

1. BASIC EXCHANGE SERVICE OPTIONS APPLICATION OF RATES

Basic Exchange Service Network Access Lines, local messages and other services used in association with the options in this section are classified and charged for as Residence or Business Service charges as described in other parts and sections of this guidebook.

NOTE 1: Effective September 1, 2005 this service is withdrawn.

\$6 FOR 12 ACCESS LINE RETENTION OFFER

Effective January 1, 2021, this offer is no longer available to new subscribers. Existing subscribers (N) may retain the 12-month credit through the end of their promotion period. (N)

Eligible residence customers who call to disconnect their access line(s) and then decide to retain the line(s) will receive a \$6.00 bill credit per month, per line.

Eligible customers will receive a \$6.00 bill credit per month, per line for up to two access lines, for a maximum of 12 months. Eligible customers may receive this offer only once during the offer benefit period, and must keep the required services for 30 days to receive the benefit of the offer.

The customer's bill will be credited \$6.00 each month per line that both the access line(s) are retained. If the customer disconnects the line(s) or moves from their current location, the remaining benefits will cease.

This offer may not be combined with any other Company residence retention offers that provide a monthly discount. Customers subscribing to Complete Choice Enhanced must have the access line in service for a minimum of 60 days, before becoming eligible for this offer.

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/1/ Material now appears in Part 20 Section 4 on Sheet 91.

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/1/ Material now appears in Part 20 Section 4 on Sheet 92.

/1/ Material now appears in Part 20 Section 4 on Sheet 93.

/1/ Material now appears in Part 20 Section 4 on Sheet 94.

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/1/ Material now appears in Part 20 Section 4 on Sheet 95.

/1/ Material now appears in Part 20 Section 4 on Sheet 96.

/1/ material now appears in Part 20 Section 4 on Sheet 97.

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/1/ Material is now in Part 20 Section 4 on Sheet 98.

/1/ Material now appears in Part 20 Section 4 on Sheet 99.

4. EXTENSION STATION LINE SERVICE**A. GENERAL**

Extension Station Line Service is Company provided outside plant facilities, up to and including the Standard Network Interface (SNI), which provides access to and from the telecommunications network to a building or location other than that in which the basic exchange service is terminated. Extension Station Line Service may be provided in connection with Single Line Residence and Single Line Business basic exchange service on continuous property.

B. REGULATIONS

1. Extension Station Line Service is furnished only where facilities will permit satisfactory transmission.
2. Intercommunication between telecommunication equipment associated with Extension Station Line Service and basic exchange service is not contemplated.
3. Extension Station Line Service terminations must be located where the use will be restricted to those entitled to use the customer's service.
4. Telecommunications equipment associated with Extension Station Line Service and the associated basic exchange service line is limited to such a number as will, in the judgment of the Company, not interfere with efficient telecommunications service.
5. Extension Station Line Service is furnished only in the same exchange as the basic exchange service with which it is associated.

C. MILEAGE APPLICATION AND MEASUREMENT

1. Extension Line Service mileage charges apply where points of termination are in separate buildings with the following exception: No mileage charge applies to Residence Extension Station Line Service on continuous property for the first 1/10 mile from the basic exchange service working service point.
2. Mileage is measured in 1/10 mile increments and is the shortest direct airline distance between buildings situated on continuous property. Fractional 1/10 miles are treated as a full 1/10 mile increment.

4. EXTENSION STATION LINE SERVICE (Cont'd)

C. MILEAGE APPLICATION AND MEASUREMENT (Cont'd)

3. For multi-point terminations of Extension Station Line Service on continuous property, mileage is measured as follows:

The shortest airline distance between each building in which the Extension Station Line Service terminates is measured, with mileage segments expressed in 1/10 miles and with fractional 1/10 miles considered as full 1/10 miles.

The charging mileage is the combination of such segments of distance which results in the lowest total mileage for the entire Extension Station Line Service. However, when the total number of 1/0 mileage segments is less than the number of buildings involved, a minimum of 1/10 mile per building applies which includes the first termination in each building.

D. RATES AND CHARGES

The following rates and charges are in addition to the rates and charges for any other services associated with Extension Line Service.

		Monthly
	<u>USOC</u>	<u>Rate</u>
Minimum 1/10 mile ¹	1LDVD	\$3.25
Each 1/10 mile or fraction between buildings (airline)	1LDVE	1.75

NOTE 1: Except Residence Service on continuous property as provided in paragraph A.

6. AT&T BUSINESS LOCAL CALLING ESSENTIALS**A. DESCRIPTION**

AT&T Business Local Calling Essentials is an optional business package that includes a network access line, unlimited local usage including extended community calling, Caller ID With Name, and hunting services. Additionally, eligible customers may select either FeatureLink Service and/or a number of stand alone central office vertical features at discounted rates.

B. DEFINITIONS

1. AT&T Business Local Calling Essentials is available to business customers with 2 to 30 business lines who agree to a 12-Month, 24-Month, or 36-Month term and commit to the Network Access Line service, Unlimited Local Usage service including extended community calling, Caller ID With Name, and Hunting service at the package price as shown in **D. PRICES** following. Unlimited Local Usage service includes extended community calling.
2. Eligible customers include business customers with 2 to 30 business lines who have their business network access lines with another competitive local exchange carrier within the AT&T Illinois, AT&T Indiana, AT&T Michigan, AT&T Ohio, or AT&T Wisconsin service area and who now wish to establish their business network access line service with the Company. Save customers, those who have received a competitive offer and are considering switching their business network access lines to another carrier (proof of competitive offer may be required), with 2 to 30 business lines are also eligible.
3. Eligible customers may subscribe to FeatureLink service as an option and will receive a monthly credit per line off of standard Month-to-Month prices, if selected, as listed in **D. PRICES** following.
4. Eligible customers may subscribe to any of the following Central Office Optional Features on a stand-alone basis and will receive a monthly discount off of standard guidebook prices, if selected, as listed in **D. PRICES** following. Pay Per Use features are not eligible:

Automatic Callback
Call Screening
Call Waiting
Remote Call Forwarding
Repeat Dialing
Multi Ring Service
Speed Calling 8^{/1//3/}
Speed Calling 30

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/1/ For those customers who subscribe to this service on or after November 28, 2011, these services are no longer eligible for the Central office Optional Features 30% monthly discount.

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

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6. AT&T BUSINESS LOCAL CALLING ESSENTIALS (Cont'd)

B. TERMS AND CONDITIONS (Cont'd)

5. AT&T Business Local Calling Essentials is only available to customers that require 2 to 30 individual business exchange network access lines, and is not available on FX Service, Remote Switching Service, WATS access lines, PBX Trunks, Centrex, or Semi-Public Coin services.

6. A customer may subscribe to multiple agreements for AT&T Business Local Calling Essentials at the same time, but a telephone number may only be included under one agreement. A customer may have 30 lines maximum per location subscribed to an AT&T Business Local Calling Essentials agreement.

7. Eligible customers will receive a waiver of normally applicable service ordering and line connection nonrecurring charges (NRC's) associated with local exchange access lines and, if applicable, vertical features ordered at the time of initial subscription to AT&T Business Local Calling Essentials. Standard NRC's will apply to features added after the initial order.

8. The 12-Month term also has a 12-Month retermable option. If the customer selects the 12-Month retermable option, the plan will renew for 12-month intervals. A maximum of two 12-Month reterms are available after the first 12-Month term. The customer will receive written notification of their selection outlining the details of the agreement, plus subsequent notifications regarding their reterm options prior to the expiration of each 12-Month term.

9. At the expiration of the agreed to term, rates will revert to the applicable individually guidebook rates for each component of the package, as shown in **C. REFERENCES** following.

6. AT&T BUSINESS LOCAL CALLING ESSENTIALS (CONT'D)

C. TERMS AND CONDITIONS (Cont'd)

10. Customers who elect to terminate their agreement prior to completion of the agreed to term will be assessed early termination charges amounting to 50% of the monthly recurring charges times the number of months left on the term commitment. A request for a reduction in the number of lines originally committed to an AT&T Business Local Calling Essentials agreement will be considered an early termination of the entire agreement and will be liable for termination charges except as specified below, or if business downturn rules apply as listed in item number 14 below.
11. Termination charges are not applicable if, during the term period, the customer converts to another Company access and local usage plan with a term equal to or greater than the remaining AT&T Business Local Calling Essentials term plan.
12. Within 90 days of subscribing to an AT&T Business Local Calling Essentials 2-year or 3-year term plan, customers may cancel this service without incurring the termination liability charges specified in this guidebook.
13. Eligible customers who also have refused or not responded to a previous AT&T Business Local Calling Essentials offer from the Company will be eligible for a one-time credit per access line when they subscribe as listed in **D. PRICES** following. This bill credit will be applied within two (2) bill cycles of order completion. Save customers are not eligible for this one-time credit.

6. AT&T BUSINESS LOCAL CALLING ESSENTIALS (Cont'd)

B. TERMS AND CONDITIONS (Cont'd)

14. For purposes of this product offer, the term "Business Downturn" is hereby defined to mean an unplanned, measurable change in business conditions affecting the customer's business that is outside of the customer's control and that materially and negatively affects the customer's need for the level of Company services originally committed to hereunder. The customer specifically acknowledges that the transfer or substitution of these services to another provider during the term hereof does not qualify as business downturn. This provision may be invoked by the customer no earlier than after the end of the first year for a two or three year agreement. To invoke this provision, the customer must provide in writing to the Company the facts which support its request for Business Downturn consideration, and the Company will solely determine whether the customer's business conditions satisfy the definition of "Business Downturn".

Upon the Company's determination that a Business Downturn has occurred, the customer and the Company shall then negotiate in good faith an appropriate and commercially reasonable change to the customer's commitments hereunder. Examples of appropriate and commercially reasonable changes include (but are not limited to) a modification to the term or number of lines committed under the agreement. The Parties shall continue performance under this Agreement while they are in negotiations. If no agreement can be reached regarding a change to the customer's commitments, then the rates, terms, and conditions of this Agreement shall remain in effect for its Term. The customer may invoke this provision only once during the term of this Agreement.

15. Effective on or after November 28, 2011, existing customers with a current AT&T Business Local Calling Essentials agreement which is within 90 days of expiration, or which has expired within the past 90 days will be eligible to sign a new AT&T Business Local Calling Essentials agreement at the same rate as their expiring/expired agreement. Line size restrictions remain applicable. The one-time refuser credit will NOT be available (see paragraph 13 above).

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6. AT&T BUSINESS LOCAL CALLING ESSENTIALS (Cont'd)

C. REFERENCES

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

<u>Subject</u>	<u>Reference</u>
Business Network Access Lines	Part 4, Section 2
Local Exchange Usage	Part 4, Section 2
Business Extended Community Calling	Part 4, Section 2
Custom Calling Features	Part 7, Section 1
Advanced Custom calling Features	Part 7, Section 2
FeatureLink	Part 7, Section 5

D. PRICES

1. Service Elements

Description	Monthly Rates		
	12-Month	24-Month	36-Month
Package Rate Per Line: agreements with 2 to 10 lines	\$23.00	\$23.00	\$23.00
Package Rate Per Line: agreements with 11+ lines	20.00	20.00 Credits	20.00
Month-to-Month FeatureLink, Monthly Credit Per Line	\$ 4.00	\$ 4.00	\$ 4.00
One-Time Credit Per Line	20.00	20.00	20.00
CO Optional Features Monthly Discount	30%	30%	30%

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

AT&T Business Local Calling Assurance is an optional business package that includes a network access line, unlimited local usage including extended community calling, Caller ID with Name, and Call Forwarding services.

B. Terms and Conditions

1. AT&T Business Local Calling Assurance is available to eligible business customers with 1 to 5 business lines who agree to a 12-Month^{/2/} or 24-Month^{/1/} term and commit to the Network Access Line service, Unlimited Local Usage service (includes extended community calling), Caller ID With Name, and Call Forwarding service at the package price as shown in D. Prices, following. Customers may also subscribe to Business Local Calling Assurance on a Month-to-Month basis at (C) prices as shown in paragraph D. (C)

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

2. AT&T Business Local Calling Assurance is only available to customers that require 1 to 5 individual business exchange network access lines, and is not available on FX Service, Remote Call Forwarding, WATS access lines, PBX Trunks, Centrex, or Semi-Public Coin services.
3. A customer may have up to 5 lines maximum per location subscribed to an AT&T Business Local Calling Assurance agreement.
4. Eligible customers will receive a waiver of normally applicable service ordering and line connection nonrecurring charges (NRC's) associated with local exchange access lines ordered at the time of initial subscription to AT&T Business Local Calling Assurance. Standard NRC's will apply to services added after the initial order.
5. The 12-month term^{/2/} is available as an oral re-subscribe agreement, under which the customer will have the right to re-subscribe to a new 12-month term at the same terms and conditions^{/1/} upon expiration of the term. The customer may elect to re-subscribe for a maximum of two additional 12-month terms^{/2/}. The customer will receive a written confirmation of service upon initial installation of the service. In addition, the customer will be notified prior to the expiration of their 12-month agreement that upon expiration the rates will revert to month-to-month rates, or they have the option to re-subscribe for a new 12-month term^{/2/}. Customers are under no obligation to re-subscribe after completion of any 12-month term

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

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

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

6. At the expiration of the agreed to term, rates will revert to the applicable non-term individually guidebook rates for each component of the package, as shown in C. References, following. Effective with new subscriptions beginning on or after February 28, 2011, the fixed monthly rate provided with this service continues after the end of the customers term period. All lines under these subscriptions will no longer be price protected after the expiration of the term, unless the customer agrees to a new 12-month term. (C)
(C)

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

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

C. References

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

Subject**Reference**

Business Network Access Lines	Part 4, Section 2
Local Exchange Usage	Part 4, Section 2
Business Extended Community Calling	Part 4, Section 2
Custom Calling Features	Part 7, Section 1
Advanced Custom calling Features	Part 7, Section 2

7. AT&T BUSINESS LOCAL CALLING ASSURANCE (Cont'd)

D. FEATURES

1. Standard Features

Description	Monthly Rates	
Package Rate Per Line:	\$80.00	(1)

8. EASY RATE**A. DESCRIPTION**

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

B. TERMS AND CONDITIONS

1. Easy Rate is available to business customers with a minimum of 40^{/1} business exchange access lines. Line counts may be combined from any state where an AT&T ILEC provides local service and where the Easy Rate plan is also available to meet the 40^{/1} line minimum requirement. All the customer's lines must be subscribed to Easy Rate.
2. All lines will include unlimited local usage service including Extended Community Calling, customer selected vertical services (optional), and hunting (optional) at the package price per line as shown in D. PRICES following.
3. If an account falls below the 40^{/1} minimum required Easy Rate lines, prices will revert to applicable monthly individually guidebook rates for each component of the Easy Rate package, as shown in C. REFERENCES following. Customers must specifically request to be returned to Easy Rate, if desired, if their account line total returns to the 40^{/1} line minimum.
4. Easy Rate is available only on measured service business exchange access lines (1MB class of service). Other class of service lines or types must be established on a separate account and billed separately.
5. Easy Rate is not available on FX Service, Remote Call Forwarding Service, WATS/800 services, PBX Trunks, DID, Centrex, ISDN services, or Semi-Public Coin services.
6. Except as provided below, Non-Recurring Charges (NRCs) shall be waived for Easy Rate Customers for 1) the establishment of all local exchange access lines and associated vertical features ordered at the time of initial subscription to Easy Rate; and 2) NRCs shall also be waived for Easy Rate Customers changing to/from hunting service. NRCs will apply to stand alone features added to an existing Easy Rate account when such features are added subsequent to the initial subscription. NRCs shall not be waived for Customers subscribing to a Month-to-Month plan.

/1/ The minimum line requirement for Easy Rate agreements established between September 9, 2013, and June 20, 2018 shall be reduced to 10. (C) (C)

8. EASY RATE (Cont'd)**B. TERMS AND CONDITIONS (Cont'd)**

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

Caller ID
Caller ID With Name
Speed Calling 30

Call Waiting
Call Forwarding
Three-Way Calling

Automatic Callback
Call Screening
Repeat Dialing

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C. REFERENCES

The Easy Rate package components are provided in accordance with the Terms and Conditions of their applicable guidebooks except as noted in Sections B. and D. of this Guidebook.

<u>Subject</u>	<u>Reference</u>
Business Network Access Lines	Part 4, Section 2
Local Exchange Usage	Part 4, Section 2
Business Extended Community Calling	Part 4, Section 2
Custom Calling Features	Part 7, Section 1
Advanced Custom calling Features	Part 7, Section 2

D. FEATURES**1. Standard Features**

Easy Rate, package rate per line:

Description	Monthly Rate	Description	Monthly Rate
Month to Month	\$50.00	36 Month Term	\$50.00
12 Month Term	50.00	48* Month Term	50.00
18 Month Term	50.00	60* Month Term	50.00
24 Month Term	50.00		

* Easy Rate Agreements with 48 & 60 month terms may not be established on or after September 9, 2013. (N) (N)

9. AT&T BUSINESS LOCAL CALLING ASSURANCE (Cont'd)
B. TERMS AND CONDITIONS (Cont'd)6. Loyalty Discount Schedule

Eligible customers will receive the following loyalty discounts which are calculated as a percentage of their agreed upon MARC and which will be applied as a credit to their bill. The loyalty discounts will be applied upon subscription to CompleteLink 2.0 and yearly (for terms exceeding 2 years) according to the following schedule. Credits will be applied to customer accounts, if applicable, in the 1st, 13th, 25th, 37th, and 49th bill periods.

	1-Year Term	2-Year Term	3-Year Term	5-Year Term
Upfront Loyalty Discount	N/A	5%	5%	5%
1st Year Loyalty Discount	N/A	5%	5%	5%
2nd Year Loyalty Discount	N/A	N/A	5%	5%
3rd Year Loyalty Discount	N/A	N/A	N/A	5%
4th Year Loyalty Discount	N/A	N/A	N/A	5%

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

AT&T Business Local Calling (BLC) is an optional business package offer that provides (4) line option packages which include varying combinations of a network access line, choice of local usage plans (including Extended Community Calling), select vertical features, and hunting (optional). Additional vertical feature options are also available.

B. TERMS AND CONDITIONS

1. AT&T Business Local Calling is available to business customers who agree to a 12-Month, 24-Month, or 36-Month term and who commit to the line option packages and prices as shown in *G. Prices* following. Effective May 2, 2011 customers may also subscribe to AT&T Business Local Calling on a Month-to-Month basis at prices as shown in *G. Prices* following.
2. AT&T Business Local Calling is not available on FX Service, Remote Switching Service, WATS access lines, PBX Trunks, Centrex, ISDN, Hotel/Motel Service, 800 Service, or Semi-Public Coin services.
3. AT&T Business Local Calling is only available where facilities and equipment are available.
4. All lines in an AT&T Business Local Calling account must be subscribed to a line option package as listed in *G. Prices* following. Multiple options per account are permissible.
5. Lines subscribed to AT&T Business Local Calling cannot be subscribed to any other optional local calling plans.
6. An AT&T Business Local Calling plan is not transferable to, nor may it be assumed by, a customer or customers other than the customer of record.
7. Volume Price Level rates as listed in *G. Prices* will apply for the life of the term plan based on the number of lines subscribed to on the initial order.
8. AT&T Business Local Calling line option packages contain certain core components as well as a variety of optional components. Optional components are included in the AT&T Business Local Calling line option prices and are activated at the customer's discretion. There is no reduction in price for any optional feature not activated. Optional features selected for activation by the customer are provided on a per line basis. Core components are not optional and cannot be removed from the package.
9. Certain stand alone vertical features not designated as either core or optional components in any line option package may be added on an a la carte basis at the rate listed in *G. Prices* following. These stand alone vertical features are limited to Three-Way Calling, Call Forwarding, Call Waiting, Speed Calling 30, Repeat Dialing, Automatic Callback, and Call Screening. Other stand alone features may be added on an a la carte basis at their individually guidebook rates.

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

/2/ Material previously appeared on 4th Revised Sheet 26 in this Section.

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

10. A customer may subscribe to multiple agreements for AT&T Business Local Calling at the same time, but a telephone number may only be included under one agreement.
11. There is no nonrecurring service charge or set-up charge to establish an AT&T Business Local Calling account.
12. Customers will receive a waiver of normally applicable Service Ordering and Line Connection nonrecurring charges (NRCs) associated with the establishment of all local exchange access lines that are subscribed to AT&T Business Local Calling, as well as a waiver of NRCs, if applicable, associated with vertical features ordered at the time of initial subscription to AT&T Business Local Calling. Service charges associated with changing to/from hunting service, if applicable, will also be waived for AT&T Business Local Calling customers. Standard NRCs will apply to stand alone features added to an existing AT&T Business Local Calling account when such features are added subsequent to the initial subscription. This waiver of NRCs is not applicable for customers subscribing to a Month-to-Month plan.
13. Customer may purchase Business Local Calling 1-19 line package for a 12-month term via a written or oral agreement. The agreement will automatically renew in successive 12-month terms unless, prior to expiration of the then-existing term, either party (Customer or Company) provides the other 30-days written notice that it does not wish to renew the agreement. Absent such notification, a new 12-month agreement subject to the same rates, terms and conditions will commence on the expiration date of the then-current term.

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

14. Applicable local, state, and federal charges, taxes, 911 fees, and the End User Common Line charge are in addition to the line option prices listed in G. *Prices* following.
15. If a customer does not commit to a new term plan or an alternate plan by the last date of the existing term plan, the customer's existing AT&T Business Local Calling plan, discounts and rates will terminate and the customer's services will be billed at the Month-to-Month rates as shown in G. *Prices* following.^{/1/}
16. Lines subscribed to an AT&T Business Local Calling account cannot be placed on Temporary Suspension.

^{/1/} Effective 5/02/2011, AT&T Business Local Calling will be available on a Month-to-Month basis without having previously subscribed to a term plan. Month-to-Month prices will be subject to Company-initiated price adjustments.

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

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AT&T BUSINESS LOCAL CALLING (Cont'd)**B. TERMS AND CONDITIONS (Cont'd)**

17. Business customers located in Milwaukee, Kenosha, Menomonee Falls, Racine, and Waukesha Exchanges who initially subscribe to AT&T Business Local Calling with 1 to 19 lines will receive an additional monthly discount off the standard prices for Options A and B as shown in *G. Prices* following. The additional monthly discount will apply for the life of the term plan based on the number of lines subscribed to on the initial order. This discount does not apply to monthly extension rates. All other terms and conditions applicable to AT&T Business Local Calling, as appropriate, will apply. This discount may not be combined with the Business Access Line Save The Deal offer.

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

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

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

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

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

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

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

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/1/ Material now appears on Sheet 27.1 of this section.

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

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

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

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

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

For Service Agreements entered into on or after April 1, 2017, the credit is \$6.00 off of the All for Less rate on the first line only, for 12 months. The customer must agree to subscribe all their lines to AT&T Business Local Calling in order to receive the credit.

Those customers who initially refuse the above mentioned offer will be eligible to receive a monthly credit, as follows:

For Service Agreements entered on or after April 1, 2017, the credit is \$12.00 off of the All for Less rate on the first line only, for 12 months.

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

/1/ Material formerly appeared on Sheet 27 of this section.

AT&T BUSINESS LOCAL CALLING (Cont'd)**C. LINE OPTION PACKAGES**

“Unlimited A” (Option A) – Core Components: network access line, unlimited local usage including Extended Community Calling calls, Caller ID and Caller ID With Name, Three-Way Calling, Call Forwarding. Optional Components: Call Waiting, Speed Calling 30, Repeat Dialing, Automatic Callback, Call Screening, Alternate Answering, Busy Line Transfer, Message Waiting Indication, and Hunting.

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

“Block Of Time 150” (Option C) – Core Components: network access line, local usage 150 minute Block of Time (BOT) including Extended Community Calling calls, Caller ID and Caller ID With Name. Optional Components: Alternate Answering, Busy Line Transfer, Message Waiting Indication, and Hunting. Local minutes of use in excess of the 150 minute allowance are charged at the rate listed in G. Prices following. Minutes used will be rounded up to the next whole minute per call.

“Measured” (Option D)¹ – Core Components: network access line, local usage measured on a per minute of use basis including Extended Community Calling calls, Caller ID and Caller ID With Name. Optional Components – Alternate Answering, Busy Line Transfer, Message Waiting Indication, and Hunting. Local usage minute of use rate charged is as listed in G. Prices following.

/2/
/2/

D. TERMINATION LIABILITY AND SHORTFALL

1. Except as provided for elsewhere in this product Guidebook, customers who terminate their entire AT&T Business Local Calling account prior to completion of the selected term period are subject to termination charges. Termination charges are equal to \$15.00 times the number of months remaining on the term commitment times the number of lines subscribed to on the initial order.
2. Termination charges are not applicable if, during the term period:
 - a. the customer converts to another Company access and local usage plan with a term equal to or greater than the time remaining on the AT&T Business Local Calling term plan.
For 20+ line agreements established on or after October 26, 2012 the customer must also establish a new line commitment at least as great as in their initial subscription in order to qualify or
 - b. the customer converts to an upgraded technology with the Company (i.e. network access lines to PBX Trunks, Centrex, ISDN Prime) and commits to a term equal to or greater than the time remaining on the AT&T Business Local Calling term plan. It is at the Company's sole determination whether a product change satisfies the requirements for waiver of the termination liability under this clause; or

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

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

(N)
(N)

AT&T BUSINESS LOCAL CALLING (Cont'd)**D. TERMINATION LIABILITY AND SHORTFALL (Cont'd)**

2. Termination charges are not applicable if, during the term period (cont'd):
 - c. the customer chooses to terminate their agreement and to negotiate a new AT&T Business Local Calling agreement with a term period greater than the time remaining on the existing AT&T Business Local Calling agreement. The new service agreement will be based on the term plan rates in effect at the time of establishing the new agreement. For 20+ line agreements established on or after October 26, 2012 the customer must also establish a new line commitment at least as great as in their initial subscription in order to qualify.
 - d. An AT&T ILEC Service provided under a Business Local Calling Agreement is migrated to a qualifying AT&T Business Voice over IP (BVoIP) Service or to a qualifying AT&T Mobility Service (referred to collectively as the "Replacement Service"), then the Early Termination Charge associated with the Terminated ILEC Service will be waived provided:
 - 1) the Terminated ILEC Service has been installed at the Customer site for no fewer than 3 months;
 - 2) the term of the Replacement Service agreement is equal to or greater than the remaining term for the Terminated ILEC Service;
 - 3) the Replacement Service is installed or available at the same Customer sites as the Terminated ILEC Service;
 - 4) the Replacement Service is contracted for in the same relative quantity(ies) as those Terminated ILEC Services being displaced, and
 - 5) activation of the Replacement Service at the Customer sites or for Customer use such Customer Sites occurs within 90 days of termination of the ILEC Service at that site.

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

(N)

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

E. BUSINESS DOWNTURN

1. For purposes of this product offer, the term *Business Downturn* is hereby defined to mean an unplanned, measurable change in business conditions affecting the customer's business that is outside of the customer's control and that materially and negatively affects the customer's need for the level of Company services originally committed to hereunder. The customer specifically acknowledges that the transfer or substitution of these services to another provider during the term hereof does not qualify as Business Downturn. This provision may be invoked by the customer no earlier than after the end of the first year for a two or three year agreement. To invoke this provision, the customer must provide in writing to the Company the facts which support its request for Business Downturn consideration, and the Company will solely determine whether the customer's business conditions satisfy the definition of Business Downturn.

AT&T BUSINESS LOCAL CALLING (Cont'd)**E. BUSINESS DOWNTURN (Cont'd)**

(C)

2. Upon the Company's determination that a *Business Downturn* has occurred, the customer and the Company shall then negotiate in good faith an appropriate and commercially reasonable change to the customer's commitments hereunder. Examples of appropriate and commercially reasonable changes include (but are not limited to) a modification to the term or number of lines committed under the agreement. The Parties shall continue performance under this agreement while they are in negotiations. If no agreement can be reached regarding a change to the customer's commitments, then the rates, terms and conditions of this agreement shall remain in effect for its term. The customer may invoke this provision only once during the term of this agreement.

F. REFERENCES

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

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

AT&T BUSINESS LOCAL CALLING (Cont'd)

G. PRICES

1. Service Elements

(D)

AT&T BUSINESS LOCAL CALLING (Cont'd)**G. PRICES (Cont'd)****1. Service Elements (Cont'd)**

For Accounts Established Between 6/01/15 and 8/14/16					
<u>Volume</u>	<u>Price Level</u>	<u>Line Option</u>	<u>1 Year</u>	<u>2 Year⁽¹⁾</u>	<u>3 Year⁽¹⁾</u>
	1 – 19 ⁽¹⁾	Option A	\$ 50.00	-	-
		Option B	45.00	-	-
	20+	Option A	34.00	33.00	32.00
		Option B	29.00	28.00	27.00
For Accounts Established Between 8/15/16 and 3/14/18					
<u>Volume</u>	<u>Price Level</u>	<u>Line Option</u>	<u>1 Year</u>	<u>2 Year⁽¹⁾</u>	<u>3 Year⁽¹⁾</u>
	1 – 19 ⁽¹⁾	Option A	\$ 60.00	-	-
		Option B	55.00	-	-
	20+	Option A	34.00	33.00	32.00
		Option B	29.00	28.00	27.00
For Accounts Established between 3/15/18 and 6/18/19					
<u>Volume</u>	<u>Price Level</u>	<u>Line Option</u>	<u>1 Year</u>	<u>2 Year⁽¹⁾</u>	<u>3 Year⁽¹⁾</u>
	1 – 19 ⁽¹⁾	Option A	\$ 60.00	-	-
		Option B	55.00	-	-
	20+	Option A	39.00	\$38.00	\$37.00
		Option B	34.00	33.00	32.00
For Accounts Established between 6/19/19 and 8/22/19					
<u>Volume</u>	<u>Price Level</u>	<u>Line Option</u>	<u>1 Year</u>	<u>2 Year⁽¹⁾</u>	<u>3 Year⁽¹⁾</u>
	1 – 19 ⁽¹⁾	Option A	\$ 70.00	-	-
		Option B	65.00	-	-
	20+	Option A	39.00	\$38.00	\$37.00
		Option B	34.00	33.00	32.00

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

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

⁽³⁾ Material formerly appeared on sheet 33.

AT&T BUSINESS LOCAL CALLING (Cont'd)

G. PRICES (Cont'd)

1. Service Elements (Cont'd)

For Accounts Established On or after 8/23/19					
Volume	Price Level	Line Option	1 Year	2 Year ^{a/}	
1 - 19 ^{1/}		Option A	\$ 70.00	-	
		Option B	65.00	-	
20+		Option A	44.00	\$38.00	
		Option B	39.00	33.00	
<u>Monthly Rate</u>					
Vertical Features Listed in B 9, per feature, per line				\$3.00	
Option C Local Usage Per Minute Of Use Charge in Excess of 150 Minutes				\$0.024	
Option D Local Usage Per Minute Of Use Charge				\$0.030	
Milwaukee, Kenosha, Menomonee Falls, Racine, & Waukesha Exchange monthly discount per line, Option A, as Defined in B 17				\$3.00 ^{b/}	
Milwaukee, Kenosha, Menomonee Falls, Racine, & Waukesha Exchange monthly discount per line, Option B, as Defined in B 17				\$6.00 ^{b/}	
Month-to-Month Prices:		Option A	\$167.00	(I)	
		Option B	165.00	(I)	
		Option C ^{c/}	169.00	(I)	
		Option D ^{c/}	162.00	(I)	

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

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

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