
A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE
CONTENTS

A103.1	Reserved For Future Use	1	
A103.2	Statewide Rate Schedule	1	
A103.2.1	Reserved for Future Use	1	
A103.2.2	(DELETED)	1	
A103.2.3	Reserved for Future Use	1	
A103.2.4	Reserved for Future Use	1	
A103.2.5	(DELETED)	1	
A103.2.6	(DELETED)	1	
A103.2.7	(DELETED)	1	
A103.2.8	(DELETED)	1	
A103.2.9	RegionServ Rate Schedule (Residence)	1	
A103.2.10	Complete Choice Service	1.0.1	
A103.2.11	Reserved for Future Use	1.0.1	
A103.2.12	PreferredPack Plan	1.0.2	
A103.2.13	2 Pack Plan	1.0.3	
A103.2.14	Reserved for Future Use	1.0.4	(N)
A103.2.15	Complete Choice Basic	1.0.4	(O)
A103.3	Reserved For Future Use	1.0.4	(T)
A103.4	Reserved For Future Use	1.0.4	(T)
A103.5	Reserved For Future Use	1.0.4	(T)
A103.6	Reserved For Future Use	1.0.4	(T)
A103.7	Reserved For Future Use	1.0.4	
A3.7.1	Reserved for Future Use	1.0.4	
A3.7.2	Reserved for Future Use	1.0.4	
A3.7.3	Reserved For Future Use	1.0.4	
A3.7.4	Reserved for Future Use	1.0.4	
A103.8	Joint User Service	1.1	
A103.8.1	Application, Terms and Conditions	1.1	
A103.8.2	Rates	1.2	
A103.9	Reserved For Future Use	1.3	
A103.10	Local Exceptions	1.3	
A103.10.1	Reserved for Future Use	1.3	
A103.10.2	Morristown Area Calling Plan (Residence)	1.3	
A103.10.3	Reserved for Future Use	1.3	
A103.10.4	Reserved for Future Use	1.3	
A103.10.5	Reserved for Future Use	1.3	
A103.10.6	Reserved for Future Use	1.3	
A103.10.7	Reserved for Future Use	2	
A103.10.8	Reserved for Future Use	2	
A103.10.9	Reserved for Future Use	2	
A103.10.10	Collierville and Memphis Extended Local Calling	2	
A103.11	Reserved For Future Use	2	
A103.12	Reserved For Future Use	2	
A103.13	Reserved For Future Use	2	
A103.14	Reserved For Future Use	2	
A103.15	Reserved For Future Use	2	
A103.16	Reserved For Future Use	2	
A103.17	Reserved For Future Use	2	

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE
CONTENTS

A103.18	Concession Service	2	
A103.18.1	Reserved for Future Use	2	
A103.18.2	Reserved for Future Use	2	
A103.18.3	Churches and Clergymen	2	
A103.19	Grouping Service	3	
A103.20	<i>Trunk Lines</i>	3	(T)
A103.21	Reserved For Future Use	3	
A103.22	Reserved For Future Use	3	
A103.23	Reserved For Future Use	3	
A103.24	Reserved For Future Use	3	
A103.25	Reserved For Future Use	3	
A103.26	Reserved For Future Use	3	
A103.27	DELETED	3	
A103.28	Reserved For Future Use	4	
A103.29	Reserved For Future Use	4	
A103.30	Reserved For Future Use	4	
A103.31	Reserved For Future Use	4	
A103.32	In-Classroom Computer Access Service	4	
A103.33	Reserved For Future Use	4.1	
A103.34	Reserved For Future Use	4.1	
A103.35	Reserved For Future Use	4.1	
A103.36	Reserved For Future Use	4.1	
A103.37	Reserved For Future Use	4.1	
A103.38	Back-Up Line	4.1	
A103.38.1	<i>Terms, Conditions</i> and Rates	4.1	(T)
A103.39	Reserved For Future Use	4.4	
A103.40	Reserved For Future Use	4.4	
A103.41	Reserved For Future Use	4.4	
A103.42	Reserved For Future Use	4.4	
A103.43	BellSouth Business Plus Service	4.4	
A103.43.1	Plan Descriptions	4.4	
A103.43.2	Exchange Access Line Rates	5	
A103.43.3	Service Charges	5	
A103.44	Reserved For Future Use	6	
A103.45	Complete Choice for Business Package	6	(T)
A103.45.1	General	6	
A103.45.2	Rates and Charges	7	
A103.45.3	Term Plan	8	

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE

A103.1 Reserved For Future Use

A103.2 Statewide Rate Schedule

A103.2.1 Reserved For Future Use

A103.2.2 (DELETED)

A103.2.3 Reserved For Future Use

A103.2.4 Reserved For Future Use

A103.2.5 (DELETED)

A103.2.6 (DELETED)

A103.2.7 (DELETED)

A103.2.8 (DELETED)

A103.2.9 RegionServ Rate Schedule

Refer to A3.2.9 for all terms and conditions associated with RegionServ for Residence.

- A.** Reserved For Future Use
- B.** Reserved For Future Use
- C.** Reserved For Future Use
- D.** The access line for Residence service is provided at the following rates. All other services offering RegionServ are provided for in the appropriate sections of this Guidebook.

		Monthly Rate	USOC	
1.	Access Line			
	(a) Residence (Rate Group 1)	\$33.00	NA	(I)
	(b) Residence (Rate Group 2)	33.00	NA	(I)
	(c) Residence (Rate Groups 3-5)	33.00	NA	(I)
	(d) Reserved For Future Use			

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE

A103.2 Statewide Rate Schedule (Cont'd)

A103.2.10 Complete Choice Service

(Obsoleted February 19, 2009, Type D. Not available for new installations, additions or on transfers of service to new location. Customers may add or remove features within the plan.)

A. General

1. Complete Choice service provides the features specified herein, including a flat rate access line. Touch-Tone Calling service is included in this service at no additional charge.
2. The rate specified herein entitles a residence subscriber to unlimited calling to all exchange access lines in the subscriber's exchange and the Extended Area Service (EAS) additional exchanges in the subscriber's local calling area as defined in A3.6.1.
3. The rate specified herein also entitles a residence subscriber to unlimited use of the services/features specified in the following sections:
 - A13.9 Custom Calling Services
 - A13.19 TouchStar service excluding Calling Number Delivery Blocking-Permanent¹
 - A13.20 Customized Code Restriction
 - A13.34 RingMaster service
 - A13.47 Message Waiting Indication
 - A113.9 Obsolete Custom Calling Services

A subscriber may select an unlimited number of compatible services or features from the sections listed above. All terms, conditions and limitations specified in the sections listed (except as indicated above) apply to the respective services/features requested as part of this service. Service charges specified in Section A4 do not apply for transactions involving only additions, deletions or changes to the services/features requested as part of this service.

4. Residence customers may subscribe to the Two-Line Plan or the Three-Line Plan for Complete Choice service. Both plans offer grouping service as specified in A3.19 at no additional charge in addition to the features listed in paragraph 3. All services/features specified as available with Complete Choice service are available with each line of a multi-line package. All lines in each multi-line package must be billed to the same account and located at the same premises.
5. Service charges specified in Section A4 do not apply for a conversion of existing service to/from Complete Choice service.
6. Existing customers of Complete Choice service cannot take advantage of special promotions for Complete Choice service or Area Plus service with the Complete Choice option or any of the services/features specified in paragraph 3, unless specifically allowed by the terms of the special promotion.

B. Rates and Charges

1. Individual line service

	Suspend Rate	Monthly Rate	USOC	
(a) Per line (USOCs VR3 and VSB must both be used to provide this service.)	\$13.50	\$ 61.00	NA	(I)
(b) Per Two-Line Plan package or Credit for two individual lines qualifying as Two-Line Plan package	12.00	110.95 -0.00	CCML2 CRD2C	(I)
(c) Per Three-Line Plan package	18.00	134.95	CCML3	(I)

A103.2.11 Reserved For Future Use

Note 1: This feature is available separately as specified in A13.19.

Page 1.0.1.1 is hereby deleted in its entirety and removed from this Guidebook

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE

A103.2 Statewide Rate Schedule (Cont'd)

A103.2.12 PreferredPack Plan

(Obsoleted January 27, 2009, Type D. Not available for new installations, additions or on transfers of service to new location. Customers may add or remove features within the plan.)

A. Description of Service

1. The PreferredPack plan provides the features/services specified herein, and a flat rate access line with Touch-Tone capability.
2. The rate specified herein entitles a residence subscriber to unlimited calling to all exchange access lines within the subscriber's local calling area as defined in A3.6.1.
3. The rate specified herein also entitles a residence subscriber to unlimited use of the features/services specified following from the listed sections:
 - A13.9 Call Waiting ID, Three-Way Calling, Call Forwarding Busy Line, Call Forwarding Don't Answer (with or without Ring Control), Star 98 Access
 - A13.19 Caller ID, Call Return
 - A13.47 Message Waiting Indication

B. Terms, Conditions and Limitations of Service

1. The PreferredPack plan is only available to residence subscribers. A residence subscriber may select any suitable combination of the features/services listed in paragraph A103.2.12.A.3.
2. All terms, conditions and limitations specified in the Guidebook sections listed in paragraph A103.2.12.A.3 apply to the respective features/services requested as part of this package.
3. All features/services are furnished only from central offices that have been arranged to provide these services. The features/services are provided subject to availability of facilities.
4. Service charges specified in Section A4 do not apply for transactions in which a subscriber only modifies an existing PreferredPack plan package by adding, deleting or changing features/services requested as part of the package.
5. Existing customers of the PreferredPack plan cannot take advantage of special promotions for the PreferredPack plan or any of the features/services specified in paragraph A103.2.12.A.3 unless specifically allowed by the terms of the special promotion.
6. The PreferredPack plan can be suspended as specified in A2.3.16. During the period of suspension, the rate specified following applies.

C. Rates and Charges

1. The following monthly rates apply for the PreferredPack plan.

	Suspend Rate	Monthly Rate	USOC
(a) Per plan package	\$6.00	\$60.00	PAMA5

(I)

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE

A103.2 Statewide Rate Schedule (Cont'd)

A103.2.13 2 Pack Plan

(Obsoleted January 27, 2009, Type D. Not available for new installations, additions or on transfers of service to new location. Customers may add or remove features within the plan.)

A. Description of Service

1. The 2 Pack Plan provides the features/services specified herein, and a flat rate access line with Touch-Tone capability.
2. The rate specified herein entitles a residence subscriber to unlimited calling to all exchange access lines within the subscriber's local calling area as defined in A3.6.1.
3. The rate specified herein also entitles a residence subscriber to unlimited use of the features/services specified following from the listed sections:
 - A13.9 Call Waiting ID, Call Forwarding Busy Line, Call Forwarding Don't Answer (with or without Ring Control), Star 98 Access
 - A13.19 Caller ID
 - A13.47 Message Waiting Indication

B. Terms, Conditions and Limitations of Service

1. The 2 Pack Plan is only available to residence subscribers. A residence subscriber may select any suitable combination of the features/services listed in paragraph A103.2.13.A.3, but the customer must select Call Waiting Deluxe and Caller ID-Deluxe.
2. All terms, conditions and limitations specified in the sections listed in paragraph A103.2.13.A.3 apply to the respective features/services requested as part of this package.
3. All features/services are furnished only from central offices that have been arranged to provide these services. The features/services are provided subject to availability of facilities.
4. Service charges specified in Section A4 do not apply for transactions in which a subscriber only modifies an existing 2 Pack Plan package by adding, deleting or changing features/services requested as part of the package.
5. Existing customers of the 2 Pack Plan cannot take advantage of special promotions for the 2 Pack Plan or any of the features/services specified in paragraph A103.2.13.A.3 unless specifically allowed by the terms of the special promotion.
6. The 2 Pack Plan can be suspended as specified in A2.3.16. During the period of suspension, the rate specified herein applies.

C. Rates and Charges

1. The following monthly rates apply for the 2 Pack Plan.

	Suspend Rate	Monthly Rate	USOC
(a) Per plan package	\$6.00	\$52.00	PAMA6

(I)

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE**A3. BASIC LOCAL EXCHANGE SERVICE****A103.2 Statewide Rate Schedule (Cont'd)****A103.2.14 Reserved for Future Use****A103.2.15 Complete Choice Basic Service****A. General**

1. The Complete Choice Basic service provides the features/services specified following and a flat rate access line with Touch-Tone capability.
2. The rate specified herein entitles a residence subscriber to unlimited calling to all exchange access lines within the subscriber's local calling area as defined in A3.6.1.
3. The rate specified herein also entitles a residence subscriber to unlimited use of the features/services specified following from the listed sections:

A13.9 Call Waiting ID

A13.19 Caller ID

A subscriber must select Caller ID and, in addition, may select Call Waiting ID. All rules, terms, conditions and limitations specified in the sections listed apply to the respective services/features requested as part of this service. Service charges specified in Section A4 do not apply for transactions involving only additions, deletions or changes to the services/features requested as part of this service.

4. All features/services are furnished only from central offices that have been arranged to provide these services. The features/services are provided subject to availability of facilities.
5. Existing subscribers of the Complete Choice Basic service cannot take advantage of special promotions for the Complete Choice Basic service or any of the features/services specified in paragraph A103.2.15.A.3, unless specifically allowed by the terms of the special promotion.
6. Complete Choice Basic service can be suspended as specified in A2.3.16. During the period of suspension, the rate specified following applies.

B. Rates and Charges

1. Individual line service

(a) Per plan package

Suspend Rate	Monthly Rate	USOC
\$7.50	\$41.75	PAMA7

(1)

A103.3 Reserved For Future Use**A103.4 Reserved For Future Use****A103.5 Reserved For Future Use****A103.6 Reserved For Future Use****A103.7 Reserved For Future Use****A103.7.1 Reserved for Future Use****A103.7.2 Reserved for Future Use****A103.7.3 Reserved for Future Use****A103.7.4 Reserved for Future Use**

Pages 5.1.3, 5.1.4, 5.1.5, 5.1.6, and 5.1.7 are hereby deleted in their entirety and removed from this Guidebook.

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE

A103.8 Joint User Service

(Obsoleted 12/13/86, Type D, Guidebook Reference A3.8.)

Existing customers with Joint User Service located at the same address established prior to 12/13/86 may request changes or modifications of existing joint user accounts and/or additions of new joint users and/or moves within the same premises on or after 12/13/86 under the terms and conditions described herein. Subscribers who relocate, transfer service responsibility and/or establish service after 12/13/86 will be furnished service according to the conditions specified in other sections of this Guidebook.

A103.8.1 Application, Terms and Conditions

- A. In general, business exchange service is furnished for the exclusive use of the business subscriber and his employees, agents, and representatives. Joint User Service is a shared service arrangement which allows the business exchange service of a subscriber to be used, when designated by the primary subscriber, by individuals, firms, or corporations not otherwise permitted use of the subscriber's business service.
- B. Joint User Service is permitted in connection with the following:
 - 1. Business Individual Line Flat Rate, Measured Rate, or Message Rate.
 - 2. Commercial PBX Flat Rate or Message Rate Service.
 - 3. Hotel PBX Service.
 - 4. ESSX-1 Service.
 - 5. Centrex Service (excluding Dormitory Centrex).
 - 6. Foreign Exchange
- C. Where service is furnished at a concession rate to the primary subscriber, Joint User Service will not be provided unless the proposed joint user would himself be entitled to service at a concession rate, if he were a primary station subscriber. No concession is allowed from the regular rates for Joint User Service.
- D. Application for Joint User Service and for changes in service or equipment furnished therewith must be executed by the primary subscriber. The primary subscriber is responsible for payment of all charges incurred, regardless of whether such charges are associated with his usage or that of any of his joint users. Stations, including associated mileage charges, additional listings and miscellaneous equipment are furnished, with the consent of the primary subscriber, for use of the joint user, at regular rates.
- E. Charges for Joint User Service date from the day the Company's information records are posted and are payable monthly in advance. The minimum chargeable period for Joint User Service is the life of the directory issue, *where available*, in which the listing first appears, not to exceed one year from the effective date of the listing. Contracts for Joint User Service are self-renewing for periods of one directory issue, not to exceed one year from the effective date of the directory. In the event the joint user listing does not appear in the directory, the minimum chargeable period is for one month. (T)
- F. Joint User Service is terminated and charges for Joint User Service are automatically discontinued upon termination of the primary subscriber's service. Charges for Joint User Service may be discontinued at the request of the subscriber provided that the joint user no longer utilizes any of the customer service or equipment, and also that the terms of the minimum service period have been satisfied.
- G. The total charges for service allocated by the primary subscriber among the subscriber and his joint users shall not exceed the charges of the Company to the primary subscriber as set forth in this Guidebook.
- H. Joint users of a primary subscriber's service must have the option of obtaining service directly from the Company.
- I. A joint user is entitled to one listing in the alphabetical section of the *Company's Listing Information System*. (T)
- J. Joint User Service is not provided on party lines.

EFFECTIVE: September 22, 2007

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE**A103.8 Joint User Service (Cont'd)****A103.8.2 Rates**

A. Joint User Service associated with the following classes of service are furnished at the rates indicated.

1. Business Individual Line Joint User, per

	Monthly Rate	USOC	
(a) Flat Rate			
Rate Group 1	\$16.32	JUF	(I)
Rate Group 2	18.19	JUF	(I)
Rate Group 3	19.17	JUF	(I)
Rate Group 4	22.32	JUF	(I)
Rate Group 5	22.64	JUF	(I)

The following exchanges are exceptions to the statewide group.

Cedar Grove (Rate Group 1C)	17.69	JUF	(I)
Lyles (Rate Group 2B)	19.14	JUF	(I)
Big Sandy (Rate Group 2C)	18.67	JUF	(I)
Summertown (Rate Group 2D)	19.17	JUF	(I)
Bulls Gap (Rate Group 3B)	19.67	JUF	(I)
(b) Measured Rate (50 percent of Business Individual Line Measured Rate Inside the Base Rate Area)	-	JUD	
(c) Message Rate (50 percent of Business Individual Message Rate Inside the Base Rate Area)	-	JUM	

2. PBX Service Joint User, per

(a) Commercial Flat Rate			
Rate Group 1	\$26.46	JUP	(I)
Rate Group 2	29.74	JUP	(I)
Rate Group 3	31.45	JUP	(I)
Rate Group 4	36.96	JUP	(I)
Rate Group 5	31.09	JUP	(I)

EFFECTIVE: September 22, 2007

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE**A103.8 Joint User Service (Cont'd)****A103.8.2 Rates (Cont'd)****A.** Joint User Service associated with the following classes of service are furnished at the rates indicated. (Cont'd)**2.** PBX Service Joint User, per (Cont'd)

The following exchanges are exceptions to the statewide group.

Cedar Grove (Rate Group 1C)	\$28.87	JUP	(I)
Lyles (Rate Group 2B)	31.40	JUP	(I)
Big Sandy (Rate Group 2C)	30.57	JUP	(I)
Summertown (Rate Group 2D)	31.45	JUP	(I)
Bulls Gap (Rate Group 3B)	32.32	JUP	(I)
(b) Commercial Message Rate (50 percent of First PBX Trunk Rate Inside the Base Rate Area)	-	JUR	
(c) Commercial Measured Rate (50 percent of Business Individual Line Measured Rate Inside the Base Rate Area)	-	JUE	
3. Hotel Message or Measured Rate PBX Service			
(a) Business (Message Rate) (50 percent of First Trunk Rate Inside the Base Rate Area)	-	JUR	
(b) Permanent Guest or Tenant Maintaining a Residence in the Hotel (Message Rate) (10 percent of First Trunk Rate Inside the Base Rate Area)	-	JUS	
(c) Permanent Guest or Tenant Maintaining a Residence in the Hotel (Measured Rate) (10 percent of the Business Individual Line Measured Rate Inside the Base Rate Area)	-	NA	
4. ESSX-1 and/or Centrex Service (excluding Dormitory Centrex) Joint User, per			
(a) Per, Joint User, (Same rates apply as for Commercial Flat Rate PBX Service)	-	JUP	
(b) Main Centrex Type Services station line, per premises, each ¹	-	NA	
5. Foreign Exchange Service Joint User, per			
(a) Basic Local Service portion - Apply rate regularly charged for Joint User Service for the class of service furnished. Interexchange portion - Apply additional 10 percent to rate regularly charged for this portion.	-	NA	
Note 1: Applicable rate as for Main Centrex Type Services station line at the location with the largest number of main station lines. "Foreign Central Office" mileage applies as specified in Sections A9. or A100., as appropriate, when the joint user is located in a central office area different from that of the principal location.			(T)

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE

A103.9 Reserved For Future Use

A103.10 Local Exceptions

A103.10.1 Reserved for Future Use

A103.10.2 Morristown Area Calling Plan

Obsoleted for Residential customers 05/01/2013. This service is not offered for new installations or transfers of service to new locations for Residential customers.

Refer to A3.10.2 for all terms and conditions associated with Morristown Area Calling Plan for residential service.

- A. Reserved For Future Use
- B. Reserved For Future Use
- C. Reserved For Future Use
- D. The access line for Residence service is provided at the following rates. All other services offering the Morristown Area Calling Plan are provided for in the appropriate sections at rates specified for RegionServ.
 - 1. Access line, each

	Monthly Rate	USOC
(a) Residence (Rate Groups 1 - 3)	\$5.02	NA
(b) Residence (Rate Groups 4 - 5)	6.02	NA
(c) Reserved For Future Use		
(d) Reserved For Future Use		

(DELETED)

(D)

- E. In addition to the access line, customers must choose a usage package from the following options.

- 1. Option 1 - Economy

With this usage package, customers are billed for all local calls at the charges described in *paragraph* A3.10.2.G. Local usage charges for calls terminating in Bands A, B, C and D will not exceed \$15.00 for Residence customers.

(T)

- 2. Option 2 - Standard

This option includes a \$4.00 usage allowance on all calls terminating in Bands A, B, C and D. Local calls are billed in accordance with the usage schedule described in *paragraph* A3.10.2.G at a 20 percent (20%) discount on the total usage charges, in addition to the off-peak discount described in *paragraph* A3.10.2.H. Billed usage charges, above the allowance, for calls terminating in Bands A, B, C and D will not exceed \$11.00 for Residence customers per line. The following rate is in addition to the access rate.

(T)

	Monthly Rate	USOC
(a) Per line	\$4.00	NA

(DELETED)

(D)

(DELETED)

(D)

(DELETED)

(D)

(DELETED)

(D)

(DELETED)

(D)

(DELETED)

(D)

A103.10.3 Reserved for Future Use

A103.10.4 Reserved for Future Use

A103.10.5 Reserved for Future Use

A103.10.6 Reserved for Future Use

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE

A103.10 Local Exceptions (Cont'd)

A103.10.7 Reserved for Future Use

A103.10.8 Reserved for Future Use

A103.10.9 Reserved for Future Use

A103.10.10 Collierville and Memphis Extended Local Calling

Obsoleted April 8, 2002, Type B - Not available for new installations, additions, or transfers of service to a new location. (T)

- A. Extended Local Calling is an optional calling plan available to residence subscribers located in the Collierville and Memphis exchanges. This calling plan provides 7-digit direct dialed station-to-station calls from Collierville and Memphis to Byhalia, Hernando and Olive Branch, Mississippi.

B. Rates and Charges

1. The following rates are in addition to the basic exchange service provided elsewhere in this Guidebook.

	Monthly Rate	USOC
(a) Residence, per line	\$1.00	NA
2. In addition to the access line, customers are billed for all local calls at the charges described in A3.10.10. Local usage charges for calls terminating in Bands H and I will not exceed \$12.00 for residence customers.		
3. All <i>terms, conditions</i> and limitations appearing in Section A3.10.10 apply unless otherwise stated herein.		

(T)

A103.11 Reserved For Future Use

A103.12 Reserved For Future Use

A103.13 Reserved For Future Use

A103.14 Reserved For Future Use

A103.15 Reserved For Future Use

A103.16 Reserved For Future Use

A103.17 Reserved For Future Use

A103.18 Concession Service

A103.18.1 Reserved for Future Use

A103.18.2 Reserved for Future Use

A103.18.3 Churches And Clergymen

(Obsoleted 7/1/2003, Type B – Not available for new installations, additions or on transfers of service to new location).

- A. A concession of 25 percent (25%) from the regular business rate is allowed to churches, provided the telephone is located in the church or church study, and listed under the name of the church. (T)
- B. A concession of 25 percent (25%) from the regular residence rate is allowed to a regularly ordained clergyman (See definition of terms) actively engaged in the work of a designated church, provided the telephone is located in his residence and is listed in the name of the clergyman. (T)

Concessions are granted to clergymen not as individuals but because of their official connection with a church or group of churches. It is assumed that the clergyman will direct and handle many of the church's activities over his residence telephone and is therefore entitled to such consideration provided the service is located in the clergyman's residence and listed in his name.

- C. For the purpose of this section, the ranking officer of the Salvation Army or the volunteers of America in each exchange is allowed the same treatment as a regularly ordained clergyman.

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE**A103.19 Grouping Service****A103.19.1** Reserved for Future Use**A103.19.2** Rates**A.** Monthly Rates For Grouping Service

(Obsoleted 9-27-2004, Type 4) Not available for new installations, additions, or transfers of service.

1. Individual line or trunk

- (a) Exchange lines used with Announcement Facilities
(Section A113.)
(75 percent of Business Message Line Rate)

**Monthly
Rate****USOC
HTGMS****A103.20 Trunk Lines**

Obsoleted for Residential customers 05/01/2013. This service is not offered for new installations or transfers of service to new locations for Residential customers.

Refer to A3.20 for all terms and conditions associated with Measured Rate Trunk Lines for Residential service.

A103.20.1 Reserved For Future Use**A103.20.2** Residence**Monthly
Rate****USOC****A.** Trunks

1. Reserved For Future Use

- (a) Reserved For Future Use

2. Measured Rate¹

- (a) Each
(Same as Res. Ind. Line Measured Rate)

3. RegionServ Rate

- (a) Each
(Same as Residence Individual Line RegionServ Rate)
- (b) Grouping Service
(75 percent of Residence Individual Line RegionServ Rate)

A103.21 Reserved For Future Use**A103.22** Reserved For Future Use**A103.23** Reserved For Future Use**A103.24** Reserved For Future Use**A103.25** Reserved For Future Use**A103.26** Reserved For Future Use

Note 1: Where RegionServ is available, Measured Rate Service will not be offered for new installations or transfers of service to a new location. See A3.1.E.

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE

A103.28 Reserved For Future Use

A103.29 Reserved For Future Use

A103.30 Reserved For Future Use

A103.31 Reserved For Future Use

A103.32 In-Classroom Computer Access Service

Obsoleted 06/01/2013. This service is not offered for new installations or transfers of service to new locations.

A3.32.1 General

- A. This offering provides local lines for the in-classroom use of computers and modems to access various informational databases and shared educational programs as well as accessing students in other classrooms for the purpose of sharing information and learning experiences. These lines may also be used for teacher workroom use of computer and modems to access various informational databases and to share information and ideas with other teachers in an effort to enhance the educational experience of the students. This offering is also available to public libraries including the state library and archives, regional libraries, and public libraries in any county, city or town. (T)
- B. The access line rate described in *paragraph* A3.32.3.B includes the rate for Touch-Tone. (T)
- C. The following local usage *terms and conditions* will apply for all dialed sent-paid local calls. (T)
 - 1. Local usage charges will be billed at the usage rates described in *paragraph* A3.32.3.C. (T)
 - 2. Total local billed usage charge will not exceed \$6.00 per line.
 - 3. Time/Day discounts do not apply.
- D. This access line shall not be used to replace existing administrative lines.
- E. Listings will not be provided for these access lines.
- F. Nonrecurring charges are to be billed at Residence rates.
- G. All *terms and conditions* that appear in other sections of this Guidebook apply unless otherwise stated herein. (T)

A3.32.2 Terms and Conditions

- A. This offering is available to full-time educational institutions, grades K through 12 that are eligible for accreditation by the Southern Association of Colleges and Schools. This offering is also available to public libraries including the state library and archives, regional libraries, and public libraries in any county, city or town. (T)

A3.32.3 Rates and Charges

- A. The rates and charges for In-Classroom Computer Access Service include a monthly recurring access line rate and local usage charges.
- B. The access line for In-Classroom Computer Access Service is provided at the following rates which include Touch-tone Service.

	Monthly Rate	USOC
1. Access line		
(a) Outgoing Only	\$11.00	1ECOX
(b) Both Way	11.00	1EC2X
C. The local usage charges for In-Classroom Computer Access Service access lines are provided at the following rate. Local usage charges will not exceed \$6.00 per line for dialed sent-paid calls. Partial minutes count as full minutes for each individual call completed.		
Usage Charges	Per Minute or Fraction Thereof	
Band A	\$.005	
(Existing local calling area described in A3.6)		
D. The monthly Grouping rates for In-Classroom Computer Access Service are described in A3.19.2.		
E. Time/Day discounts do not apply		
F. Usage charges apply to local calls completed with operator assistance in addition to Operator Assisted Local Call surcharges (when applicable). Such calls are itemized on the subscriber's billing statement and are billed outside any applicable usage cap for dialed sent-paid calls.		

A103. OBSOLETE SERVICE OFFERING - BASIC LOCAL EXCHANGE SERVICE

A103.33 Reserved For Future Use

A103.34 Reserved For Future Use

A103.35 Reserved For Future Use

A103.36 Reserved For Future Use

A103.37 Reserved For Future Use

A103.38 Back-Up Line

A103.38.1 Terms, Conditions and Rates

- A. Back-Up Line is an optional service which provides individual line business subscribers with an additional line which is available for inward and outward calling.
- B. This service is only available to individual line business subscribers, where facilities permit. Back-Up Line service cannot be used as the primary business line, and must be located on the same premises as the business individual line service with which it is associated.
Back-Up Line will not be available to In-Classroom Computer Access Service.
Concession Service, as defined in A3.18, is not allowed on Back-Up Line.
- C. Each Back-Up Line can receive calls forwarded from one busy primary line or hunt group at no charge. This overflow capability will be provided on the forwarding line.
If a customer subscribes to more than one Back-Up Line, these Back-Up Lines may be provisioned in an overflow group at no charge. Overflow capability may not be provided from a Back-Up Line or group of Back-Up Lines to other lines on the same premises.
- D. Overflow capability from additional primary lines or hunt groups to Back-Up Line service will be provided on the forwarding line.

	Monthly Rate	USOC
1. Overflow to Back-Up Line from each additional non-RegionServ primary line or hunt group will be provided at the rate specified for Grouping Service. (a) See A3.19	-	BULRX
2. Overflow to Back-Up Line from each additional RegionServ primary line or hunt group will be provided at the rate specified for Grouping Service. (a) See A3.19	-	BULSX
E. A listing is not furnished with Back-Up Lines. However, a listing may be purchased, if desired, at the rates specified in Section A6.		
F. Usage charges are applied for all incoming and outgoing calls associated with Back-Up Line service, as described in paragraphs H and I, with the following exceptions. No usage charges apply to calls completed to the Company Business Office, Repair Service, or Emergency 911 Service. Usage Based Pricing primary lines will be billed their appropriate usage charges for all calls which overflow to a Back-Up Line. These usage charges are in addition to the Back-Up Line incoming usage charge described in paragraph H.		

(T)

A103. OBSOLETE SERVICE OFFERING - BASIC LOCAL EXCHANGE SERVICE**A103.38 Back-Up Line (Cont'd)****A103.38.1 Terms, Conditions and Rates (Cont'd)**

G. The access line rate per Back-Up Line is as follows:

	Monthly Rate	USOC	
1. Back-Up Line associated with RegionServ business individual line service.			
(a) Per line			
Rate Group 1	\$419.00	SBLIX	(I)
Rate Group 2	419.00	SBLIX	(I)
Rate Group 3	419.00	SBLIX	(I)
Rate Group 4	419.00	SBLIX	(I)
Rate Group 5	419.00	SBLIX	(I)
The following exchanges are exceptions to the statewide group.			
Cedar Grove (Rate Group 1C)	419.00	SBLIX	(I)
Lyles (Rate Group 2B)	419.00	SBLIX	(I)
Big Sandy (Rate Group 2C)	419.00	SBLIX	(I)
Summertown (Rate Group 2D)	419.00	SBLIX	(I)
Bulls Gap (Rate Group 3B)	419.00	SBLIX	(I)
2. Back-Up Line associated with individual line BellSouth Business Plus service.			
(a) Per Back-Up line with BellSouth Business Plus service - Option 1 Primary line	419.00	SBL1	(I)
(b) Per Back-Up line with BellSouth Business Plus service - Option 2 Primary line	419.00	SBL2	(I)
3. Back-Up Line associated with all other business individual line service.			
(a) Per line			
Rate Group 1	419.00	SBLFX	(I)
Rate Group 2	419.00	SBLFX	(I)
Rate Group 3	419.00	SBLFX	(I)
Rate Group 4	419.00	SBLFX	(I)
Rate Group 5	419.00	SBLFX	(I)
The following exchanges are exceptions to the statewide group.			
Cedar Grove (Rate Group 1C)	419.00	SBLFX	(I)
Lyles (Rate Group 2B)	419.00	SBLFX	(I)
Big Sandy (Rate Group 2C)	419.00	SBLFX	(I)
Summertown (Rate Group 2D)	419.00	SBLFX	(I)
Bulls Gap (Rate Group 3B)	419.00	SBLFX	(I)

H. The following usage charges apply to all inward calls which terminate on Back-Up Line service. Time of day discounts do not apply.

1. Inward Calls

	Rate Per Minute Of Use	USOC
(a) Usage Charge	\$.05	NA

A103. OBSOLETE SERVICE OFFERING - BASIC LOCAL EXCHANGE SERVICE

A103.38 Back-Up Line (Cont'd)

A103.38.1 Terms, Conditions and Rates (Cont'd)

- I. The following usage charges apply to all outward calls which originate from Back-Up Line service. (T)
1. Back-Up Line service associated with RegionServ will receive local calling to the RegionServ Local Calling Area as described in A3.2.9. All outward calls terminating in this area will be billed at the usage rates described in the RegionServ *section of this* Guidebook, except that no usage package options, usage caps, or usage allowances are applicable to calls originating from Back-Up Line service. Time of day discounts, as stated in A3.2.9, do apply. (T)

	Rate Per Minute Of Use	USOC	
(a) Calls terminating in RegionServ Local Calling Area (See A3.2.9)	-	NA	
(b) Calls terminating beyond the RegionServ Local Calling Area will be billed according to the rates, <i>terms and conditions</i> as specified in Section A18. of this Guidebook	-	NA	(T)
 2. Back-Up Line service associated with BellSouth Business Plus service.
 - (a) Calls terminating in the Local Calling Area as described in A3.6 \$0.05 NA
 - (b) Calls terminating beyond the Local Calling Area will be billed the appropriate Option primary line usage rate charges as specified in A3.43.2. - NA
 3. Back-Up Line service associated with all other business individual line service will be billed the following usage charges. Time of day discounts do not apply.
 - (a) Calls terminating in the Local Calling Area as described in A3.6 .05 NA
 - (b) Calls terminating beyond the Local Calling Area will be billed according to the *rates, terms and conditions* as specified in Section A18. - NA (T)
 4. RegionServ calls completed with operator assistance within the local calling area, as described in A3.6.1, will be rated at the usage charges specified in A3.2.9. Local Operator Assisted Call surcharges will also apply. BellSouth Business Plus service calls completed with automated calling cards or operator assistance will be rated at the usage charges as specified in *paragraph 2*, in addition to the appropriate Operator Assisted Call surcharges. All other calls completed with operator assistance will be rated at the usage charges as specified in paragraph 2, in addition to the appropriate Local Operator Assisted Call surcharges. (T)
- J. Usage charges, if appropriate, also apply to the calling party for calls which terminate on Back-Up Line service.

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE**A103.39 Reserved For Future Use**

(M)

A103.40 Reserved For Future Use

(M)

A103.41 Reserved For Future Use

(M)

A103.42 Reserved For Future Use

(M)

A103.43 BellSouth Business Plus Service

(M)

(Obsoleted 6-15-2007, Type D - Not available for new installations, additions to existing installations, or moves to a new location. Existing customers may not change to a different BellSouth Business Plus service option, however, they may convert to a Complete Choice for Business package that includes BellSouth Business Plus service.)

(M)

A103.43.1 Plan Descriptions

(M)

A. BellSouth Business Plus Service

(M)

1. BellSouth Business Plus service is offered as a business individual line service where facilities and equipment are available. (M)
2. BellSouth Business Plus service allows the business customer to choose between two LATA-wide¹ calling options: (M)
 - a. Option 1 - flat rated plan which allows for unlimited calling within the LATA (subject to a total usage allowance of 120 hours/7200 minutes). (M)
 - b. Option 2 - Combination rated plan which provides for unlimited usage within the local calling area for a flat monthly charge, and a single rate for each minute of use for all other calling within the LATA. (M)
3. The option chosen by the BellSouth Business Plus service subscribers will apply to each of their lines. (M)
4. Touch-Tone Calling service is provided to all BellSouth Business Plus service subscribers at no additional charge. (M)

Note 1: For a list of all exchanges in each LATA, see A3.6.3.

(M)

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE

A103.43 BellSouth Business Plus Service (Cont'd)

A103.43.1 Plan Descriptions (Cont'd)

- A. BellSouth Business Plus Service (Cont'd)
5. Customers may subscribe to either the standalone BellSouth Business Plus service offering or to the Complete Choice for Business Package (See A3.45) which includes a BellSouth Business Plus service line. If BellSouth Business Plus service is subscribed to, the rates of A3.43.2 are applicable. If Complete Choice for Business package is subscribed to, the rates of A3.45.2 are applicable. All of the terms, conditions and limitations specified for each offering will apply to the respective services and features.
 6. Usage rating is dependent upon the underlying service of the originating call location. When BellSouth Business Plus service usage charges as described in paragraph 2 are applicable, they will also apply to 1+, 0+ and 0- calls made within the LATA. However, for 0+ and 0- calls, usage does not contribute toward the Option 1 usage threshold and each minute of use is rated. The appropriate operator services surcharges will also be charged in accordance with the terms and conditions of A.3.14.
 7. BellSouth Business Plus service Option 2 customers only may subscribe to Local Usage Detail for billable usage. There is no charge for the Local Usage Detail.
 8. Method of Determining Monthly Usage Charges
 - a. Usage is determined for each call based on minutes or fraction thereof, with a minimum call duration of one minute. This value is then multiplied by the rate per minute for the rate option selected by the customer. The resultant amount is truncated to whole cents for each call. The amount of usage billed to the customer is subject to paragraphs b. and c.
 - b. For Option 1, only usage above the first 120 hours (7,200 minutes) of usage allowance is billed to the customer.
 - c. For Option 2, only usage outside the Local Calling Area is subject to the billing as described in paragraph a.

A103.43.2 Exchange Access Line Rates

A. Individual Line Service

	Monthly Rate	Rate Per Minute of Use	USOC	
1. BellSouth Business Plus service - Option 1				
(a) Each line	\$581.00	-	BT1	(I)
(b) Each Minute of use above 120 hours (7,200 minutes)	-	\$.05	-	
2. BellSouth Business Plus service - Option 2				
(a) Each line	419.00	-	BT2	(I)
(b) Each Minute of use outside the Local Calling Area	-	.09	-	

A103.43.3 Service Charges

- A. The service order charges specified in Section A4 are applicable for the installations of new lines at the subscriber's premises. These charges are not applicable for existing customers who wish to convert an existing line to a BellSouth Business Plus service plan.
- B. Service charges do not apply for transactions which only involve additions, deletions or changes to the service or features requested as part of BellSouth Business Plus service with Complete Choice for Business package.

Note 1: For a list of all exchanges in each LATA, see A3.6.3.

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE

A103.44 Reserved For Future Use

A103.45 Complete Choice for Business Package

(Obsoleted 1-31-2014. Not available for new installations, moves to new locations, or for new Term Plan subscriptions. Existing customers at existing locations may make changes to add or remove services.)

(Option 1 and Option 2, which includes BellSouth Business Plus service Option 1 or 2, obsoleted 9-1-2011. Not available for new installations, additions, or transfers of service to a new location.)

A103.45.1 General

- A. Complete Choice for Business packages are offered where facilities and equipment are available.
- B. Complete Choice for Business packages are offered to business subscribers and consist of four components: a line with Touch-Tone Calling Service, calling features, listings and grouping service. Touch-Tone Calling Service is provided with all Complete Choice for Business packages at no additional charge.
- C. The line component of these packages is business flat rate service or BellSouth Business Plus service Option 1 or Option 2. All of the *conditions*, terms of service and limitations specified for business flat rate service in Section A3 or for BellSouth Business Plus service in A3.43 apply for these lines when provided as part of a Complete Choice for Business package. Usage rating for BellSouth Business Plus service as described in A3.43 applies for such lines when provided as part of a Complete Choice for Business package. (T)
- D. The calling features associated with this plan are listed below. For each line, the Complete Choice for Business packages provides the subscriber an unlimited number of compatible calling features from the following list. All of the terms and conditions, and limitations specified in Section A13 apply to the respective services and features provided as part of this service. The calling features chosen may vary from line to line in multiple line packages. (T)

Calling Features

Call Forward Busy Line	USOC
Call Forward Don't Answer	GCE
Call Forward Don't Answer Ring Control	GCJ
Call Forward Variable	GCJRC
Call Waiting	ESM
Speed Calling 30	ESX
Three Way Calling	ESF
Message Waiting Indicator - Audible	ESC
Message Waiting Indicator - Visual	MWW
Call Return	MWWAV
Call Block	NSS
Call Tracing	NSY
Repeat Dialing	NST
Call Selector	NSQ
Preferred Call Forwarding	NSK
RingMaster I	NCE
RingMaster II	DRS
Remote Access Call Forwarding	DRS1X
Three Way Calling with Transfer	GCZ
Caller ID Number Delivery	ESCWT
Enhanced Caller ID with Call Management, with Anonymous Call Rejection (ACR)	NSD
Enhanced Caller ID with Call Management, with ACR and Call Forwarding Don't Answer	N1ACR
Enhanced Caller ID with ACR	NCACR
Caller ID Name and Number Delivery with ACR	NXECR
Caller ID Name and Number Delivery – Multiline Hunt Group	NXMCR
Surrogate Client Number	NXMMN
Star 98 Access	SMV
	S98AF

- E. A foreign listing and an additional listing are each available as part of these packages. All of the terms and conditions, and limitations specified in A6 apply to the respective listings provided as part of this service. (T)
- F. Grouping service is also available as part of Complete Choice for Business packages containing three or more lines. The maximum allowed number of lines in grouping is one less than the number of lines in the package (e.g. for a 7-line package, a maximum of six lines in grouping is allowed), except as noted in A103.45.2. All of the *terms, conditions* and limitations specified in A3.19 apply for grouping service provided as part of this service. (T)

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE**A103.45 Complete Choice for Business Package (Cont'd)****A103.45.2 Rates and Charges****A. Package Service****1. Option 1 which includes BellSouth Business Plus service Option 1**

	Monthly Rate	USOC	
(a) Each 1-line package	\$ 197.00	COM11	(I)
(b) Each 2-line package	376.00	COM12	(I)
(c) Each 3-line package ^{1,2}	600.00	COM13	(I)
(d) Each 3-line package	652.00	COM1H	(I)
(e) Each 4-line package	876.00	COM14	(I)
(f) Each 5-line package	1,079.00	COM15	(I)
(g) Each 6-line package	1,305.00	COM16	(I)
(h) Each 7-line package	1,529.00	COM17	(I)
(i) Each 8-line package	1,756.00	COM18	(I)
(j) Each 9-line package	1,980.00	COM19	(I)

	Rate Groups		
	1 - 4	5	
2. Option 2 which includes BellSouth Business Plus service Option 2			
(a) Each 1-line package	\$ 149.00	\$ 149.00	COMP1 (I)
(b) Each 2-line package	282.00	282.00	COMP2 (I)
(c) Each 3-line package ^{1,2}	462.00	462.00	COMP3 (I)
(d) Each 3-line package	497.00	460.00	COMPH (I)
(e) Each 4-line package	657.00	602.00	COM24 (I)
(f) Each 5-line package	798.00	730.00	COM25 (I)
(g) Each 6-line package	963.00	852.00	COM26 (I)
(h) Each 7-line package	1,126.00	976.00	COM27 (I)
(i) Each 8-line package	1,288.00	1,108.00	COM28 (I)
(j) Each 9-line package	1,452.00	1,232.00	COM29 (I)
3. Flat Rate Option which includes a flat rate business line			
(a) Each 1-line package	172.00	172.00	COMF1 (I)
(b) Each 2-line package	330.00	330.00	COMF2 (I)
(c) Each 3-line package	545.00	545.00	COMF3 (I)
(d) Each 4-line package	712.00	712.00	COMPF (I)
(e) Each 5-line package	857.00	857.00	COMF5 (I)
(f) Each 6-line package	1,011.00	1,011.00	COMF6 (I)
(g) Each 7-line package	1,158.00	1,158.00	COMF7 (I)
(h) Each 8-line package	1,314.00	1,314.00	COMF8 (I)
(i) Each 9-line package	1,462.00	1,462.00	COMF9 (I)

B. Service charges specified in Section A4 are applicable for the installation of new lines at the subscriber's premises. These charges are not applicable for existing customers who wish to move from an existing line to a Complete Choice for Business package.

C. Service charges do not apply for transactions which only involve additions, deletions or changes to the services or features provided as part of a Complete Choice for Business package.

Note 1: This package can contain up to three lines in grouping.

Note 2: Obsolete 7-1-2005, Type B – Not available for new installations, additions or on transfers of service to new locations.

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE

A103.45 Complete Choice for Business Package (Cont'd)

A103.45.3 Term Plan

- A. The Complete Choice for Business package Term Plan is available for any business customer who subscribes to a Complete Choice for Business package.
- B. Complete Choice for Business package Term Plans offer discounts off rates shown in A103.45.2. If the Subscriber does not renew the Subscriber Election agreement for another term or at the expiration of the renewed term, the Subscriber agrees to pay the full rates for the individual package components.
- C. The 12-month term is also available as a 12-month oral agreement with option to re-subscribe. If the customer selects the 12-month agreement with option to re-subscribe, the plan will renew for 12-month intervals. A maximum of two 12-month renewals are available after the first 12-month term. The customer will receive written notification of their selection outlining the details of the agreement, plus subsequent notifications regarding their re-subscription options beginning approximately one hundred and eighty (180) days prior to the expiration of each 12-month term depending upon the subscriber's billing cycle. The customer is under no obligation to re-subscribe after completion of a 12-month term period. Customers will be provided the discounts established in the first 12-month term for both successive 12-month terms.
- D. A termination liability will be assessed to a subscriber who terminates the service prior to the expiration of the term commitment. For Complete Choice for Business package Term Plan elections, the amount to be assessed will be equal to \$20.00 multiplied by the number of months remaining on the term.

Termination liability charges for Complete Choice for Business package Term Plan elections will not be applicable if, during the term period, (1) the customer converts to another Company access and local usage plan with a term equal to or greater than the time remaining on the Complete Choice for Business Package term plan; or (2) the customer converts to an upgraded technology with the Company (i.e. network access lines to PBX Trunks, Centrex, ISDN Prime) and commits to a term equal to or greater than the time remaining on the Complete Choice for Business package term plan. It is at the Company's sole determination whether a product change satisfies the requirements for waiver of the termination liability under this clause; or (3) the customer chooses to terminate their agreement and to negotiate a new Complete Choice for Business package agreement with a term period greater than the time remaining on the existing Complete Choice for Business agreement. The new service agreement will be based on the discounts in effect at the time of establishing the new agreement.

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

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

It is at the Company's sole discretion whether a product change satisfies these requirements. (N)

- E. The Complete Choice for Business package Term Plan discounts are as follows:

	Term	Discount
For Term Plan elections dated on or after September 1, 2011	12 months	25%
For Term Plan elections dated on or after September 1, 2011	24 months	25%
For Term Plan elections dated from July 1, 2003 through August 31, 2011	12 months	8%
For Term Plan elections dated from July 1, 2003 through August 31, 2011	24 months	15%
For Term Plan elections dated on or after July 1, 2003	36 months	25%

- F. Subscribers who participate in the program and subscribe to new service during the term under the Complete Choice for Business package will not be billed for the line connection charges and change in service charges, if applicable, associated with the service order. This only includes the Line Connection Charge (first and additional lines) and the Charge for Change in Service, if applicable.
- G. Unless the Subscriber notifies the Company of its intent not to renew for another like term under the Program prior to expiration, then upon expiration of the initial term, the Subscriber term election agreement shall automatically renew for another term as initially selected¹. The Company will provide written and/or verbal reminders to the Subscriber of the Subscriber term election agreement expiration date and the automatic renewal provision beginning approximately one hundred eighty (180) days prior to its expiration, depending upon the Subscriber's billing cycle.

Note 1: This clause is no longer applicable for customers initially subscribing on or after September 1, 2011.