of the reservation of said number; and	C
.b	provides acceptable credit information; and	
.c	uses the Service within an additional ninety (90) day period.	
	If a Business Customer who has received a Toll Free Number does not subscribe to and use the Service within the ninety (90) day period specified above, the Company reserves the right to make the number available for use by another Customer in accordance with the terms in this section.	
.2	If a TFS Number is changed by the Company for conditions beyond its reasonable control, nothing in any provision of this Guidebook or in any marketing materials issued by the Company or in any agreement between the Customer and the Company shall give any Customer, Applicant, assignee or transferees any ownership interest or proprietary right in any given TFS Number. An Applicant includes a prospective customer who has reserved a toll free telephone number hereunder.	
.3	A Customer who sells an ongoing operating business for which a TFS Number has been in use may transfer the right to continue to use the TFS Number(s) as long as (1) the Company is able to transfer such number under the Company's servicing agreement with vendors who provide a portion of the Service the Company offers to its Customer and (2) the transferee establishes credit pursuant to Section 6 of this Guidebook.	

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Long Distance Toll Free Services (continued)

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3.6.4 Rules and Regulations (continued)

(F) Release By the Company of Customer's TFS Number(s) for Porting to Other Carriers

- .1 A Customer may request that the Company release its TFS Number(s) so that another long distance service provider may provide toll free service to a Customer. The Company will release a Customer's TFS Number(s) only upon the following occurrences:
  - .a there are no outstanding unpaid, unresolved or disputed payments or any other payments or indebtedness due and payable to the Company by the Customer or its successors or assignees relative to any communications service(s) or Services(s) provided by the Company; and
  - .b there are no unsatisfied liens or claims for property against which payment for such communications service(s) or Service(s) have been guaranteed or otherwise collateralized.
- .2 The Company reserves the right to withhold its authorization of such transfer of such Customer's TFS Number(s) until the Customer's indebtedness is resolved to the satisfaction of the terms and conditions of this Guidebook and any agreement(s) between the Customer and the Company.
- .3 The failure of the Customer to fulfill the terms and conditions of any agreement with the Company or the attempt to process a change of long distance service provider for the Customer's TFS Number(s) prior to the completion of a contract's terms and conditions (and/or before all payments and indebtedness have been paid or satisfied) shall cause the ownership of the TFS Number(s) to revert from the Customer to the Company, whereupon such Customer shall no longer possess the right to transfer such TFS Number(s) to any other long distance service provider and whereupon the Company shall have the right to reissue said number(s) at its sole discretion to any other party.
- .4 At the discretion of the Company, a cancelled TFS Number may be reestablished for the same Customer within four (4) months and; therefore, it cannot be selected by another Customer during that four (4) month period. After four (4) months, the TFS Number is returned to the pool where it can be selected by another customer under any Resp Org.

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Long Distance Toll Free Services (continued)

3.6.4 Rules and Regulations (continued)

(G) Minimum Service Period

For Business Customers subscribing to TFS and making an MMC, the minimum Service period is one month. For Business Customers subscribing to TFS and making a MAC, the minimum Service period is the length of the term plan commitment. No minimum service periods apply to Residential Customers subscribing to TFS.

(H) Termination of TFS By Company

.1 If Service is terminated by the Company for violation of this Guidebook, the national SMS/800 data base allows the Company to retain control of all TFS Numbers disconnected for up to a 4-month period. If the Customer rectifies the violation to the satisfaction of the Company, the Company may, in its sole discretion, return the number to the control of the Customer. If the Customer does not rectify the violation within three (3) months, the Company may refuse to:

- .a reconnect the disconnected number for the previous Customer;
- .b transfer disconnected Customer to a third party identified by the Customer; and
- .c process any request to change the Resp Org from the disconnected Customer except as indicated in Section 3.6.4 (F) of this Guidebook.

.2 Reserved for future use.

.3 Customers that are direct-billed must provide the Company updated information within fifteen (15) days of a change in billing address and/or contact information. If the Customer fails to timely provide such updated information, the Company reserves the right to terminate Service on ten (10) days written notice to last know address/contact, and the Customer shall be responsible for any and all cancellation penalties.

(I) Application of Charges

Rates and charges are associated with the Customer's BTN. For an existing Customer who subscribes to TFS in the middle of a billing cycle, monthly recurring charges are prorated based on the amount of time the plan is in effect prior to the first bill. Calls terminating to Switched Access will be rated with switched rates.

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Unless otherwise indicated in this Guidebook, if a Customer subscribes to any of the optional features described in Section 3.6.3 of this Guidebook, the rates and charges for those optional features are per TFS Number.

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Long Distance Toll Free Services (continued)

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3.6.5 Switched Access

(A) General

- .1 Toll free calls are originated from any point in the State on any type of access but are terminated via Switched Access lines to the Customer's location. The Customer's TFS Number terminates on the Customer's POTS number.
- .2 Service(s) are available to Customers who utilize Switched Access to reach the long distance network and whose terminating location has a ten (10) digit voice-grade telephone number.

(B) Availability

- .1 TFS is available to Business Customers that subscribe either to the Company (where available) or another long distance carrier as the presubscribed provider of 1+ long distance Service for the POTS telephone number associated with TFS. TFS is available to Residential Customers that subscribe to the Company as the presubscribed provider of 1+ long distance Service for the POTS telephone number associated with TFS.
- .2 If a Business Customer with a single POTS telephone number has combined Services, i.e. outbound and TFS, and chooses to move the outbound long distance service to another long distance carrier leaving only TFS, the Customer's TFS plan must be transferred to the Company's direct bill method. Otherwise, the Company may terminate Service pursuant to Section 6 of this Guidebook. If a Residential Customer chooses to move its outbound long distance service for the POTS telephone number associated with TFS to another long distance carrier leaving only TFS, the Company will terminate TFS pursuant to Section 6 of this Guidebook.

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Long Distance Toll Free Services (continued)

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3.6.5 Switched Access (continued)

(C) Billing

- .1 Customer Subscribes to Any of the Company's High Volume Toll Free Calling Plans  
Customers subscribing to any of the Company's High Volume Toll Free Calling plans will be direct-billed.
- .2 Customer Subscribes to All Other TFS Requiring Switched Access To Reach the Long Distance Network
  - .a To enable the Company to bill the Customer for TFS on a LEC or CLEC bill, at least one of the Customer's WTNs associated with the Customer's TFS must be presubscribed to the Company for the provision of 1+ outbound long distance Service and the BAN for the TFS must be the same BAN as the WTN number associated with TFS.
  - .b The Customer will be LEC-billed if the Customer's local service is provided by an Affiliated LEC and CLEC-billed if the Customer's local service is provided by an Affiliated CLEC. The Customer will be direct-billed if the Customer's local service is provided by a non-Affiliated LEC or a non-Affiliated CLEC or if TFS is the only Service the Customer has.

(D) Consumer

C

<sup>1</sup>This Service is no longer available to new Customers or to existing Customers who change their service or move to a new location effective November 15, 2010.

- .1 AT&T Toll Free 800<sup>SM</sup> formerly known as Simply Toll Free
  - .a AT&T Toll Free 800<sup>SM</sup> is a TFS for Customers that utilize Switched Access to receive calls from the long distance network without charge to the calling party. See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS.
  - .b AT&T Toll Free 800<sup>SM</sup> is available to Residential Customers that subscribe to and maintain any of the Company's outbound interstate residential services other than MTS. For Residential Customers subscribing to MTS, see Section 3.6.5 (D).2 of this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Long Distance Toll Free Services (continued)

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3.6.5 Switched Access (continued)

(D) Consumer<sup>1</sup> (continued)

<sup>1</sup>This Service is no longer available to new Customers or to existing Customers who change their service or move to a new location effective November 15, 2010.

.1 (continued)

.c All calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute.

.d If a Customer cancels the Company's 1+ outbound Service for the POTS telephone number associated with the TFS, the Customer will no longer qualify for Simply Toll Free and Service will be terminated.

.2 Toll Free Default

.a Toll Free Default is a TFS for Customers that utilize Switched Access to receive calls from the long distance network without charge to the calling party. Toll Free Default is available to Residential Customers that subscribe to MTS. See Section 3.6. of this Guidebook for optional features, rules and regulations, and general information regarding TFS.

.b All calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute.

.c If a Residential Customer subscribing to any of the Company's TFS offerings moves its 1+ outbound Service for the POTS telephone number associated with TFS to another long distance carrier leaving only TFS, Service will be terminated.

.3 Simply Toll Free Plus<sup>1</sup>

<sup>1</sup>This Service is no longer available to new Customers or existing Customers at new locations effective December 12, 2003

.a Simply Toll Free Plus is a TFS for Customers that utilize Switched Access to receive calls from the long distance network without charge to the calling party. See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS.

.b Simply Toll Free Plus is available to Residential Customers that subscribe to and maintain any of the Company's outbound interstate block of time or unlimited usage optional calling plans.

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Long Distance Toll Free Services (continued)

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3.6.5 Switched Access (continued)

(D) Consumer<sup>1</sup> (continued)

<sup>1</sup>This Service is no longer available to new Customers or to existing Customers who change their service or move to a new location effective November 15, 2010.

.3 Simply Toll Free Plus<sup>1</sup> (continued)

<sup>1</sup>This Service is no longer available to new Customers or existing Customers at new locations effective December 12, 2003

- .c All calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute.
- .d If a Customer cancels the block of time or unlimited usage optional calling plans referenced in Section 3.6.5 (A).3.b of this Guidebook, the Customer will no longer qualify for Simply Toll Free Plus and will be moved to Simply Toll Free. If the Customer is moved to Simply Toll Free, the rates and charges in Section 4.6.1 (A).1 of the Guidebook will apply in lieu of the rates and charges in Section 4.6.1 (A).3 of this Guidebook.
- .e If a Customer cancels the Company's 1+ outbound Service for the POTS telephone number associated with the TFS, the Customer will no longer qualify for Simply Toll Free Plus and Service will be terminated pursuant to Section 6 of this Guidebook.

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services

For outbound Services provided via a Switched Access arrangement, Business Customers may subscribe to any of the Company's outbound Service offerings for the provision of (1) intrastate InterLATA and intrastate IntraLATA calling; (2) intrastate InterLATA calling only and select another company for the provision of the Customer's intrastate IntraLATA calling; or (3) intrastate IntraLATA calling only and select another company for the provision of the Customer's intrastate InterLATA calling. For rules and regulations regarding TFS, see Section 3.6 of this Guidebook.

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.1 High Volume Calling I<sup>1</sup>

(A) General

High Volume Calling I is a custom combination Flat Rate optional pricing plan.

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<sup>1</sup>This Service is no longer available to new Customers or existing Customers at new locations effective August 1, 2003



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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.1 High Volume Calling I<sup>1</sup> (continued)

(C) Rating Inbound and Outbound Calls

(D)

.1 Usage Rates

The Customer's usage rate for each call is based on (1) whether the call is outbound or inbound TFS; (2) the Customer's MMC or MAC; and (3) the length of the Customer's term plan (1-Year, 2-Years, or 3-Years).

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.2 Billing Increments

Outbound and TFS Calls

(D)

For Customers with an MMC, calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of eighteen (18) seconds. For Customers with a MAC, calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of eighteen (18) seconds. This optional pricing plan is rated on an Aggregation ID basis if multiple BTN's are involved.

.3 Per Call Charges

For per call charges, see Section 4.1.1 (B).2 of this Guidebook.

(D) Billing

Customers subscribing to any of the High Volume Calling I plans will be direct-billed.

<sup>1</sup>This Service is no longer available to new Customers or existing Customers at new locations effective August 1, 2003.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.2 AT&T High Volume Calling II<sup>1</sup>

(C)

(A) General

- .1 AT&T High Volume Calling II is a custom combination Flat Rate optional pricing plan. There are four Service offerings available under this optional calling plan. AT&T High Volume Outbound Calling II is an outbound calling plan for Customers that utilize Switched Access to reach the long distance network. AT&T High Volume Toll Free Calling II is a TFS for Customers that utilize Switched Access to receive calls from the long distance network.

The Customer may subscribe to AT&T High Volume Calling II for outbound Service only, TFS only or for both outbound and TFS.

- .2 See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS.

Toll free calls may originate on any type of access and are terminated via Switched Access lines to the Customer's location.

(B) Availability

- .1 This optional calling plan is designed for Business Customers that utilize Switched Access arrangements to reach the long distance network. Outbound Service is available to Customers that utilize Switched Access. TFS is available for termination to a Customer's Switched Access lines. The Customer may subscribe to AT&T High Volume Calling II for outbound Service only, TFS only, or both outbound and TFS.

<sup>1</sup> Effective October 12, 2017, the High Volume Calling II plans will no longer be available to new Customers. Existing Customers may keep this service until they move locations and/or make changes to their service or until it is discontinued by the Company, whichever comes first.

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.2 AT&T High Volume Calling II<sup>1</sup> (continued) (C)

(B) (continued)

- .2 The AT&T High Volume Calling II plan is available to Business Customers that (1) request to be provisioned under this optional pricing plan; (2) make a MAC of at least \$600 per year and sign a term plan agreement for one (1) or two (2) years or commit to an MMC of at least \$50 per month without signing a term plan agreement; and subscribe to AT&T High Volume Calling II for the provision of interstate service.
- .3 If a Centrex Customer with terminals subscribes to AT&T High Volume Outbound Calling II, all lines associated with the Centrex terminals must be presubscribed to the Company.

(C) MACs, MMCs, and Term Plan Agreements

- .1 Customers that subscribe to this service and who wish to: (1) change MAC or MMC; (2) change the length of their term; or; (3) change to another High Volume Calling Plan; customers must cancel their current term plan agreement and sign a new term plan agreement with new begin/end dates unless otherwise indicated in this Guidebook
- .2 The Company will not charge an early termination fee and/or under utilization fee (ETF/UUF) when a Customer cancels an existing term plan agreement with a MAC if at the same time the Customer agrees to replace some or all of their existing service with Internet Protocol (IP) service, Wireless, or any functionally equivalent service from an Affiliate of the Company for the purpose of placing outbound and/or inbound live voice communications outside of the customer's local calling area
- .3 At the end of a Customer's term plan agreement, if the Customer does not renew for a new term, or cancel Services, they may continue with this Service on a month-to-month basis at the out of term rates defined Section 4.7 of this Guidebook.

See Section 6 of this Guidebook for additional rules and regulations applicable to MACs, MMCs and term plan agreements.

<sup>1</sup> Effective October 12, 2017, the High Volume Calling II plans will no longer be available to new Customers. Existing Customers may keep this service until they move locations and/or make changes to their service or until it is discontinued by the Company, whichever comes first. (N)  
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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.2 AT&T High Volume Calling II<sup>1</sup> (continued) (C)

(D) IntraLATA and InterLATA Service Options

- .1 For outbound Services provided via a Switched Access arrangement, Business Customers may subscribe to any of the Company's outbound Service offerings for the provision of (1) intrastate InterLATA and intrastate IntraLATA calling; (2) intrastate InterLATA calling only and select another company for the provision of the Customer's intrastate IntraLATA calling; or (3) intrastate IntraLATA calling only and select another company for the provision of the Customers's intrastate InterLATA calling.
- .2 For TFS, Customers may subscribe to TFS with or without the ability to receive intrastate IntraLATA Service from the Company.

<sup>1</sup> Effective October 12, 2017, the High Volume Calling II plans will no longer be available to new Customers. Existing Customers may keep this service until they move locations and/or make changes to their service or until it is discontinued by the Company, whichever comes first. (N)  
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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.2 AT&T High Volume Calling II<sup>1</sup> (continued) (C)

(D) IntraLATA and InterLATA Service Options

(E) Rating Inbound and Outbound Calls

.1 Usage Rates

The Customer's usage rate for each call is based on (1) whether the call is outbound or inbound TFS; (2) the Customer's MAC; and (3) the length of the Customer's term plan (1-Year or 2-Years).

.2 Billing Increments

Outbound and TFS Calls

For Customers with a MAC, calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of eighteen (18) seconds. This optional pricing plan is rated on an Aggregation ID basis if multiple BTNs are involved.

.3 Per Call Charges

For per call charges, see Section 4.1.1 (B).2 of this Guidebook.

(F) Billing

Customers subscribing to any of the AT&T High Volume Calling II plans will be direct-billed.

(G) Transfer of an Existing TFS to AT&T High Volume Toll Free Calling II

A Customer request to transfer TFS to the AT&T High Volume Toll Free Calling II will be processed as a request to cancel the Customer's existing TFS optional calling plan. To transfer TFS, the Customer must meet the availability requirements for the AT&T High Volume Toll Free Calling II plan. Customer shall be responsible for any and all early termination charges.

<sup>1</sup> Effective October 12, 2017, the High Volume Calling II Plans will no longer be available to new Customers. Existing customers may keep this service until they move locations and/or make changes to their service or until it is discontinued by the Company, whichever comes first. (N)  
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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.3 Reserved for Future Use

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

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3.7 Custom Business Services (continued)

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3.7 Custom Business Services (continued)

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3.7 Custom Business Services (continued)

3.7.4 Reserved for Future Use

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3.7 Custom Business Services (continued)

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3.7 Custom Business Services (continued)

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.5 Reserved for Future Use

3.7.6 Reserved for future use.

3.7.7 AT&T Business Calling formerly Long Distance For Business

AT&T Business Calling is a combination inbound and outbound pricing plan available to Business Customers. This optional calling plan is available to new and existing Business Customers (1) that use Switched Access to reach the long distance network for outbound calling and/or to receive calls from the long distance network for TFS and (2) that request to be provisioned under this optional pricing plan. The rates and charges specified herein provide for a usage sensitive charge. All calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of sixty (60) seconds.

(D)

When ordering Service, the Business Customer must specify if Long Distance for Business is to be used for outgoing calls only, inbound calls only, or both. Multiple BTN aggregation is not available with this Service.

3.7.8 Reserved for future use

3.7.9 Business Long Distance 50<sup>1</sup>

(A) Business Long Distance 50 is a custom combination inbound and outbound, Flat Rate optional pricing plan.

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<sup>1</sup>This Service is no longer available to new Customers or to existing Customers at new locations effective February 12, 2007. Additionally, effective October 12, 2015 term agreements for existing Customers will be unavailable for term renewal and will no longer automatically renew for a subsequent term. Customers who to subscribe to this plan at the end of their current term will be billed at this plans then current month-to-month rates.

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.9 Business Long Distance 50<sup>1</sup> (continued)

- (1)
- (1)
- (B) The Customer's usage rate for each call is based on whether the Customer has made an MMC and subscribes to Service on a month-to-month basis or a 1-year or 2-year term plan. (C)
- (C) For the month-to-month rate option, calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of sixty (60) seconds. For 1-year or 2-year term options, calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges, see Section 4.7.9 of this Guidebook. (C)  
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3.7.10 AT&T Business Calling \$5.95<sup>2</sup> formerly known as Business Domestic Saver

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- (A) This plan is a custom combination outbound and inbound optional pricing plan available to Business Customers. (D)

(D)

- (B) For rules and regulations regarding the MMC, see Section 6 of this Guidebook.

- (C) Outbound and TFS calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of sixty (60) seconds. For rates and charges, see Section 4.7.10 of this Guidebook. (D)

<sup>1</sup>This Service is no longer available to new Customers or to existing Customers at new locations effective February 12, 2007. (1)  
Additionally, effective October 12, 2015 term agreements for existing Customers will be unavailable for term renewal and will no longer automatically renew for a subsequent term. Customers who to subscribe to this plan at the end of their current term will be billed at this plans then current month-to-month rates. (N)

<sup>2</sup>This Service is no longer available to new Customers or existing Customers at new locations effective May 12, 2009 (N)  
(2/C)

(1) – Material relocated on this Page

(2) – Material relocated on this Page

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

- 3.7.10 AT&T Business Calling \$5.95<sup>1</sup> formerly Business Domestic Saver (D)
- (E) Outbound and TFS calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of sixty (60) seconds. For rates and charges, see Section 4.7.10 of this Guidebook. (D)
- (F) Multiple BTN aggregation is not available with this Service. Customers subscribing to AT&T Business Calling \$5.95 may be LEC-billed or direct-billed. The method of billing is determined by the Company. (D)  
(D)

<sup>1</sup>This Service is no longer available to new Customers or existing Customers at new locations effective May12, 2009.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.11 AT&T Business Calling \$15<sup>1</sup> formerly Business Domestic Saver 15<sup>1</sup>

- (A) The Customer's usage rate for each call is based on whether the Customer has made an MMC and subscribes to Service on a month-to-month basis or a 1-year or 2-year term plan.
- (B) For Customers who commit to an MMC and subscribes to Service on a month-to-month basis, outbound and TFS calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of sixty (60) seconds. For Customers who commit to a 1-year or 2-year term plan with an MMC, outbound and TFS calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges, see Section 4.7.11 of this Guidebook. (D)

3.7.12 Reserved for Future Use (D)

<sup>1</sup>This plan is no longer available to new customers effective November 12, 2013. Existing customers may keep this plan until: (a) they move locations; and/or (b) make changes to their service; or (c) until it is discontinued by the Company, whichever occurs first. Additionally, effective April 12, 2015, term agreements for existing Customers will be unavailable for term renewal and will no longer automatically renew for a subsequent term. Customers who continue with this plan at the end of their current term will be billed on a month-to-month basis at the out of term rates defined in Section 4.7.

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.17 Reserved for Future Use

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.18 Reserved for Future Use

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

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3.7.19 Reserved for Future Use

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.20 Reserved for Future Use

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SECTION 3 – DESCRIPTION OF SERVICES

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.21 Business Domestic Saver 15 Connections 2 Service<sup>1,2</sup>

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- (A) Business Domestic Saver 15 Connections 2 Service is a custom combination inbound, outbound Flat Rate Service.

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(D)

<sup>1</sup>This Service is no longer available to new Customers or to existing Customers at new locations effective February 12, 2007.

(1)

<sup>2</sup>Effective October 12, 2015 term agreements for existing Customers will be unavailable for term renewal and will no longer automatically renew for a subsequent term. Customers who continue to subscribe to this plan at the end of their current term will be billed at this plans then current out of term month-to-month rates.

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.21 Business Domestic Saver 15 Connections 2 Service<sup>1,2</sup> (continued)

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(B) Outbound and TFS calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges, see Section 4.7.21 of this Guidebook.

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(D)

(C) If the Customer fails to maintain the required products or services for this plan, the Customer will no longer qualify for Business Domestic Saver 15 Connections 2 Service and will be moved to AT&T Business Calling \$15 for the same term as the Customer's current term plan associated with this Service unless the Customer selects an alternative Service. If the Customer is moved to AT&T Business Calling \$15, the rates and charges in Section 4.7.11 of the Guidebook will apply in lieu of the rates and charges in Section 4.7.21 of this Guidebook. If the Customer is moved to AT&T Business Calling \$15 or any alternative Service and the Customer's MMC and term plan commitment is equal to or greater than the MMC and term plan commitment for Business Domestic Saver 15 Connections 2 Service, the Company will credit the Customer's account for the amount of any early termination charges as described in Section 6 of this Guidebook.

(C)

<sup>1</sup>This Service is no longer available to new Customers or to existing Customers at new locations effective February 12, 2007.

(1)

<sup>2</sup>Effective October 12, 2015 term agreements for existing Customers will be unavailable for term renewal and will no longer automatically renew for a subsequent term. Customers who continue to subscribe to this plan at the end of their current term will be billed at this plans then current out of term month-to-month rates.

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.22 Reserved for Future Use

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.23 Reserved for Future Use

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.24 Business Domestic Saver 15 Connections 1 Service<sup>1</sup>

(A) Business Domestic Saver 15 Connections 1 Service is a custom combination inbound, and outbound Flat Rate Service.

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(D)

<sup>1</sup>This Service is no longer available to new Customers or to existing Customers at new locations effective February 12, 2007. Additionally, effective October 12, 2015 term agreements for existing Customers will be unavailable for term renewal and will no longer automatically renew for a subsequent term. Customers who continue to subscribe to this plan at the end of their current term will be billed at this plans then current out of term month-to-month rates.

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.24 Business Domestic Saver 15 Connections 1 Service<sup>1</sup> (continued)

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(B) Outbound and TFS calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges, see Section 4.7.24 of this Guidebook. (C/D)  
(D)

(C) If the Customer fails to maintain the required products or required for this plan the Customer will no longer qualify for Business Domestic Saver 15 Connections 1 Service and will be moved to AT&T Business Calling \$15 for the same term as the Customer's current term plan associated with this Service unless the Customer selects an alternative Service. If the Customer is moved to AT&T Business Calling \$15, the rates and charges in Section 4.7.11 of the Guidebook will apply in lieu of the rates and charges in Section 4.7.24 of this Guidebook. If the Customer is moved to AT&T Business Calling \$15 or any alternative Service and the Customer's MMC and term plan commitment is equal to or greater than the MMC and term plan commitment for Business Domestic Saver 15 Connections 1 Service, the Company will credit the Customer's account for the amount of any early termination charges as described in Section 6 of this Guidebook. (C)

<sup>1</sup>This Service is no longer available to new Customers or to existing Customers at new locations effective February 12, 2007. (1)  
Additionally, effective October 12, 2015 term agreements for existing Customers will be unavailable for term renewal and will (N)  
no longer automatically renew for a subsequent term. Customers who continue to subscribe to this plan at the end of their current |  
term will be billed at this plans then current out of term month-to-month rates. (N)

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.25 Reserved for Future Use (C)

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.26 Reserved for Future Use (C)

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.27 AT&T High Volume Calling II Plus<sup>1</sup>

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(A) General

.1 AT&T High Volume Calling II Plus is a custom combination Flat Rate optional pricing plan. There are four Service offerings available under this optional calling plan. AT&T High Volume Outbound Calling II Plus is an outbound calling plan for Customers that utilize Switched Access to reach the long distance network. AT&T High Volume Toll Free Calling II Plus is a TFS for Customers that utilize Switched Access to receive calls from the long distance network.

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The Customer may subscribe to AT&T High Volume Calling II Plus for outbound Service only, TFS only or for both outbound and TFS.

.2 See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS.

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<sup>1</sup>This Service is no longer available for new Customer term plan agreements effective June 27, 2005. Existing Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Existing Customers upon expiration of their current term may continue with this Service on a month-to-month out of term basis, however, existing Customers may not add, move, remove or change lines and/or locations once their current term has expired.

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.26 Business Long Distance 100 Connections 1 Service (continued)

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(A) Outbound and TFS calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges, see Section 4.7.13 of this Guidebook.

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(D)

(B) If the Customer fails to maintain the required products or services for this plan, the Customer will no longer qualify for Business Long Distance 100 Connections 1 Service and will be moved to Business Long Distance 100 for the same term as the Customer's current term plan associated with this Service unless the Customer selects an alternative Service. If the Customer is moved to Business Long Distance 100, the rates and charges in Section 4.7.13 of the Guidebook will apply in lieu of the rates and charges in Section 4.7.26 of this Guidebook. If the Customer is moved to Business Long Distance 100 or any alternative Service and the Customer's MMC and term plan commitment is equal to or greater than the MMC and term plan commitment for Business Long Distance 100 Connections 1 Service, the Company will credit the Customer's account for the amount of any early termination charges as described in Section 6 of this Guidebook.

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.27 AT&T High Volume Calling II Plus<sup>1</sup> (continued)

(D) Reserved for Future Use (C/D)

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(E) Rating Inbound and Outbound Calls (D)

.1 Usage Rates

The Customer's usage rate for each call is based on (1) whether the call is outbound or inbound TFS; (2) the Customer's MAC; and (3) the length of the Customer's term plan (1-Year, 2-Years, or 3-Years).

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.2 Billing Increments

Outbound and TFS calls

For Customers with a MAC, calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of eighteen (18) seconds. This optional pricing plan is rated on an Aggregation ID basis if multiple BTN's are involved.

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.3 Per Call Charges

For per call charges, see Section 4.1.1 (B).2 of this Guidebook.

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<sup>1</sup>This Service is no longer available for new Customer term plan agreements effective June 27, 2005. Existing Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Existing Customers upon expiration of their current term may continue with this Service on a month-to-month out of term basis, however, existing Customers may not add, move, remove or change lines and/or locations once their current term has expired.

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.27 AT&T High Volume Calling II Plus<sup>1</sup> (continued)

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- (F) Billing  

Customers subscribing to any of the AT&T High Volume Calling II Plus plans will be direct-billed.
- (G) Transfer of an Existing TFS to AT&T High Volume Toll Free Calling II Plus A  

Customer request to transfer TFS to the AT&T High Volume Toll Free Calling II Plus will be processed as a request to cancel the Customer's existing TFS optional calling plan. To transfer TFS, the Customer must meet the availability requirements for the AT&T High Volume Toll Free Calling II Plus plan. Customer shall be responsible for any and all early termination charges.
- (H) Customers that commit to a MAC of \$600, \$2,400, \$6,000 or \$9,000 must maintain a minimum of two local access lines or Voice Grade Equivalent switched local exchange service from an Affiliate of the Company. Customers that commit to a MAC of \$12,000, \$18,000, \$24,000, \$30,000, \$42,000, \$60,000 or \$90,000 must maintain a minimum of four local access lines or Voice Grade Equivalent switched local exchange service from an Affiliate of the Company. Customers that commit to a MAC of \$120,000, \$180,000 or \$240,000 must maintain a minimum of six local access lines or Voice Grade Equivalent switched local exchange service from an Affiliate of the Company. If the Customer drops below the minimum number of local access lines stated above, the Customer will be moved to AT&T High Volume Calling Plan II as described in Section 3.7.2 of this Guidebook.  

If the Customer is moved to AT&T High Volume Calling II or any alternative Service and the Customer's MAC and term plan commitment is equal to or greater than the MAC and term plan commitment for AT&T High Volume Calling II Plus, the Company will credit the Customer's account for the amount of any early termination charges as described in Section 6 of this Guidebook.
- (I) Upon expiration of their existing term plan agreement, Customers subscribing to HVCP II Plus who have a MAC of \$9,000 to \$240,000 will receive Out Of Term rates on a month to month basis. See Section 4.7.27 for the appropriate rates.

<sup>1</sup> This Service is no longer available for new Customer term plan agreements effective June 27, 2005. Existing Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Existing Customers upon expiration of their current term may continue with this Service on a month-to-month out of term basis, however, existing Customers may not add, move, remove or change lines and/or locations once their current term has expired.

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(2) – Material moved to Page 158

SECTION 3 – DESCRIPTION OF SERVICES

- 3.7 Custom Business Services (continued)
- 3.7.28 Reserved for future use.
- 3.7.29 Reserved for future use

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.30 Reserved for future use

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.31 Reserved for future use

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.32 Reserved for future use

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.33 Reserved for future use

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.34 Reserved for future use

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.35 Reserved for future use

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.36 Reserved for future use

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.37 Reserved for future use

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.38 Reserved for future use

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.39 Reserved for future use

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.40 Reserved for future use

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.41 Reserved for future use

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.42 Reserved for future use

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.43 Reserved for future use

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.44 Reserved for future use

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.45 Reserved for future use

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.46 Reserved for future use

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.47 Value Plans<sup>1</sup>

(A) The Value Plans are custom combination inbound and outbound Flat Rate optional pricing plans. (D)

(D)



(D)

(B) Customers who cancel or discontinue a business access line of an Affiliate of the Company or whose service is refused, cancelled or discontinued by an Affiliate of the Company shall forfeit eligibility for rates under this plan. If the Customer is moved to an alternative Service and the Customer's MMC and term plan commitment is equal to or greater than the MMC and term plan commitment under one of the Value Plan rate options, the Company will credit the Customer's account for the amount of any early termination charges as described in Section 6 of this Guidebook. (C)

<sup>1</sup>These plans are no longer available for new or existing Customers or to existing Customers at new locations effective November 2, 2009. (C)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.47 Value Plans<sup>1</sup> (continued)

(H) Rate Options

- .1 AT&T Business Calling Value \$15 formerly Business Domestic Value Saver 15<sup>2</sup>

Customers who cancel or discontinue a business access line of an Affiliate of the Company or whose service is refused, cancelled or discontinued by an Affiliate of the Company shall forfeit eligibility for rates under this rate option and will be moved to AT&T Business Calling \$15 unless an alternative plan is selected by the Customer. Calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges, see Section 4.7.47 (A) of this Guidebook.

- .2 Reserved for Future Use (C)

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- .3 Reserved for Future Use (C)

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<sup>1</sup>These plans are no longer available for new or existing Customers or to existing Customers at new locations effective November 2, 2009.

<sup>2</sup>Effective October 12, 2015 term agreements for existing Customers will be unavailable for term renewal and will no longer automatically renew for a subsequent term. Customers who continue to subscribe to this plan at the end of their current term will be billed at this plans then current out of term month-to-month rates.

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.48 AT&T Business Unlimited Calling <sup>SM</sup>formerly known as AT&T Business Unlimited Long Distance Plans)

- (A) AT&T Business Unlimited Calling<sup>SM</sup> is a outbound calling and optional inbound Switched TFS long distance calling plan. This plan is established at the BTN level and multiple BTN aggregation is not available with this plan. If the Customer or Applicant selects a different long distance calling plan for specific WTN's the Customer is required to establish a separate BTN for each variation.
- (B) This plan is available to new and existing Business Customers who:

**Option 1 – New or Existing**

- .1 utilize Switched Access to reach the long distance network for outbound calling and/or to receive calls from the long distance network for TFS;
- .2 Subscribe to the Company for the provision of interstate and intrastate (interLATA and/or intraLATA) Service for outbound long distance calling on each access line\*, and may also subscribe to the Company for the provision of TFS for inbound long distance calling.
- .3 subscribe to and maintain or currently subscribe to and maintain at least one (1) but no more than ten (10) business access lines<sup>#</sup> from an Affiliated ILEC of the Company that are associated with the qualifying BTN;
- .4 commit to subscribe to this plan for a one (1) or two (2) year term agreement; (D)
- .5 request to be provisioned under this optional pricing plan;

\*This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.48 AT&T Business Unlimited Calling<sup>SM</sup> formerly known as AT&T Business Unlimited Long Distance Plans)  
(continued)

(B) (continued)

**Option 2 – Winback or Retention**

- .1 utilize Switched Access to reach the long distance network for outbound calling and to receive calls from the long distance network for TFS;
- .2 Subscribe to the Company for the provision of interstate and intrastate (interLATA and/or intraLATA) Service for outbound long distance calling on each access line\*, and may also subscribe to the Company for the provision of TFS for inbound long distance calling
- .3 meet a minimum of one (1) of the following conditions:
  - .a have previously subscribed to local dial tone Service of an Affiliate ILEC of the Company (including where that Affiliate is operating as a CLEC) and have cancelled that Service; or
  - .b are currently a local telephone customer of a competitor in the local serving territory of one of the Affiliate ILECs of the Company (including where that Affiliate is operating as a CLEC) and are now moving dial tone services from the competitor to the Affiliate ILEC; or
  - .c currently subscribe to local dial tone service\* from an Affiliate ILEC of the Company (including where that Affiliate is operating as a CLEC) and state an intention to change local carriers for economic reasons and/or in response to a competitive offer; or
  - .d currently subscribe to the Company for long distance service and state an intention to disconnect service; (N)  
(N)
- .4 subscribe to and maintain or currently subscribe to and maintain at least one (1) but no more than ten (10) business access lines<sup>#</sup> from an Affiliated ILEC of the Company that are associated with the qualifying BTN;
- .5 newly subscribe to or restart a one (1) year term agreement;
- .6 request to be provisioned under this optional pricing plan.

<sup>#</sup>This service not offered under this Guidebook



SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.48 AT&T Business Unlimited Calling <sup>SM</sup> formerly known as AT&T Business Unlimited Long Distance Plans) (continued)

(D) Term Agreement.

- .1 1-Year term agreements are oral agreements and do not require a signed agreement.
- .2 2-Year term agreements must be signed under any method accepted by the Company, including electronically, and must be received by Company within thirty (30) calendar days from the order date. If the Company does not receive the Customer's signed agreement within the thirty calendar (30) days, the term of the agreement shall default to a 1-Year term under the rates, terms and conditions of this plan. (D)
- .3 If defaulted to a 1-Year term, the 1-Year term will start on the day the Company completes the change from a 2-Year term to a 1-Year term. The Company will endeavor to complete the change within thirty (30) calendar days after the expired due date for receipt of the signed agreement from the Customer. (D)
- .4 Term Renewals
  - .a 1-Year Term Agreements  
1-Year term agreements for this plan will automatically renew on the first day after the initial or any renewal term has expired at the then current rates for this plan defined in Section 4.7.48 of this Guidebook. The term will automatically renew until:
  - .b 2-Year Term Agreements (D)
    - .i If the customer wishes to renew this plan for a new 2-Year term, the customer must notify the Company at least thirty (30) days prior to the expiration of their current term of their intention to renew for a new term. (D)
    - .ii Customers who fail to contact the Company within thirty (30) days prior to the expiration of their term to request a term renewal will remain on this plan and be billed on a month-to-month basis at the out of term rates defined in Section 4.7.48 of this Guidebook

This plan will remain in effect until either: (a) canceled or changed by the Customer; (b) the Customers terminates Service with the Company; (c) the Company no longer offers this plan to new Customers or to existing Customers moving to new locations or changing the number of access lines# under the BTN to which this plan applies; or (d) the Company notifies the Customer this plan is no longer available for auto-renewal; whichever occurs first.

- .5 The Customer is under no obligation to re-subscribe to the plan after completion of the initial or any renewal term period.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.48 AT&T Business Unlimited Calling<sup>SM</sup> formerly known as AT&T Business Unlimited Long Distance Plans)  
(continued)

(E) Restrictions

- .1 All business access lines<sup>#</sup> and/or WTN's under the participating BTN must be provisioned on this plan. Customers found in violations shall forfeit eligibility for rates under this plan and will be moved to AT&T Business Calling<sup>SM</sup> unless an alternative Small Business plan is selected by the Customer.
- .2 This plan is only available for a single BTN. A Customer as a single business entity with more than one (1) BTN at the business entity's service locations is not eligible for this plan unless the subscription to an additional BTN is required for technical reasons by an Affiliate of the Company for the provisioning of DSL<sup>#</sup> service. DSL<sup>#</sup> service billed under a second BTN must be physically located at the same business premise as the original local service.
- .3 This plan may not be used in conjunction with the following: auto dialers, long distance Internet access, long distance Intranet access, call center applications including but not limited to autodialers, PBX trunks, ground start line or trunks, ISDN services, foreign exchange services, public telephone services, public access smart-pay phones, analog to digital conversion digital PBX services, WATS services, PBX/PABX/EABX services, non-square electronic key telephone systems, hybrid key telephone systems, predictive calling/dialing systems, automatic outbound dialing systems, any type of automatic call distribution system, or the functional equivalent of any such system listed above. If the Company determines that the Customer is in violation of above listed restrictions, the Customer shall forfeit eligibility for rates under this plan and will be moved to AT&T Business Calling unless an alternative plan is selected by the Customer.
- .4 Customers who cancel or discontinue any of the qualifying products, services, or features, or whose service is refused, cancelled, or discontinued by the Company or an Affiliate of the Company shall forfeit eligibility for rates under this plan. Customers continuing to subscribe to the Company may be moved to AT&T Business Calling<sup>SM</sup>.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.48 AT&T Business Unlimited Calling <sup>SM</sup> formerly known as AT&T Business Unlimited Long Distance Plans) (continued)

(F) Optional Services

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Call Detail Suppression provides a summary of all zero-rated calls included in this calling plan, displaying ‘total minutes’ and ‘total number of calls’ in lieu of itemizing each call in the “Call Charges” section of the bill. The Call Detail Suppression is available at no additional charge. Customers who select this optional feature can request the itemized call detail of the Customers zero-rated calls for up to twenty-four (24) previous months’ bills at no charge. Activation and deactivation of the feature will begin on the Customers next billing cycle. Customers may add or remove the Call Detail Suppression optional features from the AT&T Business Unlimited Calling plan at no charge.

(D)

(G) Early Termination Fee/Under Utilization Fee (ETF/UUF)

1. Customers that subscribe to this plan combined with a term plan agreement, and who wish to: (a) change the length of a term plan agreement; or (b) change to another calling plan; must cancel their current term plan agreement and agree to a new term plan agreement with new begin/end dates unless otherwise indicated in this Guidebook.

Customers who cancel this plan prior to the expiration date of their current term plan agreement and who do not qualify under item numbers .2 and .3 below will be required to pay an ETF/UUF. The ETF/UUF shall be 50% of the full MRC rate in effect for this plan at the time of termination multiplied by the number of months remaining in the term.

- .2 The Company will not charge an ETF/UUF when the Customer cancels an existing term plan agreement if at the same time the Customer agrees to a new term plan agreement for a different Business calling plan with an MRC or MMC from the Company.
- .3 The Company will adjust to zero any ETF/UUF when:
  - .a the Customer cancels an existing term plan agreement with an MRC or MMC if at the same time the Customer agrees to replace some or all of their existing service with Internet Protocol (IP) service, Wireless, or any functionally equivalent service from an affiliate of the Company for the purpose of placing outbound and/or inbound live voice communications outside of the Customer's local calling area; or
  - .b the Customer provides notice to the Company of its intent to terminate this plan, or the term agreement for this plan, within thirty (30) calendar days prior to or thirty (30) calendar days after the automatic renewal of the term.



SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.49 Reserved for future use

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

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3.7.50 Reserved for future use

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.51 AT&T Business Block of Time formerly Signature Block of Time<sup>1</sup>

(A) AT&T Business Block of Time is a custom combination Business Optional Calling Plan for outbound and Switched Toll Free Service. (D)

Outbound Direct-Dialed and TFS calls are billed in increments of one (1) seconds subject to a minimum connection time (initial period) of eighteen (18) seconds. (D)

(B) For a specific MRC, the Customer receives a block of time of one-plus (1+) interstate and intrastate Direct-Dialed outbound and switched for all lines under the BTN that is presubscribed to the Company under this plan. The block of time may be used (1) for placing one-plus (1+) Direct-Dialed outbound calls that originate from a line presubscribed to the Company and (2) for receiving interstate and intrastate Toll Free Service calls on the same presubscribed line. (D)  
(D)

All usage in excess of the block of time minutes will be billed at a fixed rate per minute. See Section 4.7.51 of this Guidebook for the per minute rate after the block of time has been used. Any minutes not used in a billing cycle will not be carried over to the next billing cycle. No credit will be given for any unused minutes. (D)  
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(D)

<sup>1</sup>Effective February 12, 2015, term agreements for existing Customers will be unavailable for term renewal and will no longer automatically renew for a subsequent term. Customers who continue with their existing rate plan at the end of their current term will be billed on a month-to-month basis at the out of term rates defined in Section 4 of this Guidebook.

SECTION 3 – DESCRIPTION OF SERVICES

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.52 AT&T Business Calling \$5.95 1-Year<sup>1</sup> formerly Business Domestic Saver 1-Year

For outbound and switched TFS calls, calls are billed in increments of one (1) second subjected to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges see Section 4.7.52 of this Guidebook (D)  
(D)

<sup>1</sup>This Service is no longer available to new Customers or existing Customers at new locations effective May 12, 2009. Additionally, effective April 12, 2015, term agreements for existing Customers will be unavailable for term renewal and will no longer automatically renew for a subsequent term. Customers who continue with this plan at the end of their current term will be billed on a month-to-month basis at the out of term rates defined in Section 4.7.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.53 Reserved for Future Use

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.54 AT&T High Volume Calling III<sup>1</sup>

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(A) General

.1 AT&T High Volume Calling III is a custom combination Flat Rate optional pricing plan. There are four Service offerings available under this optional calling plan. AT&T High Volume Outbound Calling III is an outbound calling plan for Customers that utilize Switched Access to reach the long distance network. AT&T High Volume Toll Free Calling III is a TFS for Customers that utilize Switched Access to receive calls from the long distance network.

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The Customer may subscribe to AT&T High Volume Calling III for outbound Service only, TFS only or for both outbound and TFS.

.2 See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS.

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(D)

Toll free calls may originate on any type of access and are terminated via Switched Access lines to the Customer's location.

(C)

(B) Availability

.1 This optional calling plan is designed for Business Customers that utilize Switched Access arrangements to reach the long distance network. Outbound Service is available to Customers that utilize Switched Access. TFS is available for termination to a Customer's Switched Access lines. The Customer may subscribe to AT&T High Volume Calling III for outbound Service only, TFS only, or both outbound and TFS.

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<sup>1</sup>This Service is no longer available for new Customer term plan agreements effective July 12, 2009. Existing Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Customers upon expiration of their current term may continue with this Service on a month-to-month out of term basis, however, existing Customers may not add, move, remove or change lines and/or locations once their current term has expired.

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.54 AT&T High Volume Calling III<sup>1</sup> (continued)

(B) (continued)

- .2 The AT&T High Volume Calling III plan is available to Business Customers that (1) request to be provisioned under this optional pricing plan; (2) make a MAC of at least \$600 per year and sign a term plan agreement for one (1), two (2) or three (3) years; and subscribe to AT&T High Volume Calling III for the provision of interstate service.
- .3 If a Centrex or Plexar® Customer with terminals subscribes to AT&T High Volume Outbound Calling III, all lines associated with the Centrex or Plexar® terminals must be presubscribed to the Company.

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(D)

(C) MACs, MMCs, and Term Plan Agreements

- .1 Customers that subscribe to this service and who wish to: (1) change MAC or MMC; (2) change the length of their term; or; (3) change to another High Volume Calling Plan; customers must cancel their current term plan agreement and sign a new term plan agreement with new begin/end dates unless otherwise indicated in this Guidebook
- 2 The Company will not charge an early termination fee and/or under utilization fee (ETF/UUF) when a Customer cancels an existing term plan agreement with a MAC if at the same time the Customer agrees to replace some or all of their existing service with Internet Protocol (IP) service, Wireless, or any functionally equivalent service from an Affiliate of the Company for the purpose of placing outbound and/or inbound live voice communications outside of the customer's local calling area.
- .3 At the end of a Customer's term plan agreement, if the Customer does not renew for a new term, or cancel Services, they may continue with this Service on a month-to-month basis at the out of term rates defined Section 4.7 of this Guidebook.

See Section 6 of this Guidebook for additional rules and regulations applicable to MACs, MMCs and term plan agreements.

(D) IntraLATA and InterLATA Service Options

- .1 For outbound Services provided via a Switched Access arrangement, Business Customers may subscribe to any of the Company's outbound Service offerings for the provision of (1) intrastate InterLATA and intrastate IntraLATA calling; (2) intrastate InterLATA calling only and select another company for the provision of the Customer's intrastate IntraLATA calling; or (3) intrastate IntraLATA calling only and select another company for the provision of the Customer's intrastate InterLATA calling.
- .2 For TFS, Customers may subscribe to TFS with or without the ability to receive intrastate IntraLATA Service from the Company.

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<sup>1</sup>This Service is no longer available for new Customer term plan agreements effective July 12, 2009. Existing Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Customers upon expiration of their current term may continue with this Service on a month-to-month out of term basis, however, existing Customers may not add, move, remove or change lines and/or locations once their current term has expired.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.54 AT&T High Volume Calling III<sup>1</sup> (continued)

- (E) Rating TFS and Outbound Calls (D)
  - .1 Usage Rates (D)

The Customer's usage rate for each call is based on (1) whether the call is outbound or TFS; (2) the Customer's MAC; and (3) the length of the Customer's term plan (1-Year, 2-Years, or 3-Years).
  - .2 Billing Increments (D)

Outbound and TFS Calls (D)

For Customers with a MAC, calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of eighteen (18) seconds. This optional pricing plan is rated on an Aggregation ID basis if multiple BTN's are involved.
  - .3 Per Call Charges (D)

For per call charges, see Section 4.1.1 (B).2 of this Guidebook.
- (F) Billing (D)

Customers subscribing to any of the AT&T High Volume Calling III plans will be direct-billed.
- (G) Transfer of an Existing TFS to High Volume Toll Free Calling III (D)

A Customer request to transfer TFS to the AT&T High Volume Toll Free Calling III will be processed as a request to cancel the Customer's existing TFS optional calling plan. To transfer TFS, the Customer must meet the availability requirements for the AT&T High Volume Toll Free Calling III plan. Customer shall be responsible for any and all early termination charges.

<sup>1</sup>This Service is no longer available for new Customer term plan agreements effective July 12, 2009. Existing Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Customers upon expiration of their current term may continue with this Service on a month-to-month out of term basis, however, existing Customers may not add, move, remove or change lines and/or locations once their current term has expired.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.54 AT&T High Volume Calling III<sup>1</sup> (continued)

(H) Customers that commit to a MAC of \$600, \$2,400, \$6,000 or \$9,000 must maintain a minimum of two local access lines or Voice Grade Equivalent switched local exchange service from an Affiliate of the Company. Customers that commit to a MAC of \$12,000, \$18,000, \$24,000, \$30,000, \$42,000, \$60,000 or \$90,000 must maintain a minimum of four local access lines or Voice Grade Equivalent switched local exchange service from an Affiliate of the Company. Customers that commit to a MAC of \$120,000, \$180,000 or \$240,000 must maintain a minimum of six local access lines or Voice Grade Equivalent switched local exchange service from an Affiliate of the Company. If the Customer drops below the minimum number of local access lines stated above, the Customer will be moved to AT&T High Volume Calling Plan II as described in Section 3.7.2 of this Guidebook.

If the Customer is moved to AT&T High Volume Calling II or any alternative Service and the Customer's MAC and term plan commitment is equal to or greater than the MAC and term plan commitment for AT&T High Volume Calling III, the Company will credit the Customer's account for the amount of any early termination charges as described in Section 6 of this Guidebook.

3.7.55 Reserved for Future Use

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<sup>1</sup>This Service is no longer available for new Customer term plan agreements effective July 12, 2009. Existing Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Customers upon expiration of their current term may continue with this Service on a month-to-month out of term basis, however, existing Customers may not add, move, remove or change lines and/or locations once their current term has expired.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.55 AT&T Business Calling \$15Advantage<sup>1</sup> formerly Business Domestic Saver 15 Prime<sup>SM</sup>

- (B) The Customer may subscribe to AT&T Business Calling \$15Advantage for domestic outbound 1+ service only, TFS only or both domestic outbound 1+ and TFS for a single BTN/BAN.
- (C) Switched AT&T Long Distance Toll Free<sup>SM</sup> Service calls may originate on any type of access and are terminated via Switched Access to the Customer's location. See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding switched TFS.
- (D) Customer's usage rate is based on the length of the term plan agreement.
- (E) Rate Options

At the end of the initial term plan agreement, the Customer will be moved to AT&T Business Calling \$15 for the same term plan agreement length as the original term plan agreement, as described in Section 3.7.11 of this Guidebook, unless otherwise specified by the Customer.

3.7.56 Reserved for Future Use

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<sup>1</sup>This plan is no longer available to new customers effective November 12, 2013. Existing customers may keep this plan until: (a) they move locations; and/or (b) make changes to their service; or (c) until it is discontinued by the Company, whichever occurs first.

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SECTION 3 – DESCRIPTION OF SERVICES

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.57 AT&T Business Unlimited Calling<sup>SM</sup> Advantage<sup>1, 2</sup>

- (A) AT&T Business Unlimited Calling Advantage is a custom combination switched TFS, and outbound optional pricing plan. For a MRC, the Customer receives unlimited interstate and intrastate one plus (1+) Direct-Dialed MOU. Switched TFS calls are billed on a usage sensitive basis. (D)
- (D)

<sup>1</sup>This Service is no longer available for new Customer term plan agreements or to existing Customers who make changes to their existing service or move to a new location effective October 12, 2009.

<sup>2</sup>Effective February 12, 2015, term agreements for existing Customers will be unavailable for term renewal and will no longer automatically renew for a subsequent term. Customers who continue with this plan at the end of their current term will be billed on a month-to-month basis at the out of term rates defined in Section 4 of this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.57 AT&T Business Unlimited Calling<sup>SM</sup> Advantage<sup>1,2</sup> (continued)

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(B) Customers found in violation of any of the terms and conditions of this Service shall forfeit eligibility for rates under this Plan and will be moved to AT&T Business Calling unless an alternative Plan is selected by the Customer. In the event the Customer forfeits eligibility for this Plan:

(C)

.1 The Company will attempt to notify Customer of the violation of the terms and conditions of this Service, if any; and

.2 Early termination charges may apply as described in Section 6 of this Guidebook.

(C) Certain restrictions apply. AT&T Business Unlimited Calling<sup>SM</sup> Advantage is provided for standard voice calling involving live dialog between individuals. The Plans is not intended for use as a substitute for dedicated or open circuits, or similar applications. This Plan may not be used for data connections, including but not limited to, modem to modem calls, remote access applications, Internet access, or Intranet access, including access to corporate LAN's. Additionally, these plans may not be used for dedicated point to point connections between equipment that leaves a circuit connected without a contemporary, continuous voice communication. The plan may not be used for auto dialers; PBX trunks; ground start line or trunks; ISDN service, including PRI; foreign exchange services; Remote Call Forwarding/Telebranch Service; public telephone service; public access smart-pay phones; analog to digital conversion digital PBX service, including local access provisioned via T-1 facilities; WATS service; PBX/PABX/EABX services; nonsquare electronic key telephone systems; hybrid key telephone systems; predictive calling/dialing systems; automatic outbound dialing systems; any type of automatic call distribution system; or the functional equivalent of any such system listed above.

(C)

<sup>1</sup>This Service is no longer available for new Customer term plan agreements or to existing Customers who make changes to their existing service or move to a new location effective October 12, 2009.

<sup>2</sup>Effective February 12, 2015, term agreements for existing Customers will be unavailable for term renewal and will no longer automatically renew for a subsequent term. Customers who continue with this plan at the end of their current term will be billed on a month-to-month basis at the out of term rates defined in Section 4 of this Guidebook

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.57 AT&T Business Unlimited Calling Advantage<sup>1</sup> (continued)

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(J) (continued)

The Plan may be used for fax transmissions, excluding broadcast fax applications. If the Company determines that the Customer is in violation of the above listed restrictions, the Customer shall forfeit eligibility for rates under this plan and will be moved to AT&T Business Calling unless an alternative plan is selected by the Customer. Where customer has more than 10 calls to any single number of a duration of more than 3 hours each during a billing cycle or any single call of greater than 10 hours of duration, Customer will be presumed to be in violation of these restrictions. In such case, Customer may be asked to provide reasonable proof to the Company that it is not using the Service for a prohibited purpose. Failure to provide such proof to the Company shall be treated as a violation of the terms and conditions of this Plan.

(K) Customers subscribing to AT&T Business Unlimited Calling Advantage are eligible for the Call Detail Suppression optional feature. Call Detail Suppression feature provides a summary of all zero-rated calls included in this Business Optional Calling Plan, displaying ‘total minutes’ and ‘total number of calls’ in lieu of itemizing each call in the “Call Charges” section of the bill. The Call Detail Suppression optional feature is available at no additional charge. Customers who select this optional feature can request the itemized call detail of the Customers zero-rated calls for up to twenty-four (24) previous months’ bills at no charge. Activation and deactivation of the feature will begin on the Customers next billing cycle. Customers may add or remove the Call Detail Suppression optional feature from the AT&T Business Unlimited Calling Advantage at any time at no charge.

<sup>1</sup>This Service is no longer available for new Customer term plan agreements or to existing Customers who make changes to their existing service or move to a new location effective October 12, 2009.

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.58 AT&T Business Long Distance Aggregation Preferred<sup>1</sup>

A. General

- .1 AT&T Business Long Distance Aggregation Preferred is a custom combination Flat Rate optional pricing plan. There are two Service offerings available under this optional calling plan. AT&T Business Long Distance Aggregation Preferred Outbound Calling is an outbound calling plan for Customers that utilize Switched Access to reach the long distance network. AT&T Business Long Distance Aggregation Preferred Toll Free Calling is a TFS for Customers that utilize Switched Access to receive calls from the long distance network. The Customer may subscribe to AT&T Business Long Distance Aggregation Preferred for outbound Service only, TFS only or for both outbound and TFS.
- .2 See Section 3.6. of this Guidebook for optional features, rules and regulations, and general information regarding TFS. Toll Free calls may originate on any type of access and are terminated via Switched Access to the Customer's location.

B. Availability

- .1 This optional calling plan is designed for Business Customers that utilize Switched Access arrangements to reach the long distance network. Outbound Service is available to Customers that utilize Switched Access. TFS is available for termination to a Customer's Switched Access. The Customer may subscribe to AT&T Business Long Distance Aggregation Preferred for outbound Service only, TFS only, or both outbound and TFS.
- .2 The AT&T Business Long Distance Aggregation Preferred plan is available to Business Customers that; (1) are currently provisioned with a Grandfathered AT&T High Volume Calling II Plus (HVCPII+) plan; (2) request to be provisioned under this optional pricing plan; (3) make a MAC of at least \$9,000 per year and; (4) sign a term plan agreement for one (1), two (2) or three (3) years.
- .3 If a Centrex or Plexar<sup>®#</sup> Customer with terminals subscribes to AT&T Business Long Distance Aggregation Preferred Outbound Calling, all lines associated with the Centrex or Plexar<sup>®#</sup> terminals must be presubscribed to the Company.

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<sup>1</sup>This Service is no longer available to new Customers or existing Customers at new locations effective June 1, 2008

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.58 AT&T Business Long Distance Aggregation Preferred<sup>1</sup>

(C) MACs, MMCs, and Term Plan Agreements

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| .1 | At the end of a Customer's term plan agreement, if the Customer does not renew for a new term, or cancel Services, they may continue with this Service on a month-to-month basis at the out of term rates defined in Section 4 of this Guidebook.   | (N)<br> <br>(N) |
| .2 | Customers that subscribe to this service and who wish to: (1) change MAC or MMC; (2) change the length of their term; or; (3) change to another High Volume Calling Plan; customers must cancel their current term plan agreement and sign a new term plan agreement with new begin/end dates unless otherwise indicated in this Guidebook.   | (C)             |
| .3 | The Company will not charge an early termination fee and/or under utilization fee (ETF/UUF) when a Customer cancels an existing term plan agreement with a MAC if at the same time the Customer agrees to replace some or all of their existing service with Internet Protocol (IP) service, Wireless, or any functionally equivalent service from an Affiliate of the Company for the purpose of placing outbound and/or inbound live voice communications outside of the customer's local calling area. | (C)             |

See Section 6 of this Guidebook for additional rules and regulations applicable to MACs, MMCs and term plan agreements.

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<sup>1</sup>This Service is no longer available to new Customers or existing Customers at new locations effective June 1, 2008

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.58 AT&T Business Long Distance Aggregation Preferred<sup>1</sup> (continued)

<sup>1</sup>This Service is no longer available to new Customers or existing Customers at new locations effective June 1, 2008

(D) Rating Inbound and Outbound Calls (D)

.1 Usage Rates

The Customer's usage rate for each call is based on; (1) whether the call is outbound or inbound TFS; (2) the Customer's MAC; and (3) the length of the Customer's term plan (1-Year, 2-Years, or 3-Years).

(D)

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(D)

.2 Billing Increments – Outbound andf TFS, Calls (D)

For Customers with a MAC, calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of eighteen (18) seconds.

.3 Per Call Charges

For per call charges, see Section 4.1.1 (B).2 of this Guidebook.

(E) Billing

Customers subscribing to any of the Business Long Distance Aggregation Preferred plans will be direct-billed.

(F) Transfer of an Existing TFS to AT&T Business Long Distance Aggregation Preferred Toll Free Calling.

A Customer request to transfer TFS to the AT&T Business Long Distance Aggregation Preferred Toll Free Calling will be processed as a request to cancel the Customer's existing TFS optional calling plan. To transfer TFS, the Customer must meet the availability requirements for the AT&T Business Long Distance Aggregation Preferred Toll Free Calling plan. Customer shall be responsible for any and all early termination charges.

(G) Customer who purchases a MAC of \$9,000 and \$12,000 must maintain a minimum of two access lines or voice equivalent switched local exchange service from an affiliated LEC or CLEC. Customers who purchase a MAC of \$18,000, \$24,000, \$30,000 \$42,000, \$60,000 and \$90,000 must maintain a minimum of four access lines or voice equivalent switched local exchange service from an affiliated LEC or CLEC. Customer who purchases a MAC of \$120,000 and \$180,000 must maintain a minimum of six access lines or voice equivalent switched local exchange service from an affiliated LEC or CLEC. If customer drops below the minimum number of lines stated above they will be moved to the AT&T High Volume Calling II Service as described in Section 3.7 of this Guidebook.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.59 AT&T Business Long Distance Aggregation Preferred II<sup>1</sup>

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A. General

- .1 AT&T Business Long Distance Aggregation Preferred II is a custom combination Flat Rate optional pricing plan. There are two Service offerings available under this optional calling plan. AT&T Business

Long Distance Aggregation Preferred II Outbound Calling is an outbound calling plan for Customers that utilize Switched Access to reach the long distance network. AT&T Business Long Distance Aggregation Preferred II Toll Free Calling is a TFS for Customers that utilize Switched Access to receive calls from the long distance network. The Customer may subscribe to AT&T Business Long Distance Aggregation Preferred II for outbound Service only, TFS only or for both outbound and TFS.

- .2 See Section 3.6. of this Guidebook for optional features, rules and regulations, and general information regarding TFS. Toll Free calls may originate on any type of access and are terminated via Switched Access to the Customer's location.

B. Availability

- .1 This optional calling plan is designed for Business Customers that utilize Switched Access arrangements to reach the long distance network. Outbound Service is available to Customers that utilize Switched Access. TFS is available for termination to a Customer's Switched Access. The Customer may subscribe to AT&T Business Long Distance Aggregation Preferred II for outbound Service only, TFS only, or both outbound and TFS.

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- .2 The AT&T Business Long Distance Aggregation Preferred II plan is available to Business Customers that (1) are currently provisioned with a Grandfathered AT&T High Volume Calling II Plus (HVCPII+) plan, (2) request to be provisioned under this optional pricing plan; (3) make a MAC of at least \$9,000 per year and (4) sign a term plan agreement for one (1), two (2) or three (3) years.

- .3 If a Centrex or Plexar ® Customer with terminals subscribes to AT&T Business Long Distance Aggregation Preferred II Outbound Calling, all lines associated with the Centrex or Plexar ® terminals must be presubscribed to the Company.

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<sup>1</sup>This plan is no longer available to new customers effective February 12, 2014. Existing customers may keep this plan until: (a) they move locations; (b) make changes to their service; or (c) until it is discontinued by the Company, whichever occurs first.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.59 AT&T Business Long Distance Aggregation Preferred II<sup>1</sup> (C)

(C) MACs, MMCs, and Term Plan Agreements

- .1 At the end of a Customer's term plan agreement, if the Customer does not renew for a new term, or cancel Services, they may continue with this Service on a month-to-month basis at the out of term rates defined in Section 4 of this Guidebook. (N)  
| (N)
- .2 Customers that subscribe to this service and who wish to: (1) change MAC or MMC; (2) change the length of their term; or; (3) change to another High Volume Calling Plan; customers must cancel their current term plan agreement and sign a new term plan agreement with new begin/end dates unless otherwise indicated in this Guidebook. (C)
- .3 The Company will not charge an early termination fee and/or under utilization fee (ETF/UUF) when a Customer cancels an existing term plan agreement with a MAC if at the same time the Customer agrees to replace some or all of their existing service with Internet Protocol (IP) service, Wireless, or any functionally equivalent service from an Affiliate of the Company for the purpose of placing outbound and/or inbound live voice communications outside of the customer's local calling area. (C)

See Section 6 of this Guidebook for additional rules and regulations applicable to MACs and term plan agreements.

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<sup>1</sup>This plan is no longer available to new customers effective February 12, 2014. Existing customers may keep this plan until: (a) they move locations; (b) make changes to their service; or (c) until it is discontinued by the Company, whichever occurs first. (N)  
| (N)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.59 AT&T Business Long Distance Aggregation Preferred II<sup>1</sup> (continued)

- (D) Rating Inbound and Outbound Calls (D)
  - .1 Usage Rates (D)

The Customer's usage rate for each call is based on (1) whether the call is outbound or inbound TFS; (2) the Customer's MAC; and (3) the length of the Customer's term plan (1-Year, 2-Years, or 3-Years). (D)
  - .2 Billing Increments (D)
    - .a Outbound and TFS Calls - For Customers with a MAC, calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of eighteen (18) seconds. (D)
  - .3 Per Call Charges (D)

For per call charges, see Section 4.1.1 (B).2 of this Guidebook.
- (E) Billing - Customers subscribing to any of the Business Long Distance Aggregation Preferred II plans will be direct-billed.
- (F) Transfer of an Existing TFS to AT&T Business Long Distance Aggregation Preferred II Toll Free Calling. A Customer request to transfer TFS to the AT&T Business Long Distance Aggregation Preferred II Toll Free Calling will be processed as a request to cancel the Customer's existing TFS optional calling plan. To transfer TFS, the Customer must meet the availability requirements for the AT&T Business Long Distance Aggregation Preferred II Toll Free Calling plan. Customer shall be responsible for any and all early termination charges.
- (G) Customer who purchases a MAC of \$9,000 and \$12,000 must maintain a minimum of two access lines or voice equivalent switched local exchange service from an affiliated LEC or CLEC. Customers who purchase a MAC of \$18,000, \$24,000, \$30,000 \$42,000, \$60,000 and \$90,000 must maintain a minimum of four access lines or voice equivalent switched local exchange service from an affiliated LEC or CLEC. Customer who purchases a MAC of \$120,000 and \$180,000 must maintain a minimum of six access lines or voice equivalent switched local exchange service from an affiliated LEC or CLEC. If customer drops below the minimum number of lines stated above they will be moved to the AT&T High Volume Calling II Service as described in Section 3.7.2 of this Guidebook

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<sup>1</sup>This plan is no longer available to new customers effective February 12, 2014. Existing customers may keep this plan until: (a) they move locations; (b) make changes to their service; or (c) until it is discontinued by the Company, whichever occurs first.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.60 Reserved for future use

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.61 AT&T Business Calling<sup>SM</sup> Monthly

- (A) AT&T Business Calling Monthly<sup>SM</sup> is a bundled domestic intrastate/interstate outbound calling and/or Switched AT&T Long Distance Toll Free<sup>SM</sup> Service inbound calling long distance calling plan. This plan is established at the BTN level. Multiple BTN aggregation is not available with this Service. If the Customer or Applicant selects a different business long distance calling plan for specific WTN(s), the Customer is required to establish a separate BTN for each variation. When ordering Service, the Business Customer must specify if Business Calling<sup>SM</sup> Monthly is to be used for outgoing calls only, inbound calls only, or both. This Service is available to new and existing Business Customers who: (C)
- .1 use Switched Access to reach the long distance network for outbound calling and/or to receive calls from the long distance network for Switched AT&T Long Distance Toll Free<sup>SM</sup> Service;
  - .2 Subscribe to the Company for the provision of interstate and intrastate InterLata and/or intrastate IntraLata Service;
  - .3 request to be provisioned under this optional calling plan.
- (B) Outbound and Switched AT&T Long Distance Toll Free<sup>SM</sup> Service inbound calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of one (1) minute. (C)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.62 AT&T High Volume Calling IV

(A) General

- .1 AT&T High Volume Calling IV is a custom combination Flat Rate optional pricing plan. The following Service offerings are available under this optional calling plan; (a) outbound calling for Customers that utilize Switched Access to reach the long distance network; and/or (b) Customers that utilize Switched Access to receive calls from the long distance network. The Customer may subscribe to this plan for outbound Service only, TFS only or for both outbound and TFS.
- .2 See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS. Toll free calls may originate on any type of access and are terminated via Switched Access to the Customer's location.

(B) Availability

- .1 This optional calling plan is designed for Business Customers that utilize Switched Access arrangements to reach the long distance network. Outbound Service is available to Customers that utilize Switched Access. TFS is available for termination to a Customer's Switched Access lines. The Customer may subscribe to this plan for outbound Service only, TFS only, or both outbound and TFS.
- .2 This plan is available to Business Customers that (1) request to be provisioned under this optional pricing plan; (2) make a MAC of at least \$600 per year and sign a term plan agreement for one (1) or two (2) years; and (3) subscribe to this plan for the provision of interstate service. (C)  
(D)(C)
- .3 If a Centrex or Plexar<sup>®</sup> Customer with terminals subscribes to this plan, all lines associated with the Centrex or Plexar<sup>®</sup> terminals must be presubscribed to the Company.

(C) MACs and Term Plan Agreements

- .1 Customers that subscribe to this service and who wish to: (1) change MAC or MMC; (2) change the length of their term; or; (3) change to another High Volume Calling Plan; customers must cancel their current term plan agreement and sign a new term plan agreement with new begin/end dates unless otherwise indicated in this Guidebook
- .2 The Company will not charge an early termination fee and/or under utilization fee (ETF/UUF) when a Customer cancels an existing term plan agreement with a MAC if at the same time the Customer agrees to replace some or all of their existing service with Internet Protocol (IP) service, Wireless, or any functionally equivalent service from an Affiliate of the Company for the purpose of placing outbound and/or inbound live voice communications outside of the customer's local calling area.
- .3 At the end of a Customer's term plan agreement, if the Customer does not renew for a new term, or cancel Services, they may continue with this Service on a month-to-month basis at the out of term rates defined Section 4.7 of this Guidebook.

See Section 6 of this Guidebook for additional rules and regulations applicable to MACs, MMCs and term plan agreements.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.62 AT&T High Volume Calling IV (continued)

(D) IntraLATA and InterLATA Service Options

- .1 For outbound Services provided via a Switched Access arrangement, Business Customers may subscribe to any of the Company's outbound Service offerings for the provision of (1) intrastate InterLATA and intrastate IntraLATA calling; (2) intrastate InterLATA calling only and select another company for the provision of the Customer's intrastate IntraLATA calling; or (3) intrastate IntraLATA calling only and select another company for the provision of the Customer's intrastate InterLATA calling.
- .2 For TFS, Customers may subscribe to TFS with or without the ability to receive intrastate IntraLATA Service from the Company.

(E) Rating TFS and Outbound Calls

.1 Usage Rates

The Customer's usage rate for each call is based on (1) whether the call is outbound or TFS; (2) the Customer's MAC; and (3) the length of the Customer's term plan (1 year or 2 years).

(D)

.2 Billing Increments - Outbound and TFS Calls

For Customers with a MAC, calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of eighteen (18) seconds. This optional pricing plan is rated on an Aggregation ID basis if multiple BTN's are involved.

(F) Billing

Customers subscribing to any this plan will be direct-billed.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.62 AT&T High Volume Calling IV (continued)

(G) Transfer of an Existing TFS to TFS associated with this plan

A Customer request to transfer existing TFS to the TFS associated with this plan will be processed as a request to cancel the Customer's existing TFS optional calling plan. To transfer TFS, the Customer must meet the availability requirements for this plan. Customer shall be responsible for any and all early termination fees.

(D)

(D)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.63 AT&T Business Unlimited Calling<sup>SM</sup> II

C

(A) AT&T Business Unlimited Calling<sup>SM</sup> II is a outbound calling and optional inbound Switched TFS long distance calling plan. This plan is established at the BTN level and multiple BTN, aggregation is not available with this plan. If the Customer or Applicant selects a different long distance calling plan for specific WTNs the Customer is required to establish a separate BTN for each variation.

(B) This plan is available to Business Customers that:

C

**OPTION 1 – NEW OR EXISTING**

C

- .1 utilize Switched Access to reach the long distance network for outbound calling and to receive calls from the long distance network for TFS;
- .2 subscribe to the Company for the provision of interstate and intrastate (interLATA and/or intraLATA) Service for outbound long distance calling, and may also subscribe to the Company for the provision of TFS for inbound long distance calling;
- .3 newly subscribe or currently subscribe to AT&T Business Local Calling<sup>SM</sup># or Custom Biz Saver<sup>SM</sup> II# from an Affiliated ILEC of the Company, and where that Affiliate is operating as a CLEC;
- .4 subscribe to and maintain or currently subscribe to and maintain at least one (1) but no more than ten (10) business access lines# (*i.e.*, BTNs and WTNs) from an Affiliated ILEC of the Company, and where that Affiliate is operating as a CLEC;
- .5 commit to subscribe to this plan for a one (1) or two (2) year term; and
- .6 request to be provisioned under this plan.

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#This service not offered under this Guidebook

(I) – Material moved to Original Sheet 220.4.1

3.7 Custom Business Services (continued)

3.7.63 AT&T Business Unlimited Calling<sup>SM</sup> II (continued)

(B) (continued)

**OPTION 2 – RETENTION**

- .1 utilize Switched Access to reach the long distance network for outbound calling and to receive calls from the long distance network for TFS;
- .2 currently subscribe to AT&T Business Unlimited Calling<sup>SM</sup> II and state an intention to move long distance service to a competitor of the Company;
- .3 currently or newly subscribe to the Company for the provision of interstate and intrastate (interLATA and/or intraLATA) Service for outbound long distance calling, and may also subscribe to the Company for the provision of TFS for inbound long distance calling;
- .3 currently or newly subscribe to AT&T Business Local Calling<sup>SM</sup># or Custom Biz Saver<sup>SM</sup> II from an Affiliated ILEC of the Company, and where that Affiliate is operating as a CLEC;
- .4 currently or newly subscribe to and maintain at least one (1) but no more than ten (10) business access lines# (*i.e.*, BTNs and WTNs) from an Affiliated ILEC of the Company, and where that Affiliate is operating as a CLEC; and
- .5 commit to subscribe to this plan for a one (1) or two (2) year term

(C) A single business entity with more than one BTN at that business entity's physical service location is eligible for this plan on one (1) BTN only, provided the total number of business access lines# do not exceed ten (10) at that location.

(D) The Customer may subscribe to this plan for outbound Service only or for both outbound and inbound TFS. Customers subscribing to the plan receive unlimited domestic 1+ direct-dialed outbound calling. Where a Customer subscribes to TFS, inbound toll free calls may originate on any type of access and are terminated via Switched Access to the Customer's location. See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS.

#This service not offered under this Guidebook

(1) – Material moved from 2<sup>nd</sup> Revised Sheet 220.4

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(1)

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(1)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.63 AT&T Business Unlimited Calling<sup>SM</sup> II

(E) Inbound Switched TFS calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of thirty (30) seconds. TFS per minute rates and are subject to change with prior notification to the customer. See Section 4.7.63 of this Guidebook for inbound TFS rates associated with this plan. (D)

(F) Term Agreement.

- .1 1-Year term agreements are oral agreements and do not require a signed agreement.
- .2 2-Year term agreements must be signed under any method accepted by the Company, including electronically, and must be received by Company within thirty (30) calendar days from the order date. If the Company does not receive the Customer's signed agreement within the thirty calendar (30) days, and Service has been provisioned in reliance thereon, the term of the agreement shall default to a 1-Year term under the rates, terms and conditions of this plan.
- .3 If defaulted to a 1-Year term, the 1-Year term will start on the day the Company completes the change from a 2-Year term to a 1-Year term. The Company will endeavor to complete the change within thirty (30) calendar days after the expired due date for receipt of the signed agreement from the Customer.

.4 Term Renewals

.a 1-Year Term Agreements

1-Year term agreements for this plan will automatically renew on the first day after the initial or any renewal term has expired at the then current rates for this plan defined in Section 4.7.63 of this Guidebook.

.b 2-Year and 3-Year Term Agreements

.i If the customer wishes to renew this plan for a new 2-Year or 3-Year term, the customer must notify the Company at least thirty (30) days prior to the expiration of their current term of their intention to renew for a new term.

.ii Customers who fail to contact the Company within thirty (30) days prior to the expiration of their term to request a term renewal will remain on this plan and be billed on a month-to-month basis at the out of term rates defined in Section 4.7.63 of this Guidebook

This plan will remain in effect until either: (a) canceled or changed by the Customer; (b) the Customer terminates Service with the Company; (c) the Company no longer offers this plan to new Customers or to existing Customers moving to new locations or changing the number of access lines# under the BTN(s) to which this plan applies; or (d) the Company notifies the Customer this plan is no longer available for auto renewal; whichever occurs first

#This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.63 AT&T Business Unlimited Calling<sup>SM</sup> II (continued) (C)

(F) Term Agreement (continued)

- .5 The Customer is under no obligation to re-subscribe to this plan after completion of the initial or any renewal term period. (C)

(G) Restrictions

- .1 This plan is provided for standard voice calling involving live dialog between individuals. This plan is not intended for use as a substitute for dedicated or open circuits, or similar applications. This plan may not be used for data connections, including but not limited to, modem to modem calls, remote access applications, Internet access, or Intranet access, including access to corporate LANs. Additionally, this plan may not be used for dedicated point-to-point connections between equipment that leaves a circuit connected without a contemporary, continuous voice communication. The plan may not be used for auto dialers; PBX trunks; ground start line or trunks; ISDN service, including PRI; foreign exchange services; Remote Call Forwarding/Telebranch Service; public telephone service; public access smart-pay phones; analog to digital conversion digital PBX service, including local access provisioned via T-1 facilities; WATS service; PBX/PABX/EABX services; nonsquare electronic key telephone systems; hybrid key telephone systems; predictive calling/dialing systems; automatic outbound dialing systems; any type of automatic call distribution system; or the functional equivalent of any such system listed above. This plan may be used for fax transmissions, excluding broadcast fax applications. Where customer has more than 10 calls to any single number of a duration of more than 3 hours each during a billing cycle or any single call of greater than 10 hours of duration, Customer will be presumed to be in violation of these restrictions. In such case, Customer may be asked to provide reasonable proof to the Company that it is not using the Service for a prohibited purpose. Failure to provide such proof to the Company shall be treated as a violation of the terms and conditions of this Plan
- .2 If the Company determines that the Customer is in violation of any of the restrictions listed above and/or the total number of access lines# exceeds the maximum of ten (10), the Customer shall forfeit eligibility for rates under this plan and will be moved to AT&T Business Calling<sup>SM</sup> Monthly unless an alternative plan is selected by the Customer. If moved to AT&T Business Calling<sup>SM</sup> Monthly, the rates associated with AT&T Business Calling<sup>SM</sup> Monthly will apply in lieu of the rates specified in Section 4.7.63 of this Guidebook.

#This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.63 AT&T Business Unlimited Calling<sup>SM</sup> II (continued) (C)

(H) Call Detail Suppression

Call Detail Suppression provides a summary of all zero-rated calls included in this calling plan, displaying ‘total minutes’ and ‘total number of calls’ in lieu of itemizing each call in the “Call Charges” section of the bill. Call Detail Suppression is available at no additional charge. Customers who select this optional feature can request the itemized call detail of the Customers zero-rated calls for up to twenty-four (24) previous months’ bills at no charge. Activation and deactivation of the feature will begin on the Customer’s next billing cycle. Customers may add or remove the Call Detail Suppression optional feature from this plan at no charge.

(I) Early Termination Fee/Under Utilization Fee (ETF/UUF) (C)

1. Customers that subscribe to this plan combined with a term plan agreement, and who wish to: (a) change the length of a term plan agreement; or (b) change to another calling plan; must cancel their current term plan agreement and agree to a new term plan agreement with new begin/end dates unless otherwise indicated in this Guidebook. (N)

Customers who cancel this plan prior to the expiration date of their current term plan agreement and who do not qualify under item numbers .2 and .3 below will be required to pay an ETF/UUF. The ETF/UUF shall be 50% of the full MRC rate in effect for this plan at the time of termination multiplied by the number of months remaining in the term. (N)  
(N)  
(N/1)  
(1)  
(1)

(D)  
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|  
(D)  
(1)  
(1)

.2 The Company will not charge an ETF/UUF when the Customer cancels an existing term plan agreement if at the same time the Customer agrees to a new term plan agreement for a different Business calling plan with an MRC or MMC from the Company. (N)

.3 The Company will adjust to zero any ETF/UUF when: (2/C)

.a the Customer cancels an existing term plan agreement with an MRC or MMC if at the same time the Customer agrees to replace some or all of their existing service with Internet Protocol (IP) service, Wireless, or any functionally equivalent service from an affiliate of the Company for the purpose of placing outbound and/or inbound live voice communications outside of the Customer's local calling area; or (N)

.b the Customer provides notice to the Company of its intent to terminate this plan, or the term agreement for this plan, within thirty (30) calendar days prior to or thirty (30) calendar days after the automatic renewal of the term. (C)

(2)  
(2)

(1) – Material relocated on this Page  
(2) – Material relocated on this Page

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

D

D

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.64 Block of Time II Term Agreement Plans

- (A) Block of Time II Term Agreement Plans are outbound calling and optional inbound Switched TFS long distance calling plans. These plans are established at the BTN level. Aggregation of multiple BTNs is not available with this plan. If the Customer or Applicant selects a different long distance calling plan for specific WTNs the Customer is required to establish a separate BTN for each variation.
- (B) Unless otherwise specified in the rates options defined in Section 3.7.64(L), Block of Time II Term Agreement Plans are available to new or existing Business Customers who:
  - .1 utilize Switched Access to reach the long distance network for outbound calling and/or to receive calls from the long distance network for TFS;
  - .2 subscribe to the Company for interLATA (interstate and intrastate) Service, intraLATA (local toll) Service, interLATA and intraLATA Service for outbound long distance calling, or subscribe to the Company's TFS for inbound long distance calling;
  - .3 commit to subscribe to a Block of Time II Term Agreement rate option for a one (1) or two (2) year term agreement as defined in Section 3.7.64 (L).1 through Section 3.7.64 (L).13, of this guidebook;
  - .4 specify at the time of ordering if the MOUs are to be used for outbound calling only, inbound TFS calling only, or both outbound and inbound TFS calling; and
  - .5 request to be provisioned under this plan.
- (C) Customers may subscribe to a Block of Time II Term Agreement rate option for outbound Service only, inbound TFS Service only or for both outbound and inbound TFS. Where a Customer subscribes to TFS, inbound toll free calls may originate on any type of access and are terminated via Switched Access to the Customer's location. See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS
- (D) Each Block of Time II Term Agreement rate option provides the Customer a specific amount (block) of time for placing (1+) Direct-Dialed domestic outbound long distance calling, inbound switched TFS calling, or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calling. All usage in excess of the selected block of time will be billed at a fixed rate per minute. Any minutes not used in a billing cycle will not be carried over to the next billing cycle. No credits will be given for any unused minutes.
- (E) Calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.64 Block of Time II Term Agreement Plans (continued)

(F) The Block of Time II Term Agreement rate option selected at the time the Customer's order is processed will remain in effect until cancelled or changed by the Customer. Changes to the selected Block of Time II Term Agreement rate option will be effective on the day the Customer's change order is processed. If an existing Customer initially subscribes to a Block of Time II Term Agreement option in the middle of its billing cycle, the change will be effective on the first day after the Customer's change order is processed.

(G) Reserved for Future Use

(C/D)  
(D)  
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(D)

(H) Term Agreements

- .1 1-Year term agreements are oral agreements and do not require a signed agreement.
- .2 2-Year term agreements must be signed under any method accepted by the Company, including electronically, and must be received by Company within thirty (30) calendar days from the order date. If the Company does not receive the Customer's signed agreement within the thirty calendar (30) days, and Service has been provisioned in reliance thereon, the term of the agreement shall default to a 1-Year term under the rates, terms and conditions of the 1-Year term agreement/
- .3 If defaulted to a 1-Year term, the 1-Year term will start on the day the Company completes the change from a 2-Year to a 1-Year term. The Company will endeavor to complete the change within thirty (30) calendar days after the expired due date for receipt of the signed agreement from the Customer.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.64 Block of Time II Term Agreement Plans (continued)

(H) Term Agreements (continued)

.4 Term Renewals

a 1-Year Term Agreements

1-Year term agreements for the selected Block of Time II Term Agreement will not automatically renew. On the first day after the term has expired, the customer will be billed on a month-to-month basis at the out of term rates and charges defined in Section 4.7.64 of this Guidebook for the selected Block of Time II Term Agreement rate option.

(C)  
|  
(C)

b 2-Year Term Agreements

.i If the customer wishes to renew their rate option for a new 2-Year term, the customer must notify the Company at least thirty (30) days prior to the expiration of their current term of their intention to renew for a new term.

.ii Customers who fail to contact the Company within thirty (30) days prior to the expiration of their term to request a term renewal will remain on their current rate option and be billed on a month-to-month basis at the out of term rates and charges defined in Section 4.7.64 of this Guidebook

(C)

The selected Block of Time II Term Agreement rate option will remain in effect until either: (a) canceled or changed by the Customer; (b) the Customer terminates Service with the Company; (c) the Company no longer offers the selected Block of Time II Term Agreement rate option to new Customers or to existing Customers moving to new locations; or (d) the Company notifies the Customer the selected Block of Time II Term Agreement rate option is no longer available for auto-renewal; whichever occurs first.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.64 Block of Time II Term Agreement Plans

(H) (continued)

.5 The Customer is under no obligation to re-subscribe to the selected Block Of Time Term Agreement rate option after completion of the initial or any renewal term period.

(C)

(I) Reserved for Future Use

(C)

(D)

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(C)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.64 Block of Time II Term Agreement Plans (continued)

(J) Early Termination Fee/Under Utilization Fee (ETF/UUF)

- .1 Customers that subscribe to this plan combined with a term plan agreement, and who wish to: (a) change the length of a term plan agreement; or (b) change to another calling plan; must cancel their current term plan agreement and agree to a new term plan agreement with new begin/end dates unless otherwise indicated in this Guidebook. (N)  
|  
|  
|  
(N)  
Customers who cancel this plan prior to the expiration date of their current term plan agreement and who do not qualify under item numbers .2 and .3 below will be required to pay an ETF/UUF. The ETF/UUF shall be 50% of the full MRC rate in effect for this plan at the time of termination multiplied by the number of months remaining in the term. (N)  
(N)  
(1)  
|  
(1)
- .2 The Company will not charge an ETF/UUF when the Customer cancels an existing term plan agreement if at the same time the Customer agrees to a new term plan agreement for a different Business calling plan with an MRC or MMC from the Company. (N)  
|  
|  
(N)
- .3 The Company will adjust to zero any ETF/UUF when: (1/C)
- .a the Customer cancels an existing term plan agreement with an MRC or MMC if at the same time the Customer agrees to replace some or all of their existing service with Internet Protocol (IP) service, Wireless, or any functionally equivalent service from an affiliate of the Company for the purpose of placing outbound and/or inbound live voice communications outside of the Customer's local calling area; or (N)  
|  
|  
|  
(N)
- .b the Customer provides notice to the Company of its intent to terminate this plan within thirty (30) calendar days prior to or thirty (30) calendar days after the automatic renewal of the term. (1/T)  
|  
(1/T)

(K) Reserved for Future Use (1/T)

(M) – Material moved from Page 220.10

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.64 Block of Time II Term Agreement Plans (continued)

(L) Rate Options

- .1 AT&T Business Block of Time<sup>SM</sup> 700 II<sup>1</sup> (C)

This rate option is available for a 1-Year or 2-Year term agreement. For the MRC specified in Section 4.7.64(A) of this Guidebook, the Customer receives a 700 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling, inbound switched TFS calling, or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calling. See Section 4.7.64(A) of this Guidebook for the per minute rate after the block of time has been used.

- .2 AT&T Business Block of Time<sup>SM</sup> 1200 II<sup>1</sup> (C)

This rate option is available for a 1-Year or 2-Year term agreement. For the MRC specified in Section 4.7.64(B) of this Guidebook, the Customer receives a 1200 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling, inbound switched TFS calling, or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calling. See Section 4.7.64(B) of this Guidebook for the per minute rate after the block of time has been used.

<sup>1</sup> This plan/rate option is no longer available to new customers effective July 1, 2019. Existing customers may keep this plan/rate option until: (a) they add or remove lines; (b) they move this service to a new location; (c) they make changes to their service; or (d) it is discontinued by the Company, whichever occurs first. 1-Year and 2-Term Agreements will not be eligible for renewal. Upon expiration of the Customer's term, Customers will be billed on a month-to-month basis at the out of term rates and charges as defined in Section 4.7.64 of this Guidebook for the selected Block of Time Term Agreement rate option.

(N)  
|  
(N)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.64 Block of Time II Term Agreement Plans (continued)

(L) Rate Options (continued)

.3 AT&T Business Block of Time<sup>SM</sup> 2500 II<sup>3</sup>

This rate option is available for a 1-Year or 2-Year term agreement. For the MRC specified in Section 4.7.64(C) of this Guidebook, the Customer receives a 2500 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling, inbound switched TFS calling, or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calling. See Section 4.7.64(C) of this Guidebook for the per minute rate after the block of time has been used.

.4 AT&T Business Block of Time<sup>SM</sup> 5000 II

This rate option is available for a 1-Year or 2-Year term agreement. For the MRC specified in Section 4.7.64(D) of this Guidebook, the Customer receives a 5000 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling, inbound switched TFS calling, or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calling. See Section 4.7.64(D) of this Guidebook for the per minute rate after the block of time has been used.

.5 AT&T Business Block of Time<sup>SM</sup> 7500 II

This rate option is available for a 1-Year or 2-Year term agreement. For the MRC specified in Section 4.7.64(E) of this Guidebook, the Customer receives a 7500 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling, inbound switched TFS calling, or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calling. See Section 4.7.64(E) of this Guidebook for the per minute rate after the block of time has been used.

.6 AT&T Business Block of Time<sup>SM</sup> 10000 II

This rate option is available for a 1-Year or 2-Year term agreement. For the MRC specified in Section 4.7.64(F) of this Guidebook, the Customer receives a 10000 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling, inbound switched TFS calling, or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calling. See Section 4.7.64(F) of this Guidebook for the per minute rate after the block of time has been used.

.7 AT&T Business Block of Time<sup>SM</sup> 250 II<sup>3</sup>

This rate option is available for a 1-Year term agreement. For the MRC specified in Section 4.7.64(G) of this Guidebook, the Customer receives a 250 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling, inbound switched TFS calling, or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calling. See Section 4.7.64(G) of this Guidebook for the per minute rate after the block of time has been used.

.8 AT&T Business Block of Time<sup>SM</sup> 200 II<sup>1,2</sup>

For the MRC specified in Section 4.7.64(H) of this Guidebook, the Customer receives a 200 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling, inbound switched TFS calling, or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calling. See Section 4.7.64(H) of this Guidebook for the per minute rate after the block of time has been used.

<sup>1</sup>This plan is no longer available to new customers effective November 12, 2013. Existing customers may keep this plan until: (a) they move locations; and/or (b) make changes to their service; or (c) until it is discontinued by the Company, whichever occurs first.

<sup>2</sup>Effective September 24, 2014, one (1) year term agreements will no longer auto-renew. Existing Customers who continue to subscribe to this rate option at the end of their current one (1) year term will be billed at the out of term month-to-month rates defined in Section 4.7 of this Guidebook.

<sup>3</sup>This plan/rate option is no longer available to new customers effective July 1, 2019. Existing customers may keep this plan/rate option until: (a) they add or remove lines; (b) they move this service to a new location; (c) they make changes to their service; or (d) it is discontinued by the Company, whichever occurs first. 1-Year and 2-Term Agreements will not be eligible for renewal. Upon expiration of the Customer's term, Customers will be billed on a month-to-month basis at the out of term rates and charges as defined in Section 4.7.64 of this Guidebook for the selected Block of Time Term Agreement rate option.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.64 Block of Time II Term Agreement Plans (continued)

(L) Rate Options (continued)

.9 AT&T Business Block of Time<sup>SM</sup> 500 II<sup>1,2</sup> (C)

For the MRC specified in Section 4.7.64(I) of this Guidebook, the Customer receives a 500 block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound toll free service calls. See Section 4.7.64(I) of this Guidebook for the per-minute rate after the block of time has been used. /3/ | /3/

<sup>1</sup>This rate option is no longer available to new Customers effective December 12, 2014. Existing customers may keep this rate option until: (a) they move locations; and/or (b) make changes to their service; or (c) until it is discontinued by the Company, whichever occurs first.

<sup>2</sup>Effective September 12, 2016 term agreements for existing Customers will be unavailable for term renewal and will no longer automatically renew for a subsequent term. Customers who continue to subscribe to this rate option at the end of their current term will be billed at this rate options then current out of term month-to-month rates defined in Section 4 of this Guidebook. /3/ | /3/

/3/ Material moved from Page 220.11.2

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.64 Block of Time II Term Agreement Plans (continued)

(L) Rate Options (continued)

.10 AT&T Business Block of Time<sup>SM</sup> 300 II

This rate option is available for a 1-Year term agreement. For the MRC specified in Section 4.7.64 (J) of this Guidebook, the Customer receives a 300 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling, inbound switched TFS calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calling. See Section 4.7.64 (J) of this Guidebook for the per-minute rate after the block of time has been used.

(N)/1/

.11 AT&T Business Block of Time<sup>SM</sup> 750 II

This rate option is available for a 1-Year term agreement. For the MRC specified in Section 4.7.64 (K) of this Guidebook, the Customer receives a 750 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling, inbound switched TFS calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calling. See Section 4.7.64 (K) of this Guidebook for the per-minute rate after the block of time has been used.

.12 AT&T Business Block of Time<sup>SM</sup> 1500 II

This rate option is available for a 1-Year term agreement. For the MRC specified in Section 4.7.64 (L) of this Guidebook, the Customer receives a 1500 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling, inbound switched TFS calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calling. See Section 4.7.64 (L) of this Guidebook for the per-minute rate after the block of time has been used.

.13 AT&T Business Block of Time<sup>SM</sup> 3000 II

This rate option is available for a 1-Year term agreement. For the MRC specified in Section 4.7.64 (M) of this Guidebook, the Customer receives a 3000 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling, inbound switched TFS calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calling. See Section 4.7.64 (M) of this Guidebook for the per-minute rate after the block of time has been used.

(N)

(D)

(D)

/1/ Material moved to Page 220.11.1

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.65 AT&T Business Unlimited Calling<sup>SM</sup> III

(A) Availability

This service is no longer available to new Customers effective May 31, 2012. Existing Customers may keep this service until they move locations and/or make changes to their service or until it is discontinued by the Company whichever occurs first.

(C)

(D)

(D)

SECTION 3 – DESCRIPTION OF SERVICES

(D)

(D)

SECTION 3 – DESCRIPTION OF SERVICES

(D)

(D)



SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.65 AT&T Business Unlimited Calling<sup>SM</sup> III<sup>1</sup> (continued)

(C) Term Agreements (C)

.1 Term Renewals (C)

.a 1-Year Term Agreements<sup>2</sup> (C)

(D)

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(D)

.b 2-Year and 3-Year Term Agreements<sup>3</sup> (D)

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(D)

This plan will remain in effect until either: (a) canceled or changed by the Customer; (b) the Customer terminates Service with the Company; (c) the Company no longer offers this plan to new Customers or existing Customers moving to new locations or changing the number of access lines# under the BTN(s) to which this plan applies.

(D)

(D)

.2 The Customer is under no obligation to remain on this plan after completion of the term period. (C)

(C)

#This service not offered under this Guidebook

<sup>1</sup>This plan is no longer available to new Customers effective May 31, 2012. Existing customers may keep this plan until: (a) they move locations; and/or (b) make changes to their service; or (c) until it is discontinued by the Company, whichever occurs first.

<sup>2</sup>Effective September 12, 2016 1-Year term agreements for existing Customers will be unavailable for term renewal and will no longer automatically renew for a subsequent term. Customers who continue to subscribe to this plan at the end of their current term will be billed at this plans then current out of term month-to-month rates defined in Section 4 of this Guidebook.

<sup>3</sup>Effective March 12, 2015 2-Year and 3-Year term agreements for existing Customers will be unavailable for term renewal and will no longer automatically renew for a subsequent term. Customers who continue to subscribe to this rate option at the end of their current term will be billed at this plans then current out of term month-to-month rates defined in Section 4 of this Guidebook.

(N)

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(N)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.65 AT&T Business Unlimited Calling<sup>SM</sup> III<sup>1</sup> (continued)

(C)

(D) Restrictions

(C)

This plan is provided for standard voice calling involving live dialog between individuals. This plan is not intended for use as a substitute for dedicated or open circuits, or similar applications. This plan may not be used for data connections, including but not limited to, modem to modem calls, remote access applications, Internet access, or Intranet access (including access to corporate LANs). Additionally, this plan may not be used for dedicated point-to-point connections between equipment that leaves a circuit connected without a contemporary, continuous voice communication. The plan may not be used for auto dialers; PBX trunks; ground start line or trunks; ISDN service, including PRI; foreign exchange services; Remote Call Forwarding/Telebranch Service; public telephone service; public access smart-pay phones; analog to digital conversion digital PBX service, including local access provisioned via T-1 facilities; WATS service; PBX/PABX/EABX services; nonsquare electronic key telephone systems; hybrid key telephone systems; predictive calling/dialing systems; automatic outbound dialing systems; any type of automatic call distribution system; or the functional equivalent of any such systems listed above. This plan may be used for fax transmissions, excluding broadcast fax applications (which are prohibited). Where customer has more than 10 calls to any single number of a duration of more than 3 hours each during a billing cycle or any single call of greater than 10 hours of duration, Customer will be presumed to be in violation of these restrictions. In such case, Customer may be asked to provide reasonable proof to the Company that it is not using the Service for a prohibited purpose. Failure to provide such proof to the Company shall be treated as a violation of the terms and conditions of this Plan

(E) If the Company determines that the Customer is in violation of any of the restrictions or terms and conditions of this plan as specified above, the Customer will forfeit eligibility for rates under this plan and will be moved to AT&T Business Calling<sup>SM</sup> Monthly unless an alternative plan is selected by the Customer. If moved to AT&T Business Calling<sup>SM</sup> Monthly, the rates associated with AT&T Business Calling<sup>SM</sup> Monthly specified in Section 4.7.15 of this Guidebook will apply in lieu of the rates specified in Section 4.7.65 of this Guidebook.

(C)

#This service not offered under this Guidebook

<sup>1</sup>This plan is no longer available to new Customers effective May 31, 2012. Existing customers may keep this plan until: (a) they move locations; and/or (b) make changes to their service; or (c) until it is discontinued by the Company, whichever occurs first.

(N)  
(N)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.65 AT&T Business Unlimited Calling<sup>SM</sup> III<sup>1</sup> (continued) (C)

(F) Call Detail Suppression (C)

Call Detail Suppression is an optional feature that provides a summary of all zero-rated calls included in this calling plan, displaying 'total minutes' and 'total number of calls' in lieu of itemizing each call in the "Call Charges" section of the bill. Call Detail Suppression is available at no additional charge. Customers who select this optional feature can receive the itemized call detail of their zero-rated calls, for up to twenty-four (24) previous months' bills, at no charge. Activation and deactivation of the feature will begin within the next billing cycle following Customer's request. Customers may add or remove the Call Detail Suppression optional feature from this plan at no charge.

(G) Early Termination Fee/Under Utilization Fee (ETF/UUF) (C)

1. Customers that subscribe to this plan combined with a term plan agreement, and who wish to: (a) change the length of a term plan agreement; or (b) change to another calling plan; must cancel their current term plan agreement and agree to a new term plan agreement with new begin/end dates unless otherwise indicated in this Guidebook.

Customers who cancel this plan prior to the expiration date of their current term plan agreement and who do not qualify under item numbers .2 and .3 below will be required to pay an ETF/UUF. The ETF/UUF shall be 50% of the full MRC rate in effect for this plan at the time of termination multiplied by the number of months remaining in the term.

.2 The Company will not charge an ETF/UUF when the Customer cancels an existing term plan agreement if at the same time the Customer agrees to a new term plan agreement for a different Business calling plan with an MRC or MMC from the Company.

.3 The Company will adjust to zero any ETF/UUF when:

.a the Customer cancels an existing term plan agreement with an MRC or MMC if at the same time the Customer agrees to replace some or all of their existing service with Internet Protocol (IP) service, Wireless, or any functionally equivalent service from an affiliate of the Company for the purpose of placing outbound and/or inbound live voice communications outside of the Customer's local calling area; or

.b the Customer provides notice to the Company of its intent to terminate this plan, or the term agreement for this plan, within thirty (30) calendar days prior to or thirty (30) calendar days after the automatic renewal of the term.

<sup>1</sup>This plan is no longer available to new Customers effective May 31, 2012. Existing customers may keep this plan until: (a) they move locations; and/or (b) make changes to their service; or (c) until it is discontinued by the Company, whichever occurs first. (N)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.66 AT&T Business Unlimited Calling<sup>SM</sup> IV

(A) AT&T Business Unlimited Calling<sup>SM</sup> IV is an outbound calling and optional inbound Switched TFS long distance calling plan. This plan is established at the BTN level; multiple BTN aggregation is not available with this plan.

(D)  
|  
(D)

(B) Availability

(C/D)

This plan is no longer available to new Customers effective August 12, 2015. Existing customers may keep this plan until: (a) they move locations; and/or (b) make changes to their service; or (c) until it is discontinued by the Company, whichever occurs first.

(N)  
|  
(N)

(D)

(D)

(D)

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

(D)

(D)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

(D)

(D)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

(D)

(D)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.66 AT&T Business Unlimited Calling<sup>SM</sup> IV (continued)

(C) Inbound Switched TFS calls are not included in the unlimited MOUs. TFS calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of thirty (30) seconds. TFS call charges associated with this plan are subject to change with prior notification to the customer. (D)

(D) Term Agreement

- .1 1-Year term agreements are oral agreements and do not require a signature.
- .2 The term agreements for this plan will automatically renew on the first day after the initial or any renewal term has expired at the then current rates for this plan defined in Section 4.7.66 of this Guidebook.

This plan will remain in effect and the term will automatically renew until either: (a) canceled or changed by the Customer; (b) the Customer terminates Service with the Company; (c) the Company no longer offers this plan to new Customers or existing Customers moving to new locations or changing the number of access lines# under the BTN(s) to which this plan applies; or (d) the Company notifies the Customer this plan is no longer available for auto-renewal; whichever occurs first

- .5 The Customer is under no obligation to re-subscribe to this plan after completion of the initial or any renewal term period.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.66 AT&T Business Unlimited Calling<sup>SM</sup> IV (continued) (D)

(E) Restrictions (C)

This plan is provided for standard voice calling involving live dialog between individuals. This plan is not intended for use as a substitute for dedicated or open circuits, or similar applications. This plan may not be used for data connections, including but not limited to, modem to modem calls, remote access applications, Internet access, or Intranet access (including access to corporate LANs). Additionally, this plan may not be used for dedicated point-to-point connections between equipment that leaves a circuit connected without a contemporary, continuous voice communication. The plan may not be used for auto dialers; PBX trunks; ground start line or trunks; ISDN service, including PRI; foreign exchange services; Remote Call Forwarding/Telebranch Service; public telephone service; public access smart-pay phones; analog to digital conversion digital PBX service, including local access provisioned via T-1 facilities; WATS service; PBX/PABX/EABX services; nonsquare electronic key telephone systems; hybrid key telephone systems; predictive calling/dialing systems; automatic outbound dialing systems; any type of automatic call distribution system; or the functional equivalent of any such systems listed above. This plan may be used for fax transmissions, excluding broadcast fax applications (which are prohibited). Where customer has more than 10 calls to any single number of a duration of more than 3 hours each during a billing cycle or any single call of greater than 10 hours of duration, Customer will be presumed to be in violation of these restrictions. In such case, Customer may be asked to provide reasonable proof to the Company that it is not using the Service for a prohibited purpose. Failure to provide such proof to the Company shall be treated as a violation of the terms and conditions of this Plan.

(F) If the Company determines that the Customer is in violation of any of the restrictions or terms and conditions of this plan as specified above, the Customer will forfeit eligibility for rates under this plan and will be moved to AT&T Business Calling<sup>SM</sup> Monthly unless an alternative plan is selected by the Customer. If moved to AT&T Business Calling<sup>SM</sup> Monthly, the rates associated with AT&T Business Calling<sup>SM</sup> Monthly specified in Section 4.7 of this Guidebook will apply in lieu of the rates specified in Section 4.7 of this Guidebook (C)

(G) Call Detail Suppression (C)

Call Detail Suppression is an optional feature that provides a summary of all zero-rated calls included in this calling plan, displaying ‘total minutes’ and ‘total number of calls’ in lieu of itemizing each call in the “Call Charges” section of the bill. Call Detail Suppression is available at no additional charge. Customers who select this optional feature can receive the itemized call detail of their zero-rated calls, for up to twenty-four (24) previous months’ bills, at no charge. Activation and deactivation of the feature will begin within the next billing cycle following Customer’s request. Customers may add or remove the Call Detail Suppression optional feature from this plan at no charge.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.66 AT&T Business Unlimited Calling<sup>SM</sup> IV (continued)

(H) Early Termination Fee/Under Utilization Fee (ETF/UUF)

(C)

1. Customers that subscribe to this plan combined with a term plan agreement, and who wish to: (a) change the length of a term plan agreement; or (b) change to another calling plan; must cancel their current term plan agreement and agree to a new term plan agreement with new begin/end dates unless otherwise indicated in this Guidebook.

Customers who cancel this plan prior to the expiration date of their current term plan agreement and who do not qualify under item numbers .2 and .3 below will be required to pay an ETF/UUF. The ETF/UUF shall be 50% of the full MRC rate in effect for this plan at the time of termination multiplied by the number of months remaining in the term.

- .2 The Company will not charge an ETF/UUF when the Customer cancels an existing term plan agreement if at the same time the Customer agrees to a new term plan agreement for a different Business calling plan with an MRC or MMC from the Company.
- .3 The Company will adjust to zero any ETF/UUF when:
  - .a the Customer cancels an existing term plan agreement with an MRC or MMC if at the same time the Customer agrees to replace some or all of their existing service with Internet Protocol (IP) service, Wireless, or any functionally equivalent service from an affiliate of the Company for the purpose of placing outbound and/or inbound live voice communications outside of the Customer's local calling area; or
  - .b the Customer provides notice to the Company of its intent to terminate this plan, or the term agreement for this plan, within thirty (30) calendar days prior to or thirty (30) calendar days after the automatic renewal of the term.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.67 AT&T Business Unlimited Calling<sup>SM</sup> V

(A) Availability

This plan is no longer available to new Customers effective December 12, 2014. Existing customers may keep this plan until: (a) they move locations; and/or (b) make changes to their service; or (c) until it is discontinued by the Company, whichever occurs first.

(N)

(N)

(D)

(D)

SECTION 3 – DESCRIPTION OF SERVICES

(D)

(D)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.67 AT&T Business Unlimited Calling<sup>SM</sup> V<sup>1</sup> (continued)

(B) Inbound Switched TFS calls are not included in the unlimited MOUs. TFS calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of thirty (30) seconds. TFS per minute rates associated with this plan are subject to change with prior notification to the customer

(C) Term Agreement

.1 1-Year term<sup>2</sup> agreements are oral agreements and do not require a signature. (C)

.2 (D)

. (D)

This plan will remain in effect until either: (a) canceled or changed by the Customer; (b) he Customer terminates Service with the Company; (c) the Company no longer offers this plan to new Customers or existing Customers moving to new locations or changing the number of access lines# under the BTN(s) to which this plan applies. (D)

.3 The Customer is under no obligation to re-subscribe to this plan after completion of the term period. (D)

(D) Restrictions

This plan is provided for standard voice calling involving live dialog between individuals. This plan is not intended for use as a substitute for dedicated or open circuits, or similar applications. This plan may not be used for data connections, including but not limited to, modem to modem calls, remote access applications, Internet access, or Intranet access (including access to corporate LANs). Additionally, this plan may not be used for dedicated point-to-point connections between equipment that leaves a circuit connected without a contemporary, continuous voice communication. The plan may not be used for auto dialers; PBX trunks; ground start line or trunks; ISDN service, including PRI; foreign exchange services; Remote Call Forwarding/Telebranch Service; public telephone service; public access smart-pay phones; analog to digital conversion digital PBX service, including local access provisioned via T-1 facilities; WATS service; PBX/PABX/EABX services; non-square electronic key telephone systems; hybrid key telephone systems; predictive calling/dialing systems; automatic outbound dialing systems; any type of automatic call distribution system; or the functional equivalent of any such systems listed above. This plan may be used for fax transmissions, excluding broadcast fax applications (which are prohibited). Where customer has more than 10 calls to any single number of duration of more than 3 hours each during a billing cycle or any single call of greater than 10 hours of duration, Customer will be presumed to be in violation of these restrictions. In such case, Customer may be asked to provide reasonable proof to the Company that it is not using the Service for a prohibited purpose. Failure to provide such proof to the Company shall be treated as a violation of the terms and conditions of this Plan.

<sup>#</sup>This service not offered under this Guidebook

<sup>1</sup>This plan is no longer available to new Customers effective December 12, 2014. Existing customers may keep this plan until: (a) they move locations; and/or (b) make changes to their service; or (c) until it is discontinued by the Company, whichever occurs first.

<sup>2</sup>Effective September 12, 2016 1-Year term agreements for existing Customers will be unavailable for term renewal and will no longer automatically renew for a subsequent term. Customers who continue to subscribe to this plan at the end of their current term will be billed at this plans then current out of term month-to-month rates defined in Section 4 of this Guidebook. (N)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.67 AT&T Business Unlimited Calling<sup>SM</sup> V<sup>1</sup> (continued) (C)

(E) If the Company determines that the Customer is in violation of any of the restrictions or terms and conditions of this plan as specified above, the Customer will forfeit eligibility for rates under this plan and will be moved to AT&T Business Calling<sup>SM</sup> Monthly unless an alternative plan is selected by the Customer. If moved to AT&T Business Calling<sup>SM</sup> Monthly, the rates associated with AT&T Business Calling<sup>SM</sup> Monthly specified in Section 4.7 of this Guidebook will apply in lieu of the rates specified in Section 4.7.67 of this Guidebook (C)

(F) Call Detail Suppression Call Detail Suppression is an optional feature that provides a summary of all zero-rated calls included in this calling plan, displaying ‘total minutes’ and ‘total number of calls’ in lieu of itemizing each call in the “Call Charges” section of the bill. Call Detail Suppression is available at no additional charge. Customers who select this optional feature can receive the itemized call detail of their zero-rated calls, for up to twenty-four (24) previous months’ bills, at no charge. Activation and deactivation of the feature will begin within the next billing cycle following Customer’s request. Customers may add or remove the Call Detail Suppression optional feature from this plan at no charge. (C)

<sup>1</sup>This plan is no longer available to new Customers effective December 12, 2014. Existing customers may keep this plan until: (N)  
(a) they move locations; and/or (b) make changes to their service; or (c) until it is discontinued by the Company, whichever (N)  
occurs first. (N)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.67 AT&T Business Unlimited Calling<sup>SM</sup> V<sup>1</sup> (continued) (C)

(G) Early Termination Fee/Under Utilization Fee (ETF/UUF)

- .1 Customers that subscribe to this plan combined with a term plan agreement, and who wish to change to another calling plan; must cancel their current term plan agreement and agree to a new term plan agreement with new begin/end dates unless otherwise indicated in this Guidebook. (C)

Customers who cancel this plan prior to the expiration date of their current term plan agreement and who do not qualify under item numbers .2 and .3 below will be required to pay an ETF/UUF. The ETF/UUF shall be 50% of the full MRC rate in effect for this plan at the time of termination multiplied by the number of months remaining in the term.

- .2 The Company will not charge an ETF/UUF when the Customer cancels an existing term plan agreement if at the same time the Customer agrees to a new term plan agreement for a different Business calling plan with an MRC or MMC from the Company.

- .3 The Company will adjust to zero any ETF/UUF when:

- .a the Customer cancels an existing term plan agreement with an MRC or MMC if at the same time the Customer agrees to replace some or all of their existing service with Internet Protocol (IP) service, Wireless, or any functionally equivalent service from an affiliate of the Company for the purpose of placing outbound and/or inbound live voice communications outside of the Customer's local calling area; or
- .b the Customer provides notice to the Company of its intent to terminate this plan within thirty (30) calendar days prior to or thirty (30) calendar days after the automatic renewal of the term.

<sup>1</sup>This plan is no longer available to new Customers effective December 12, 2014. Existing customers may keep this plan until: (N)  
(a) they move locations; and/or (b) make changes to their service; or (c) until it is discontinued by the Company, whichever |  
occurs first. (N)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.68 Block of Time III Term Agreement Plans – Available Effective September 4, 2012

(N)

- (A) Block of Time III Term Agreement Plans are outbound calling and optional inbound Switched TFS long distance calling plans. These plans are established at the BTN level. Aggregation of multiple BTNS is not available with these plans. If the selects a different long distance calling plan for specific WTNs the Customer is required to establish a separate BTN for each variation.
- (B) Unless otherwise specified in the rate options defined in Section 3.7.68(L), Block of Time III Term Agreement Plans are available to new or existing Business Customers who:
  - .1 meet one of the following: (a) have previously subscribed to local dial tone Service of an Affiliate ILEC<sup>1</sup> of the Company and have cancelled that Service; or (b) are currently a local telephone customer of a competitor in the local serving territory of one of the Affiliate ILECs<sup>1</sup> of the Company and are now moving dial tone services from the competitor to the Affiliate ILEC<sup>1</sup>
  - .2 utilize Switched Access to reach the long distance network for outbound calling and to receive calls from the long distance network for TFS;
  - .3 subscribe to access line\* from an Affiliate of the Company that operates in whole or in part as an AT&T ILEC;
  - .4 subscribes to the Company for interLATA (interstate and intrastate) and intraLATA (local toll) Service for outbound long distance calling on each access line\*, and may also subscribe to the Company's TFS for inbound long distance calling;
  - .5 commit to subscribe to a Block of Time III Term Agreement rate option for a (1), two (2), or three (3) year term agreement as defined in Section 3.7.68 (L).1 through Section 3.7.68(L).4, of this Guidebook
  - .6 specify at the time of ordering if the MOUs are to be used for outbound calling, or both outbound and inbound TFS calling; and
  - .7 request to be provisioned under this plan.
- (C) Customers may subscribe to a Block of Time III Term Agreement rate option for outbound Service only or for both outbound and inbound TFS. Where a Customer subscribes to TFS, inbound toll free calls may originate on any type of access and are terminated via Switched Access to the Customer's location. See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS
- (D) Each Block of Time III Term Agreement rate option provides the Customer a specific amount (block) of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calls. All usage in excess of the selected block of time will be billed at a fixed rate per minute. Any minutes not used in a billing cycle will not be carried over to the next billing cycle. No credits will be given for any unused minutes.
- (E) Calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds.

\*This Service not offered out of this Guidebook

(N)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.68 Block of Time III Term Agreement Plan (continued)

(F) The Block of Time III Term Agreement rate option selected at the time the Customer's order is processed will remain in effect until cancelled or changed by the Customer. Changes to the selected Block of Time II Term Agreement rate option will be effective on the day the Customer's change order is processed. If an existing Customer initially subscribes to a Block of Time II Term Agreement option in the middle of its billing cycle, the change will be effective on the first day after the Customer's change order is processed.

(G) Reserved for Future Use

(C/D)

(H) Term Agreements

- .1 1-Year term agreements are oral agreements and do not require a signed agreement.
- .2 2-Year and 3-Year term agreements must be signed under any method accepted by the Company, including electronically, and must be received by Company within thirty (30) calendar days from the order date. If the Company does not receive the Customer's signed agreement within the thirty calendar (30) days, and Service has been provisioned in reliance thereon, the term of the agreement shall default to a 1-Year term under the rates, terms and conditions of the 1-Year term agreement.
- .3 If defaulted to a 1-Year term, the 1-Year term will start on the day the Company completes the change from a 2-Year or 3-Year term to a 1-Year term. The Company will endeavor to complete the change within thirty (30) calendar days after the expired due date for receipt of the signed agreement from the Customer.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.68 Block of Time III Term Agreement Plan (continued)

.4 Term Renewals

.a 1-Year Term Agreements

Unless otherwise indicated in this Guidebook, 1-Year term agreements for the selected Block of Time III Term Agreement rate option will automatically renew on the first day after the initial or any renewal term has expired at the then current rates for the selected Block of Time III Term Agreement rate option as defined in Section 4.7.68 of this Guidebook.

.b 2-Year and 3-Year<sup>1</sup> Term Agreements (C)

.i If the customer wishes to renew this plan for a new 2-Year or 3-Year term, the customer must notify the Company at least thirty (30) days prior to the expiration of their current term of their intention to renew for a new term.

.ii Customers who fail to contact the Company within thirty (30) days prior to the expiration of their term to request a term renewal will remain on this plan and be billed on a month-to-month basis at the out of term rates defined in Section 4.7.63 of this Guidebook

The selected Block of Time III Term Agreement rate option will remain in effect until: (a) canceled or changed by the Customer; (b) the Customer terminates Service with the Company; (c) the Company no longer offers the selected Block of Time III Term Agreement rate option to new Customers or existing Customers moving to new locations; or (d) the Company notifies the Customer the selected Block of Time III Term Agreement rate option is no longer available for auto-renewal; whichever occurs first

<sup>1</sup>Effective June 30, 2015, 3-Year term agreements are no longer available to new Customers. Existing Customers may continue with their current 3-year term agreement until the term expires or until they move locations and/or make changes to their service, whichever occurs first. Existing Customers at the end of their current term may request to renew this rate option for a 1-Year or 2-year term, or they may continue to subscribe to this rate option on an out of term month-to-month basis.

(N)  
|  
|  
(N)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.68 Block of Time III Term Agreement Plans (continued)

(H) (continued)

.5 The Customer is under no obligation to re-subscribe to the selected Block Of Time III Term Agreement rate option after completion of the initial or any renewal term period.

(C)

(I) Reserved for Future Use

(C)

(D)

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(D)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.68 Block of Time III Term Agreement Plans (continued)

(J)	Early Termination Fee/Under Utilization Fee (ETF/UUF)	(1/C)
.1	Customers that subscribe to this plan combined with a term plan agreement, and who wish to: (a) change the length of a term plan agreement; or (b) change to another calling plan; must cancel their current term plan agreement and agree to a new term plan agreement with new begin/end dates unless otherwise indicated in this Guidebook.	(N)       (N)
	Customers who cancel this plan prior to the expiration date of their current term plan agreement and who do not qualify under item numbers .2 and .3 below will be required to pay an ETF/UUF. The ETF/UUF shall be 50% of the full MRC rate in effect for this plan at the time of termination multiplied by the number of months remaining in the term.	(N) (N) (1)   (1)
.2	The Company will not charge an ETF/UUF when the Customer cancels an existing term plan agreement if at the same time the Customer agrees to a new term plan agreement for a different Business calling plan with an MRC or MMC from the Company.	(N)     (N)
.3	The Company will adjust to zero any ETF/UUF when:	(1/C)
.a	the Customer cancels an existing term plan agreement with an MRC or MMC if at the same time the Customer agrees to replace some or all of their existing service with Internet Protocol (IP) service, Wireless, or any functionally equivalent service from an affiliate of the Company for the purpose of placing outbound and/or inbound live voice communications outside of the Customer's local calling area; or	(N)       (N)
.b	the Customer provides notice to the Company of its intent to terminate this plan within thirty (30) calendar days prior to or thirty (30) calendar days after the automatic renewal of the term.	(1/T)   (1/T)
(K)	Reserved for Future Use	(1/T)

(M) – Material moved from Page 220.27



SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.68 Block of Time III Term Agreement Plans (continued)

(L) Rate Options (continued)

.3 AT&T Business Block of Time<sup>SM</sup> 2500 III

This rate option is available for a 1-Year, 2-Year, or 3-Year term agreement. For the MRC specified in Section 4.7.68(C) of this Guidebook, the Customer receives a 2500 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calls. See Section 4.7.68(C) of this Guidebook for the per minute rate after the block of time has been used.

.4 AT&T Business Block of Time<sup>SM</sup> 5000 III

This rate option is available for a 1-Year, 2-Year, or 3-Year term agreement. For the MRC specified in Section 4.7.68(D) of this Guidebook, the Customer receives a 5000 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calls. See Section 4.7.68(D) of this Guidebook for the per minute rate after the block of time has been used.

3.7.69 All for Less<sup>®</sup> Unlimited

(A) This plan is an outbound calling and optional inbound Switched Toll Free Service (TFS) long distance calling plan. This plan is established at the BTN level. Aggregation of multiple BTNs is not available with this plan. If the Customer or Applicant selects a different long distance calling plan for specific WTNs, the Customer is required to establish a separate BTN for each variation.

(B) This plan is available to Business Customers who:

- .a utilize Switched Access to reach the long distance network for outbound calling and optionally, to receive calls from the long distance network for inbound TFS;
- .b subscribe to the Company for interLATA (interstate and intrastate) and intraLATA (local toll) Service for outbound long distance calling on each AT&T business access line# per service location, and may also subscribe to the Company's TFS for inbound long distance calling;
- .c currently or newly subscribe to and maintain a minimum of one (1) but no more than ten (10) business access lines# (i.e., BTNs and WTNs) from an Affiliated ILEC of the Company (excluding where that Affiliate is operating as a CLEC) on a single BTN account per service location;
- .d subscribe to this plan only on business access lines# subscribing to AT&T Business Local Calling<sup>SM#</sup> or Custom BizSaver II<sup>#</sup>, from Affiliated ILEC of the Company;
- .e commit to subscribe to this service for an initial one (1) year term agreement<sup>1, 2</sup>; (C)  
or under the non-term rate option; (C)
- .f request to be provisioned under this plan; and
- .g meet one or more of the qualification options defined in Section 3.7.69 (C) of this Guidebook.

<sup>#</sup>This service not offered out of this Guidebook.

<sup>1</sup>The initial one (1) year term agreement is an oral agreement.

<sup>2</sup>Effective September 1, 2017, 1-Year terms are no longer available to new Customers. Existing Customers at the end of their current term may request to renew this plan for another 1-Year term, or they may continue to subscribe to this plan on the out of term month-to-month basis, until they move locations and/or make changes to their service, whichever occurs first.

(N)  
|  
(N)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.69 All for Less® Unlimited (continued)

(C) Qualification Options

<b>OPTION 1</b>		
Newly subscribe to a qualifying Internet service# as defined and offered by an Affiliate of the Company		(T)
<b>OPTION 2</b>		
<ol style="list-style-type: none"> <li>1. newly subscribe to a qualifying wireless service# as defined and offered by an Affiliated Wireless provider of the Company; and</li> <li>2. agree the Company may combine its wireless Affiliate billing with the Affiliate ILEC billing except when Customers are participating in the wireless Affiliate’s SBS Wireless Deposit Waiver Program#.</li> </ol>		
<b>OPTION 3</b>		
currently subscribe to Internet Service from an Affiliate of the Company and agree to upgrade current internet service to any 6Mbps or higher, Internet# speed.		
<b>OPTION 4</b>		
<ol style="list-style-type: none"> <li>1. currently subscribe to: AT&amp;T Business Unlimited Calling<sup>SM</sup>, AT&amp;T Business Unlimited Calling<sup>SM</sup> III, AT&amp;T Business Unlimited Calling<sup>SM</sup> IV, AT&amp;T Business Unlimited Calling<sup>SM</sup> V; or All For Less Unlimited;</li> <li>2. currently subscribe to AT&amp;T Business Local Calling<sup>SM</sup># or Custom BizSaver II# from an Affiliate ILEC of the Company;</li> <li>3. currently subscribe to Internet service as defined and offered by an Affiliate of the Company and/or wireless service as defined and offered by an Affiliate Wireless provider of the Company and/or TV service as defined and offered by an Affiliate of the Company.</li> </ol>		(C) (N) (C) (N)
<b>OPTION 5</b>		
<ol style="list-style-type: none"> <li>1. currently subscribe to and maintain at least one (1) but no more than ten (10) business access lines# (i.e., BTNs and WTNs) from an Affiliate ILEC of the Company (excluding where that Affiliate is operating as a CLEC) on a single BTN account per service location and state an intention to change local carriers for economic reasons and/or in response to a competitive offer;</li> <li>2. currently subscribe to Internet service as defined and offered by an Affiliate of the Company and/or wireless service as defined and offered by an Affiliate Wireless provider of the Company and/or TV service as defined and offered by an Affiliate of the Company.</li> </ol>		(C) (N)
<b>OPTION 6</b>		
Newly subscribe to qualifying TV service# as defined and offered by an Affiliate of the Company		(N)

#This service not offered out of this Guidebook.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.69 All for Less® Unlimited (continued)

- (D) A single business entity with more than one BTN at the business entity's physical service location is eligible for this plan on one (1) BTN only, provided the total number of AT&T business access lines# do not exceed ten (10) at that location. Additionally, service under this plan is limited to one BTN with one (1) to ten (10) business access lines# per legal business entity.
- (E) The Customer may subscribe to this plan for outbound Service only, or for both outbound service and inbound TFS. Customer should specify at the time of ordering if the plan is to be used for outbound calling, or both outbound and inbound TFS calling. Customers subscribing to the plan receive unlimited domestic 1+ direct-dialed outbound calling. Where a Customer subscribes to TFS, inbound toll free calls may originate on any type of access and are terminated via Switched Access to the Customer's location. (See Section 3.6 of this Guidebook for optional features, rules, regulations, and general information regarding TFS; see Section 4.6 of this Guidebook for TFS MRC rates.)
- (F) Inbound Switched TFS are not included in the unlimited minutes of use. TFS calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of thirty (30) seconds. TFS per minute rates associated with this plan are subject to change with prior notification to the customer.
- (G) Call Detail Suppression is an optional feature that provides a summary of all zero-rated calls included in this calling plan, displaying 'total minutes' and 'total number of calls' in lieu of itemizing each call in the "Call Charges" section of the bill. Call Detail Suppression is available at no additional charge. Customers who select this optional feature can receive the itemized call detail of their zero-rated calls, for up to twenty-four (24) previous months' bills, at no charge. Activation and deactivation of the feature will begin within the next billing cycle following Customer's request. Customers may add or remove the Call Detail Suppression optional feature from this plan at no charge.
- (H) At the end of a Customer's one (1) year term agreement, if the Customer does not re-subscribe for a new one (1) year term, or cancel services, they may continue with this plan on an out of term month-to-month basis at the out of term month-to-month rates defined in Section 4.7.69 of this Guidebook. Customers on out of term month-to-month rates may contact AT&T if they wish to move to the non-term rate option. (C)  
(C)
- (I) This plan will remain in effect until either: (a) canceled or changed by the Customer; (b) the Customer terminates Service with the Company; (c) the Company no longer offers this plan to new Customers or to existing Customers moving to new locations or changing the number of access lines# under the BTN(s) to which this plan applies; or (d) the Company notifies the Customer this plan is no longer available, whichever occurs first.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.69 All for Less<sup>®</sup> Unlimited (continued)

(J) Early Termination Fee/Under Utilization Fee (ETF/UUF)

- .1 Customers that subscribe to this plan and who wish to change to another calling plan prior to the end of a term agreement must cancel the current term agreement and agree to a new term agreement with new begin/end dates unless otherwise indicated in this Guidebook.

Customers who cancel this plan prior to the expiration date of their current term agreement and who do not qualify under item Section 3.7.69(J) .2 of this Guidebook, will be required to pay an ETF/UUF. The ETF/UUF shall be 50% of the full MRC rate in effect for this plan at the time of termination multiplied by the number of months remaining in the term.

- .2 The Company will not charge an ETF/UUF:

- .a when the Customer cancels an existing term plan agreement if at the same time the Customer agrees to a new term plan agreement for a different Business calling plan with an MRC or MMC from the Company;
- .b when the Customer cancels this plan while under a term agreement if at the same time the Customer agrees to replace some or all of their existing service with Internet Protocol (IP) service, Wireless, or any functionally equivalent service from an Affiliate of the Company for the purpose of placing outbound and/or inbound live voice communications outside of the Customer's local calling area; or
- .c when the Company no longer offers this plan and the Customer moves to a new location or changes the number of access lines# under the BTN(s) to which this Plan applies; or (T)
- .d when subscribing to this plan under a non-term rate option. (N)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.69 All for Less<sup>®</sup> Unlimited (continued)

(K) Restrictions

This plan is provided for standard voice calling involving live dialog between individuals. This plan is not intended for use as a substitute for dedicated or open circuits, or similar applications. This plan may not be used for data connections, including but not limited to, modem to modem calls, remote access applications, Internet access, or Intranet access (including access to corporate LANs). Additionally, this plan may not be used for dedicated point-to-point connections between equipment that leaves a circuit connected without a contemporary, continuous voice communication. The plan may not be used for auto dialers; PBX trunks; ground start line or trunks; ISDN service, including PRI; foreign exchange services; Remote Call Forwarding/Telebranch Service; public telephone service; public access smart-pay phones; analog to digital conversion digital PBX service, including local access provisioned via T-1 facilities; WATS service; PBX/PABX/EABX services; non-square electronic key telephone systems; hybrid key telephone systems; predictive calling/dialing systems; automatic outbound dialing systems; any type of automatic call distribution system; or the functional equivalent of any such systems listed above. This plan may be used for fax transmissions, excluding broadcast fax applications (which are prohibited).

If the Company determines that the Customer is in violation of any of the restrictions or terms and conditions of this plan as specified above, the Customer will forfeit eligibility for rates under this plan and will be moved to AT&T Business Calling<sup>SM</sup> Monthly unless an alternative plan is selected by the Customer. If moved to AT&T Business Calling<sup>SM</sup> Monthly, the rates associated with AT&T Business Calling<sup>SM</sup> Monthly will apply in lieu of the rates specified in Section 4.7.69 of this Guidebook.

If, during a billing cycle, the Customer has more than 10 calls to any single number of a duration of more than 3 hours each or any single call of greater than 10 hours of duration, the Customer will be presumed to be in violation of these restrictions. In such case, Customer may be asked to provide reasonable proof to the Company that it is not using the Service for a prohibited purpose. Failure to provide such proof to the Company shall be treated as a violation of the terms and conditions of this Plan.

(N)

(N)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.70 All for Less<sup>®</sup> 500

(N)

- (A) This plan is an outbound calling and optional inbound Switched Toll Free Service (TFS) long distance calling plan. This plan is established at the BTN level. Aggregation of multiple BTNs is not available with this plan. If the Customer or Applicant selects a different long distance calling plan for specific WTNs the Customer is required to establish a separate BTN for each variation.
- (B) This plan is available to Business Customers who:
  - .a utilize Switched Access to reach the long distance network for outbound calling and optionally, to receive calls from the long distance network for inbound TFS;
  - .b subscribe to the Company for interLATA (interstate and intrastate) and intraLATA (local toll) Service for outbound long distance calling on each AT&T business access line# per service location, and may also subscribe to the Company's TFS for inbound long distance calling;
  - .c Currently or newly subscribe to access line(s)<sup>#</sup> from an Affiliate ILEC of the Company (excluding where that Affiliate is operating as a CLEC);
  - .d Subscribe to this Plan on business access lines# subscribing to AT&T Business Local Calling<sup>SM#</sup> or Custom BizSaver I<sup>#</sup> provided by an Affiliate ILEC of the Company;
  - .e commit to subscribe to this service for an initial one (1) year term agreement<sup>1</sup>;
  - .f request to be provisioned under this plan; and
  - .g meet one or more of the qualification options defined in Section 3.7.70 (C) of this Guidebook.

(C) Qualification Options

<b>OPTION 1</b>
Newly subscribe to a qualifying Internet service# as defined and offered by an Affiliate of the Company.
<b>OPTION 2</b>
<ol style="list-style-type: none"> <li>1. newly subscribe to a qualifying wireless service# as defined and offered by an Affiliated Wireless provider of the Company; and</li> <li>2. agree the Company may combine its wireless Affiliate billing with the Affiliate ILEC billing except when Customers are participating in the wireless Affiliate's SBS Wireless Deposit Waiver Program#.</li> </ol>
<b>OPTION 3</b>
Currently subscribe to Internet Service from an Affiliate of the Company and agree to upgrade current internet service to any 6Mbps or higher, Internet# speed.
<b>OPTION 4</b>
<ol style="list-style-type: none"> <li>1. Currently subscribe to business access line(s)# from an Affiliate ILEC of the Company (excluding where that Affiliate is operating as a CLEC) and state an intention to change local carriers for economic reasons and/or in response to a competitive offer; and</li> <li>2. currently subscribe to Internet service as defined and offered by an Affiliate of the Company and/or wireless service provided by an Affiliate Wireless provider of the Company.</li> </ol>

(N)

<sup>#</sup>This service not offered out of this Guidebook.

<sup>1</sup>The initial one (1) year term agreement is an oral agreement.

(N)

(N)



SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.70 All for Less<sup>®</sup> 500 (continued)

(H) Early Termination Fee/Under Utilization Fee (ETF/UUF)

- .1 Customers that subscribe to this plan and who wish to change to another calling plan prior to the end of a term agreement must cancel the current term agreement and agree to a new term agreement with new begin/end dates unless otherwise indicated in this Guidebook.

Customers who cancel this plan prior to the expiration date of their current term agreement and who do not qualify under item Section 3.17.70(H) .2 of this Guidebook, will be required to pay an ETF/UUF. The ETF/UUF shall be 50% of the full MRC rate in effect for this plan at the time of termination multiplied by the number of months remaining in the term.

- .2 The Company will not charge an ETF/UUF:

- .a when the Customer cancels an existing term plan agreement if at the same time the Customer agrees to a new term plan agreement for a different Business calling plan with an MRC or MMC from the Company;
- .b when the Customer cancels this plan while under a term agreement if at the same time the Customer agrees to replace some or all of their existing service with Internet Protocol (IP) service, Wireless, or any functionally equivalent service from an Affiliate of the Company for the purpose of placing outbound and/or inbound live voice communications outside of the Customer's local calling area; or
- .c when the Company no longer offers this plan and the Customer moves to a new location.

(N)

(N)

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services

3.8.1 General

For outbound Services provided via a Switched Access arrangement, Residential Customers may subscribe to any of the Company's outbound Service offerings for the provision of (1) intrastate InterLATA and intrastate IntraLATA calling; (2) intrastate InterLATA calling only and select another company for the provision of the Customer's intrastate IntraLATA calling; or (3) intrastate IntraLATA calling only and select another company for the provision of the Customer's intrastate InterLATA calling.

3.8.2 Reserved for future use

(C)

(D)

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(D)



SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.5 California Saver<sup>1</sup> (continued)

<sup>1</sup> This Service is no longer available to new Customers or existing Customers at new locations effective July 10, 2003.

- (E) This Service is established at the BTN level. If a Customer selects a different price plan for specific WTN(s), the Customer is required to establish a separate BTN for each variation.
- (F) Customers who cancel or discontinue the Company's Service or any of the qualifying services or features or whose Service is refused, cancelled or discontinued by an Affiliated LEC or Affiliated CLEC shall forfeit eligibility for rates under this Service. Customers continuing to presubscribe to the Company will be moved to Long Distance II and the rates described in Section 4.4.3 (F) will apply.
- (G) If the Customer uses this Service for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, permanent and semi-permanent internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to Long Distance II and the rates described in Section 4.4.3 (F) of this Guidebook will apply.

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.6 Reserved for future use

(C)

(D)

(D)

(D)  
(D)  
(D)

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.7 Reserved for future use

(D)

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

(D)

(D)

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.8 Reserved for future use

(C)

(D)

(D)

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.9 Reserved for Future Use

(C/D)

(D)

(D)

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

(D)

(D)

3.8.10 Reserved for future use

(C)

(D)

(D)

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.11 Reserved for Future Use

(C/D)

(D)

(D)

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

(D)

(D)

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.12 Reserved for future use

(C)

(D)

(D)

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.13 Reserved for future use

(C)

(D)

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(D)

SECTION 3 – DESCRIPTION OF SERVICES

- 3.8 Custom Consumer Services (continued)
- 3.8.14 AT&T ONE RATE<sup>®</sup> Nationwide Preferred Direct<sup>1</sup> (C)
- (A) AT&T ONE RATE<sup>®</sup> Nationwide Preferred Direct is a bundled intrastate and interstate outbound long distance calling plan that for a single MRC the Customers receive a flat per minute usage rate for both 1+ outbound direct-dialed intrastate and interstate long distance calling anytime minutes. This service is for Residential Customers with a single BTN. Multiple BTN Aggregation is not available. AT&T ONE RATE<sup>®</sup> Nationwide Preferred Direct Direct is available to Residential Customers that: (C)
- .1 Use Switched Access to reach the long distance network;
  - .2 Subscribe to the Company for the provision of interstate, intrastate IntraLATA , and/or intrastate InterLATA Service.
  - .3 Provide the Company the same billing name and address for all Services required to subscribe to this plan.
  - .4 Limit the use of Service to that which is of a standard, domestic, Residential nature.
  - .5 Request to be provisioned under this plan
- (B) See section 4.8.14 for plan rates and charges (C)

<sup>1</sup>Effective February 1, 2021, AT&T ONE RATE<sup>®</sup> Nationwide Preferred Direct is no longer available to new subscribers. (N)  
Existing subscribers may keep this plan until they move locations or make changes to their service. (N)

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.15 Reserved for future use

(C)

(D)

(D)



SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.16 Reserved for Future Use

(C/D)

(D)

(D)



SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.18 AT&T Unlimited Nationwide Calling One formerly known as JustCall<sup>SM</sup> Unlimited and Unlimited Nationwide Calling<sup>SM</sup> II (C)  
(N)

(A) AT&T Unlimited Nationwide Calling One is a bundled outbound only interstate intrastate long distance usage calling plan designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with this Service. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. For a single MRC this Service is available to new and existing Residential Customers who meet the following terms and conditions:

- .1 use Switched Access to reach the long distance network;
- .2 subscribe to and maintain an access line\* with a BTN from an Affiliated ILEC of the Company;
- .3 subscribe to the Company for the provision of interstate, intrastate InterLATA and intrastate IntraLATA Service;
- .4 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Residential Customer also subscribes to the required products and/or Services described above;
- .5 request to be provisioned under this Service; and
- .6 limit the use of Service to that which is of a standard, domestic, residential nature.

(B) If the Customer uses this Service for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to AT&T ONE RATE<sup>®</sup> Nationwide 5 Cents Advantage. If the Customer is moved off this Service because of the previously described reasons, the Customer may be ineligible to re-subscribe to this Service.

\*This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.19 AT&T Unlimited Nationwide Calling Advantage 1

- (A) AT&T Unlimited Nationwide Calling Advantage 1 is a bundled outbound only interstate intrastate long distance usage calling plan designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with this Service. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. For a single MRC this Service is available to new and existing Residential Customers who meet the following terms and conditions:
- .1 use Switched Access to reach the long distance network;
  - .2 subscribe to the Company for the provision of interstate, intrastate InterLATA and intrastate IntraLATA Service
  - .3 subscribe to and maintain the following services from an Affiliated ILEC of the Company:
    - .a Access line\* with a BTN and;
    - .b Verticals Feature Package\* as defined and offered by the Affiliated ILEC of the Company in conjunction with a subscription to this plan;
  - .4 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Residential Customer also subscribes to the required products and/or services described above;
  - .5 request to be provisioned under this Service and;
  - .6 limit the use of Service to that which is of a standard, domestic, residential nature.
- (B) If the Customer uses this Service for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to AT&T ONE RATE<sup>®</sup> Nationwide 5 Cents Advantage. If the Customer is moved off this Service because of the previously described reasons, the Customer may be ineligible to re-subscribe to this Service.

(C)

\*This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.20 AT&T Unlimited Nationwide Calling Advantage 2<sup>1</sup> (C)

AT&T Unlimited Nationwide Calling Advantage 2 is a bundled outbound only interstate intrastate long distance usage calling plan designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with this Service. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line.

**OPTION 1 – WINBACK**

- (A) For a single MRC this Option is available to new Residential Customers who;
- .1 use Switched Access to reach the long distance network;
  - .2 order this Service On-Line or by contacting an Affiliated ILEC Customer Care Center;
  - .3 subscribe to the Company for the provision of interstate, intrastate InterLATA and intrastate IntraLATA Service;
  - .4 subscribe to an Access line\* with a BTN of an Affiliated ILEC of the company;
  - .5 meet a minimum of one (1) of the following conditions;
    - .a previously subscribed to local dial tone Service of an Affiliated ILEC of the Company and have cancelled that Service or;
    - .b previously subscribed to long distance Service from the Company and have cancelled that Service, or;
    - .c be a current Local telephone Customer in the Affiliate of the Company's local territory who is now moving dial tone services from a competitor of the Company to an Affiliated ILEC of the Company;
  - .6 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Residential Customer also subscribes to the required products and/or services described above;
  - .7 request to be provisioned under this Service; and
  - .8 limit the use of Service to that which is of a standard, domestic, residential nature.
- (B) This Service may be combined with Vertical Packages\* as defined and offered by the Affiliated ILEC of the Company in conjunction with a subscription to this plan.
- (C) Hearing impaired and disabled customers who access the Company's website and are unable to order this plan on-line may order via text telephone.

\*This service not offered under this Guidebook

<sup>1</sup>Effective February 1, 2021, AT&T Unlimited Nationwide Calling Advantage 2 is no longer available to new subscribers. Existing subscribers may keep this plan until they move locations or make changes to their service. (N)  
(N)

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.20 AT&T Unlimited Nationwide Calling Advantage 2 (continued)

- (D) In the event the Company's on-line ordering system is not functioning or processing orders due to a system outage or malfunction, Customers may call the Company's customer care center or sales representative to request assistance for on-line ordering AT&T Unlimited Nationwide Calling Advantage 2.
- (E) If the Customer uses this Service for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to AT&T ONE RATE<sup>®</sup> Nationwide 5 Cents Advantage. If the Customer is moved off this Service because of the previously described reasons, the Customer may be ineligible to re-subscribe to this Service

**OPTION 2 – RETENTION**

- (A) For a single MRC this Option is available to existing Residential Customers who;
  - .1 use Switched Access to reach the long distance network;
  - .2 currently subscribe to the Company for the provision of interstate, intrastate InterLATA and/or intrastate IntraLATA Service;
  - .3 currently subscribe to local dial tone service\* with a BTN from an Affiliated ILEC of the Company and state an intention to change local carries in response to a competitive offer;
  - .4 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Residential Customer also subscribes to the required products and/or services described above;
  - .5 request to be provisioned under this Service; and
  - .6 limit the use of Service to that which is of a standard, domestic, residential nature.
- (B) This Service may be combined with Vertical Packages# as defined and offered by the Affiliated ILEC of the Company in conjunction with a subscription to this plan. (C)
- (C) If the Customer uses this Service for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to AT&T ONE RATE<sup>®</sup> Nationwide 5 Cents Advantage. If the Customer is moved off this Service because of the previously described reasons, the Customer may be ineligible to resubscribe to this Service.

\*This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.20 AT&T Unlimited Nationwide Calling Advantage 2 (continued)

**OPTION 3 – ON-LINE ORDERING**

(A) For a single MRC this Option is available to new and/or existing Residential Customers who;

- .1 use Switched Access to reach the long distance network;
- .2 order this Service On-Line;
- .3 subscribe to the Company for the provision of interstate, intrastate InterLATA and intrastate IntraLATA Service;
- .4 subscribe to and maintain the following services from an Affiliated ILEC of the Company:
  - .a Access line\* with a BTN and;
  - .b Verticals Feature Package\* as defined and offered by the Affiliated ILEC of the Company in conjunction with a subscription to this plan;
- .5 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Residential Customer also subscribes to the required products and/or services described above;
- .6 request to be provisioned under this Service; and
- .7 limit the use of Service to that which is of a standard, domestic, residential nature.

(C) Hearing impaired and disabled customers who access the Company's website and are unable to order this plan on-line may order via text telephone.

(D) In the event the Company's on-line ordering system is not functioning or processing orders due to a system outage or malfunction, Customers may call the Company's customer care center or sales representative to request assistance for on-line ordering AT&T Unlimited Nationwide Calling Advantage2.

(E) If the Customer uses this Service for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to AT&T ONE RATE<sup>®</sup> Nationwide 5 Cents Advantage. If the Customer is moved off this Service because of the previously described reasons, the Customer may be ineligible to re-subscribe to this Service.

\*This service not offered under this Guidebook





SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.23 AT&T ONE RATE® Nationwide Advantage (C)  
(D)

(A) This plan is a bundled outbound only interstate intrastate long distance usage calling plan designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with this Service. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. For a single MRC this Service is available to new and existing Residential Customers who meet the following terms and conditions:

- .1 use Switched Access to reach the long distance network;
- .2 Subscribe to the Company for the provision of interstate and intrastate InterLATA and/or intrastate IntraLATA Service;
- .3 subscribe to and maintain an access line\* with a BTN from an Affiliated ILEC of the Company;
- .4 request to be provisioned under this optional calling plan and;
- .5 limit the use of Service to that which is of a standard, domestic, residential nature.

3.8.24 AT&T ONE RATE® Nationwide Calling 1<sup>1</sup> (C)

(A) This plan is a bundled outbound only interstate and intrastate long distance usage calling plan designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with this Service. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. For a single MRC this Service is available to new and existing Residential Customers who:

- .1 use Switched Access to reach the long distance network;
- .2 Subscribe to the Company for the provision of interstate and intrastate InterLata and/or intrastate IntraLata Service;
- .3 subscribe to access line\* from an Affiliate of the Company that operates in whole or in part as an AT&T ILEC;
- .4 request to be provisioned under this optional calling plan and;
- .5 limit the use of Service to that which is of a standard, domestic, residential nature.

\*This service not offered under this Guidebook.

<sup>1</sup>Effective February 1, 2021, AT&T ONE RATE® Nationwide Calling 1 is no longer available to new subscribers. Existing subscribers may keep this plan until they move locations or make changes to their service. (N)  
(N)

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.24 AT&T Unlimited Nationwide Calling<sup>SM</sup> Plus 1<sup>1</sup> (C)

(A) AT&T Unlimited Nationwide Calling<sup>SM</sup> Plus 1 is a bundled outbound only interstate intrastate long distance usage calling plan designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with this Service. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. For a single MRC this Service is available to new and existing Residential Customers who meet the following terms and conditions:

- .1 use Switched Access to reach the long distance network;
- .2 subscribes to the Company for the provision of interLATA (interstate and intrastate) service and intraLATA (local toll) service combined for outbound long distance calling;
- .3 subscribes to and maintains the following services from an Affiliated ILEC of the Company:
  - .a Access line\* with a BTN and;
  - .b Verticals Feature Package\* as defined and offered by the Affiliated ILEC of the Company in conjunction with a subscription to this plan;
- .4 subscribe to and maintain one (1) or more Affiliate of the Company Products\* as defined and offered by the Affiliate of the Company in conjunction with a subscription to this plan;
- .5 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Residential Customer also subscribes to the required products and/or services described above;
- .6 request to be provisioned under this Service and;
- .7 limits the use of Service to that which is of a standard, domestic, residential nature.

(B) If the Customer uses this Service for non-standard residential or non-residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to AT&T ONE RATE<sup>®</sup> Nationwide Advantage. If the Customer is moved off this Service because of the previously described reasons, the Customer may be ineligible to re-subscribe to this Service.

\*This service not offered under this Guidebook

<sup>1</sup>Effective February 1, 2021, AT&T Unlimited Nationwide Calling<sup>SM</sup> Plus 1 is no longer available to new subscribers. Existing subscribers may keep this plan until they move locations or make changes to their service. (N)  
(N)

SECTION 3 – DESCRIPTION OF SERVICES

3.9 Special Rewards

3.9.1 Residential Retention Offers<sup>/1/</sup>

(C)

As described below, Retention Offers are available to qualifying customers of the Company who currently or newly subscribe to one of the Company's qualifying unlimited plans.

(A) Qualifying Plans

.1 AT&T Unlimited Nationwide Calling Advantage 1, AT&T Unlimited Nationwide Calling Advantage 2, and AT&T Unlimited Nationwide Calling Plus 1

.a Available to Residential Customers who:

.i currently subscribe to the Company for interLATA (interstate and intrastate) service, intraLATA (local toll) service, or interLATA/intraLATA service combined and state an intention to change long distance service to a competitor of the Company, are offered a qualifying plan as defined in (A).1 and continue to state an intention to change long distance service to a Competitor of the Company; or

.ii currently subscribe to a qualifying plan as defined in (A).1 above and state an intention to change long distance Service to a competitor of the Company.

.iii in either case, Customer must subscribe to one of the qualifying plans defined in (A).1 above to qualify for this retention offer.

.b Rates and Charges

Customers subscribing to a qualifying plan as defined in (A).1 above will receive a \$5.00 monthly credit for a twelve (12) month benefit period. At the end of the benefit period the customer will be charged the then current rates for qualifying plan as defined in Section 4.8 of this Guidebook

.c Customers must maintain the requirements of the qualifying plan as defined in Section 3.8 of the Company's Voice Product and Reference Pricing Guidebook accessible via <http://www.att.com/servicepublications> and continue to subscribe to the qualifying plan to continue to receive the \$5.00 monthly credit during the twelve (12) month benefit period.

.d This offer cannot be combined with any other promotion offered by the Company or with the Company Reward offers defined Section 3.8 of this Company's Voice Product and Reference Pricing Guidebook.

.2 AT&T Unlimited Nationwide Calling Advantage 3

.a Available to Residential Customers who currently subscribe to AT&T Unlimited Nationwide Calling Advantage 3 and state an intention to change long distance service to a competitor of the Company. Customers must continue to subscribe to AT&T Unlimited Nationwide Calling Advantage 3 as defined in Section 3.8 of the Company's Voice Product and Reference Pricing Guidebook to qualify for this retention offer.

.b Rates and Charges

Customers continuing to subscribing to AT&T Unlimited Nationwide Calling Advantage 3 under this offer will receive a \$5.00 monthly credit for a twelve (12) month benefit period.

.c Customers must maintain the AT&T Unlimited Nationwide Calling Advantage 3 requirements defined in Section 3.8 the Company's Voice Product and Reference Pricing Guidebook and continue to subscribe to AT&T Unlimited Nationwide Calling Advantage 3 to continue to receive the \$5.00 monthly credit during the twelve (12) month benefit period. At the end of the benefit period the customer will be charged the then current rates for this plan as defined in Section 4.8 of this Guidebook

.d This offer cannot be combined with any other promotion offered by the Company or with the Company Reward offers defined in Section 3.8 of the Company's Voice Product and Reference Pricing Guidebook.

/1/ Effective January 1, 2021, Residential Retention Offers are no longer available. Existing subscribers will continue to receive the monthly credit for the duration of their twelve (12) month benefit period.

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(N)

SECTION 3 – DESCRIPTION OF SERVICES

3.9 Special Offers (continued)

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SECTION 3 – DESCRIPTION OF SERVICES

3.10 Miscellaneous

3.10.1 Account Codes<sup>1,2</sup>

- (A) Account codes are an optional feature associated with outbound long distance Service that provides the Customer the ability to track usage by requiring the caller enter a string of digits ("digit string"). Account codes enable the Customer to obtain call detail from the Company which is sorted and summarized based on digits entered by the caller. See section 4.10.9 or the account code feature MRC.
- (B) The length of the string digits available to a Customer is limited and the number of digits is based on whether the call originates at an On-Net or Off-Net location. The Company controls the length of the string digits. The caller will be allowed three (3) attempts to enter a valid account code before the call is terminated.
- (C) The account codes are available on a mandatory basis only when placing a call, the caller must enter an account code for the call to complete.
- (D) The account codes are available on a validated and non-validated basis. If the Customer subscribes to the validated feature, the caller must enter specific account codes in order to complete the call. If the Customer subscribes to the non-validated feature, the caller may enter any digits as an account code as long as the string is the designated number of digits in length.

<sup>1</sup>This feature is no longer available to new Customers effective January 12, 2015. Additionally, concurrent this change, the non-mandatory account code option is discontinued.

<sup>2</sup>Effective June 12, 2015, no changes will be allowed to Account Code configurations. Network facilities supporting Account Codes are being discontinued in some areas, which will impact the availability of this feature. Existing customers may continue with current Account Code configurations where network capability exists or until the Account Code billing feature is discontinued in its entirety by the Company.

(C)  
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(C)

SECTION 3 – DESCRIPTION OF SERVICES

3.10 Miscellaneous (continued)

3.10.2 Employee Rate Plans

(A) Employee AT Home Discount Plan also known as SBC@Home

.1 This plan is an outbound long distance optional calling plan available to eligible management employees and eligible retired employees (collectively referred to as “Employees”) of the Company that use Switched Access to reach the long distance network. This optional pricing plan is established at the BTN level. Employees may only subscribe to one optional calling plan per BTN.

.2 The Employee receives unlimited Direct Dialed intrastate IntraLATA, intrastate InterLATA and interstate MOUs when placing one plus (1+) Direct-Dialed outbound calls that originate from a residential telephone line presubscribed to the Company.

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.3 This plan is for Employee residential use only, not for business use (including telemarketing or autodialing). This plan cannot be used for long distance access to the Internet. To continue receiving unlimited Direct-Dialed intrastate IntraLATA, intrastate InterLATA and interstate calling the Employee must subscribe to the Company as the provider for both intrastate and interstate services. If the Employee chooses another carrier to provide intrastate IntraLATA service, they will not receive unlimited intrastate IntraLATA calling from SBC Long Distance. Employees who no longer qualify for this plan, or misuse this service may be moved by the Company to JustCall<sup>SM</sup> I and the rates described in Section 4.4.3 (AG) of this Guidebook will apply.

(B) Discount Plan

A discount will be given to eligible non-management employees (upon agreement between the Company and unions, where necessary), eligible management employees, and eligible retired employees (upon agreement between the Company and unions, where necessary) that subscribe to any of the Company's Service offerings available to Residential Customers. The discount is applied to the total amount of the long distance bill including but not limited to intrastate, interstate, and International usage, taxes, and surcharges.

SECTION 3 – DESCRIPTION OF SERVICES

3.10 Miscellaneous

3.10.2 Employee Rate Plans (continued)

(C) Block of Time 600 Minutes

- .1 Block of Time 600 Minutes is an outbound long distance Direct-Dialed optional calling plan for eligible retirees of the Company and/or affiliates of the Company (a) who retired prior to divestiture or under separate agreement in the 1990's; (b) whose previous concession plan was administered by an outside vendor; (c) who use Switched Access to reach long distance network; (d) who subscribe to the Service for the provision of intrastate intraLATA, intrastate interLATA, and interstate calling; and (e) who are determined to be eligible for this plan by the human resources department of the Company and/or an affiliate of the Company. All calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute. This optional calling plan is established at the BTN level. Retirees may only subscribe to one optional calling plan per BTN.
- .2 The retiree receives 600 MOU of intrastate intraLATA, intrastate interLATA and/or interstate one plus (1+) Direct-Dialed outbound MOUs that originate from a residential telephone line presubscribed to the Company.
- .3 This plan is for retiree residential use only, not for business use (including telemarketing or autodialing). This plan cannot be used for long distance access to the Internet.

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