

1. GENERAL - RESIDENCE**A. Description**

The Company may from time to time engage in promotional offerings of network and exchange services and private line and special access services to the Company's Residence customers.

The Company may waive and/or discount specific tariff or Guidebook rates and/or charges, provide customers with credits based on meeting certain conditions, offer services under different terms and conditions, or offer other incentives to purchase tariffed or Guidebook services as specified in the offer.

B. Promotional Services

Promotion offerings include the following:

Residential Access Line Retention Promotion

A retail promotion period shall be established from November 1, 2010 through July 1, 2012. Eligible residence customers who call to disconnect their access line(s) and decide to retain the line(s) and have or newly subscribe to a Custom Calling Service (feature) per line, will receive a \$5.00 bill credit per month, for up to two access lines, for a maximum of 12 months. (C)

For those customers who receive this promotional offer on or after June 20, 2011, the requirement to have, or newly subscribe to a Custom Calling Service is eliminated.

- Eligible customers may only receive this offer once during the offer period.
- This offer may not be combined with other AT&T California residence retention offers that provide a monthly discount.
- Customers must keep the required services for 30 days to receive the benefit of this offer.
- Customer's bill will be credited \$5.00 each month per line that the access line(s) and feature is retained.
- If the customer disconnects the line(s) or required feature or moves from their current location, the remaining benefits will cease.
- Customers subscribing to Complete Choice Enhanced or Complete Choice Basic must have the access line in service for a minimum of 60 days before the customer becomes eligible for this offer.
- This offer is available for resale.

1. GENERAL - RESIDENCE (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following:

Complete Choice Basic Promotion

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Eligible residential customers who purchase Complete Choice Basic with flat rate service may receive an \$8.05 bill credit for 12 months.

- Eligible customers are those residential customers who have at least one local exchange access line or a substitute (e.g. a wireless line or VoIP service) with a provider other than the Company at a service location that can be served by the Company.
- Eligible customers must request the qualifying service at the same address as the existing service, unless they are planning an imminent move--within 30 (thirty) days of responding to the offer--from one address in an AT&T incumbent local exchange service area to another address in an AT&T incumbent local exchange service area.
- An initial credit of \$32.20, for the first four months of service, will be applied on the fourth billing cycle. The customer is required to maintain the required service for at least 90 days in order to receive the credit. No credit will be given if the customer disconnects prior to the 4th billing cycle.
- Customers will receive an \$8.05 credit per month for months 5 - 12.
- This offer may not be combined with other local service offers that provide a monthly recurring discount.
- This offer is not available to customers who are switching service between affiliated companies.

This promotion is effective from March 1, 2011 though June 30, 2011 and is available for resale.

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1. GENERAL - RESIDENCE (cont'd)**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

Complete Choice Enhanced Retention Promotion

A retail promotion period effective through September 30, 2015. During the promotion period, residential customers who call to disconnect service with AT&T and elect to retain service and subscribe to the Complete Choice Enhanced package may receive a bill credit of \$8.00 per month for 12 months on a maximum of two access lines.

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- This offer is for retention purposes only
- Customers must have or newly subscribe to Complete Choice Enhanced on each line, up to a maximum of two (2) lines, to receive the monthly credit
- If the customer adds features to qualify for the Complete Choice Enhanced package, the non-recurring charge(s) and/or package fee will be waived.
- Eligible customers may only receive this offer once during the offer period
- This offer may not be combined with other AT&T residence line retention offers, including but not limited to the Residence Access Line Retention Promotion.
- Monthly credits will cease if the customer disconnects the line or the package, or moves from their current location
- The access line (s) must be in service for a minimum of 60 days before the customer becomes eligible for this offer
- Customers must keep the required services for 30 days to receive the benefit of this offer.
- AT&T may discontinue this offer upon 14 days notice or less.

1. GENERAL - RESIDENCE (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

Paperless Bill Incentive Offer

The Paperless Bill Incentive Offer will be extended through June 30, 2016.
During this period, residential customers who receive an offer incentive and sign up for paperless billing online will be eligible to receive a \$10 Visa Reward. The customer must remain with paperless billing for 90 days in order to receive the reward. Eligible customers are those residential customers not currently subscribed to paperless billing and who agree to receive their bill electronically.

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1. GENERAL - RESIDENCE (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

\$10 AutoPay Incentive

The \$10 AutoPay Incentive for residential customers will be extended through June 30, 2016. During this period residential customers who receive an incentive offer either online or via email and currently use a one-time payment method and sign up for the automatic payment feature, Autopay, will be eligible to receive a \$10 benefit in the form of a reward card. The customer must remain on AutoPay for 90 days in order to receive the reward card. Eligible customers are residential customers not currently registered for Autopay.

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1. GENERAL - RESIDENCE (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

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/1/ Material previously appearing on this Sheet now appears on Sheet 28.

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1. GENERAL - RESIDENCE (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

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/1/ Material now appears on Sheet 29.

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1. GENERAL - RESIDENCE (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

Mobility National Retail Service Connection Charge Waiver

A new statewide promotion for new customers who choose the Company as their local service provider and place an order for new residential local exchange service in person at a retail location with whom the Company has an arrangement to sell its services.

New customers include those who are new to the Company. Existing customers are not eligible for this promotion.

During the promotion, eligible customers who order a minimum of Complete Choice Basic will receive a waiver of the nonrecurring charges associated with adding the package (includes the non-recurring charges for the access line and features). This offer cannot be combined with a customer's receipt of a Link-up discount.

The Mobility National Retail Service Connection Charge Waiver may be combined with other promotional offers for which the customer qualifies unless excluded. This promotion is available through December 31, 2015, and is available for resale.

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1. GENERAL - RESIDENCE (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

\$6 for 12 Access Line Retention Offer

A retail promotional offer effective through September 30, 2015. Eligible residence customers are those customers who call to disconnect their access line(s) and then decide to retain the line(s). 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.

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Eligible customers may receive this offer only once during the offer period, and must keep the access line for 30 days to receive the benefit of the offer. The customer's bill will be credited \$6.00 each month, per line, that 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 AT&T residence retention offers that provide a monthly discount. AT&T employees are not eligible for this offer.

Customers subscribing to Complete Choice Enhanced or Complete Choice Basic must have the access line in service for a minimum of 60 days before the customer becomes eligible for this offer.

1. GENERAL - RESIDENCE (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

Complete Choice Basic Promotion

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A promotional offer is effective through June 15, 2015. During this offer period, eligible residential customers who purchase and retain the Complete Choice Basic (CCB) package with Flat Rate service may receive a bill credit for 12 months. This offer is available on up to two (2) lines.

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Eligible subscribers will receive a bill credit for 12 months on up to two lines that will provide a net price of \$15.00 for the CCB package. Existing customers subscribed to this promotion will continue to receive the net price of \$15.00 for CCB for the remaining months of their 12 month benefit period, provided they meet the promotion requirements.

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- Eligible customers are those residential customers who have at least one local exchange access line or a substitute (e.g. wireless or VoIP service) with a provider other than the Company at a service location that can be served by the Company.
- Eligible customers must request the qualifying service at the same address as the existing service, unless they are planning an imminent move--within 30 (thirty) days of responding to the offer--from one address in an AT&T incumbent local exchange service area to another address in an AT&T incumbent local exchange service area.
- The customer is required to subscribe to AT&T for local service and the Complete Choice Basic package with Flat Rate service on each line (maximum of 2 lines) receiving a credit. If the customer discontinues the Complete Choice Basic package, the credit(s) will cease.
- This offer may not be combined with any other local service offers that provide a monthly recurring credit or discount, but may be combined with an offer that waives the non-recurring installation/service charge(s).
- Customers must keep the required services for 30 days to receive the benefit of this offer.
- This offer is not available to customers who are switching service between affiliated companies.
- This offer is available for resale.

1. GENERAL - RESIDENCE (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

Residence Movers Service Connection Charge Waiver

A new statewide promotion for Local Exchange Residence Service (Measured Rate or Flat Rate Individual service), as described in Schedule Cal. P.U.C. No. 5.2.2 (5.2.5,E for Lifeline), available to existing residential customers who contact the Company for the purpose of discontinuing their access line service because they are moving to another location within the Company's West Region (West Region includes California and Nevada) and indicate they do not intend to, or are not ready to, order service at the new location.

During the promotion period, customers who contact the Company to disconnect service but instead agree to retain their access line service and place an order to transfer service to a new intra-region location within the Company's service area will qualify for a waiver of the non-recurring service charge (see Guidebook, Part 3, Section 1) for non-recurring service charge (or Schedule Cal. P.U.C. No. 5.2.5, E for Lifeline). The order(s) to transfer service(s) must be placed during the same service call.

This promotion is available on up to three (3) transferred lines and may not be combined with the any other retention or competitive acquisition offer.

This offer cannot be combined with a customer's receipt of a Link-up discount.

The promotion is available from February 1, 2010 through December 31, 2013, and is available for resale.

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1. GENERAL - RESIDENCE (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

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1. GENERAL - RESIDENCE (cont'd)**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

Access Line Move Offer - IC Waiver Promotion

A new statewide promotion for Local Exchange Residence Service, as described in Schedule Cal. P.U.C. No. 5.2.2 and Guidebook, Part 4, Section 2, available to existing residential customers moving within the Company's service area who call to disconnect their residential service but decide to keep/move their service to a new location.

During the promotion period, the nonrecurring service connection charge for the installation of each new Local Exchange Residence Service line, as set forth in Guidebook, Part 3, Section 1 or Schedule Cal. P.U.C. No. 5.2.5, E. for Universal Lifeline Telephone Service, will be waived for each new subscribed Local Exchange Residence Service line up to a maximum of three lines per customer.

This promotion cannot be combined with any other promotion unless otherwise specified. Service orders must be taken by authorized channels on or after February 1, 2007.

This promotion is offered from February 1, 2007 and is available for resale. The promotion ends November 9, 2007.

Win/Winback Select Feature Package Promotion

A new statewide promotion for the Select Feature Package, as described in Guidebook, Part 7, Section 5, preceding, available to residential customers who have (1) discontinued their service with the Company for the purpose of establishing service with a Competitive Local Exchange Carrier operating within the Company's territory and return to the Company ("Winback Customers"), or (2) established their service with a Competitive Local Exchange Carrier operating within the Company's territory and now establish service with the Company ("Win Customers").

During the promotion period, eligible customers subscribing to Select Feature Package will receive a monthly credit of \$1.66 per month through December 31, 2007. Customers must maintain the Select Feature Package through December 31, 2007 to qualify for all credits. If the customer disconnects the Select Feature Package prior to December 31, 2007, the customer will forego any remaining credits. The customer may add Custom Calling Services (features) on a stand-alone basis (outside of a package) and the nonrecurring charge will be waived, however, the customer will not be eligible for any monthly credits.

This promotion cannot be combined with any other promotion unless otherwise specified.

This promotion is offered from May 17, 2007 through December 15, 2007 and is available for resale.

1. GENERAL - RESIDENCE (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

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1. GENERAL - RESIDENCE (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

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1. GENERAL - RESIDENCE (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

Orange County IC Waiver Promotion

A new promotion for Local Exchange Residence Service, as described Tariff schedule A5 or Guidebook, Part 4, Section 2 preceding, available to new residential customers who do not currently subscribe to Local Exchange Residence Service provided by the Company or a CLC and who now subscribe to Local Exchange Residence Service ("New") through an in-person solicitation by a Company representative and will be served by one of the following wire centers:

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|----------|----------|----------|----------|
| ANHMCA01 | CSMSCA11 | MSVJCAAT | SNANCA01 |
| ANHMCA11 | ELTRCA11 | ORNGCA11 | SNANCA11 |
| ANHMCA12 | FUTNCA01 | ORNGCA13 | SNANCA12 |
| ANHMCA17 | GRGVCA01 | ORNGCA14 | SNCLCA12 |
| BALBCA01 | IRVNCA01 | PLCNCA11 | TUSTCA11 |
| BNPKCA11 | IRVNCA11 | RSMGCA11 | TUSTCA70 |
| BREACA12 | IRVNCA12 | SJCPCA12 | YRLNCA11 |
| CRDMCA11 | LGNGCA12 | SLVRCA11 | YRLNCA12 |

During the promotion period, the nonrecurring service connection charge for the installation of each new Local Exchange Residence Service line (Guidebook, Part 3, Section 1, or Guidebook, Part 4, Section 1 for Universal Lifeline Telephone service) will be waived for each new subscribed Local Exchange Residence Service line.

This promotion cannot be combined with any other promotion unless otherwise specified. Service orders must be taken between February 1, 2007 through February 28, 2007.

This promotion is offered from February 1, 2007 through February 28, 2007 and is not available for resale.

1. GENERAL - RESIDENCE (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

IC Waiver for Access Line Win/Winback Promotion

A new statewide promotion for Local Exchange Residence Service, as described in Schedule Cal. P.U.C. No. 5.2.2 and Guidebook, Part 4, Section 2 preceding, available to residential customers who have (1) discontinued their service with the Company for the purpose of establishing service with a Competitive Local Exchange Carrier operating within the Company's territory and returns to the Company ("Winback Customers"), or (2) established their service with a Competitive Local Exchange Carrier operating within the Company's territory and now establishes service with the Company ("Win Customers").

During the promotion period, the nonrecurring service connection charge for the installation of each new Local Exchange Residence Service line (Guidebook, Part 3, Section 1 or for Universal Lifeline Telephone Service, Tariff Schedule A5) will be waived for each new Local Exchange Residence Service line to which an eligible customer subscribes.

This promotion cannot be combined with any other promotion unless otherwise specified. Service orders must be taken by authorized channels on or after January 29, 2007.

This promotion is offered from January 29, 2007 through December 31, 2008^{/1/} and is available for resale.

/1/ See Schedule Guidebook Part 3, Section 1 for permanent offer.

1. GENERAL - RESIDENCE (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

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1. GENERAL - RESIDENCE (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

Additional Line Retention \$10 Promotion

A new statewide promotion for additional access lines (access lines are described in Schedule Cal.P.U.C. No. A5.2.2), available to existing residential customers who call the Company to disconnect their additional access line (ADL) but then agree to keep their ADL and subscribe to Select Feature Package or Complete Choice Enhanced package.

Customers ordering a new package to qualify for this offer must subscribe to Complete Choice Enhanced.

During the promotion period, when the eligible customer agrees to keep their ADL and the required package, the customer will receive a bill credit of \$10.00 for as long as they keep their additional line and the required package on the account. If the customer disconnects the additional line and/or the required package before the next bill period date in which a credit is due, any further benefits available under this offer will cease and the credit will be discontinued. If the customer moves from their current location, any further benefits available under this offer will cease.

If the customer newly subscribes to Complete Choice Enhanced to qualify for this promotion, the non-recurring feature charge will be waived.

The promotion is available on a maximum of one ADL and may not be combined with any other access line retention offers that provide a monthly recurring discount.

Customers must keep the required services for 30 days to receive the benefit of this offer.

The promotion is effective from October 1, 2011, through September 30, 2014, and is available for resale.

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1. GENERAL - RESIDENCE (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

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1. GENERAL - RESIDENCE (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

\$5 Residence Access Line Retention Offer

A new statewide promotion available to existing residential customers who call the Company for the purpose of discontinuing their Residential Flat or Measured Rate Service (access line) but agree to keep the service (ULTS also eligible).

During the promotion period, but prior to March 10, 2009, customers who agree to keep their access line(s) and maintain or newly subscribe to one of the eligible Custom Calling Services (CCS) noted below will be eligible for a \$5.00 monthly bill credit as long as the customer maintains the access line and the eligible CCS on each line. On and after March 10, 2009, the \$5.00 monthly bill credit will be provided for 24 months. If the customer disconnects the additional line and/or the qualifying CCS (or package containing the CCS) before the next bill period date in which a credit is due, any further benefits available under this offer will cease and the credit will be discontinued. If the customer moves from their current location, any further benefits available under this offer will cease.

The bill credit is applicable to a maximum of two access lines, providing the feature requirement is met on each line. Only one credit application applies for the life of the offer for the qualifying access lines. The bill credit will appear on the second billing cycle after the order is issued.

Eligible Custom Calling Services:

- | | |
|--------------------------|------------------------|
| Anonymous Call Rejection | Busy Call Forwarding |
| Call Forwarding | Call Return |
| Call Screen | Call Trace |
| Call Waiting | Caller ID |
| Delayed Call Forwarding | Distinctive Ring |
| Priority Ring | (D) |
| Repeat Dialing | Select Call Forwarding |
| Speed Calling – 30 code | Speed Calling – 8 code |
| Three-Way Calling | |

This offer is not available to customers who subscribe to a package newly introduced on or after September 1, 2008 or who became a customer of the Company through a win/winback offer. This offer may not be combined with any other retention promotions. The promotion is available from August 25, 2008 through September 30, 2009 and is available for resale.

1. GENERAL - RESIDENCE (cont'd)**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

Acquisition Complete Choice® Package Promotion

A new statewide promotion is available to eligible customers. Eligible customers are those who have at least one local exchange access line or a substitute (e.g. a wireless line or VoIP service) with a carrier other than the Company at a service location that can be served by the Company. New customers moving from an AT&T local service area in a state and location where AT&T provides local exchange access service as an incumbent local exchange carrier are also eligible. Employees of the Company and its affiliates are not eligible.

During the promotion period, eligible customers who establish local service with the Company and purchase, Complete Choice® Basic, Complete Choice® Enhanced or a package containing the same features, will receive a coupon redeemable for a \$50.00 check. The customer must redeem the coupon within 30 days of receipt.

All nonrecurring charges associated with adding the package (the features and the access line) to the customer's account will be waived. Customers must retain, at a minimum, the Complete Choice® Basic package, or a package containing the same features, for 30 days.

The promotion is available from September 29, 2008 through September 30, 2009 and is available for resale.

1. GENERAL - RESIDENCE (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

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1. GENERAL - RESIDENCE (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

Authorized Vendor Service Connection Charge Waiver

A promotional period shall be established from October 26, 2009 through January 23, 2010. During the promotion period, eligible AT&T residence customers who place their order for phone service with AT&T will receive a waiver of the non-recurring Service Charges to establish service and the Custom Calling Services.

Promotion eligible customers are those customers who subscribe to an AT&T network access line with a minimum of Complete Choice Enhanced, or a package containing these features, and place their order for service online via an authorized vendor.

This promotion is not available for resale.

2. GENERAL - BUSINESS

A. Description

The Company may from time to time engage in promotional offerings of network and exchange services and private line and special access services to the Company's Business customers.

The Company may waive and/or discount specific tariff or Guidebook rates and/or charges, provide customers with credits based on meeting certain conditions, offer services under different terms and conditions, or offer other incentives to purchase tariffed or Guidebook services as specified in the offer.

B. Promotional Services

Promotion offerings shall include the following:

AT&T Business Local Calling Additional Line Promotion

Available through December 31, 2022. During this period eligible business customers who purchase new, incremental local exchange access lines will receive a one-time \$100.00 bill credit per line for up to 4 lines added per customer location. (C)

Eligible customers are existing business customers who add new, incremental local exchange access lines to a new or existing AT&T Business Local Calling term agreement after refusing the initial offer to add local access lines. Also eligible are new business start-up customers who add lines to a new AT&T Business Local Calling term agreement after refusing the initial offer to add an AT&T Business Local Calling term agreement. Additionally, all customers who add local exchange access lines to an AT&T Business Local Calling term agreement electronically, via online ordering methods, in response to an online advertisement will also qualify.

The lines added must be subscribed to either AT&T Business Local Calling Option A or Option B in order to qualify. Bill credits will become effective with the third bill period following eligibility. Customers disconnecting any of the new lines before the third bill period will not qualify to receive any bill credits. All orders must be completed by January 31, 2023. The Company may discontinue this offer upon 14 days notice. (C)

This promotion is available for resale.

This promotion may not be combined with the All For Less offer^{/1/}.

/1/ The All For Less bundle combines Business Local Calling Assurance, provided by AT&T California, with services offered by affiliates of AT&T California (Long Distance and non-regulated Internet services) in a bundled offering.

2. GENERAL - BUSINESS (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

Business Local Calling Option A and Option B Bundle Promotion

Eligible business customers with 1-19 lines will receive a discounted per line effective rate for AT&T Business Local Calling Option A or Option B package charges. Eligible customers are those business customers who are subscribed to AT&T Business Local Calling Option A or Option B when it is part of a bundle, where bundle components are available.^{/1/}

These eligible customers who subscribe to a 12-month Term Plan for AT&T Business Local Calling Option A or Option B as part of a bundle will receive a \$5 per line discount for AT&T Business Local Calling Option A or Option B package charges.

With the exception of the AT&T Business Local Calling Additional Line offer, this offer may not be combined with other AT&T Business Local Calling Term Plan discounts.

This offer is only allowed on single location accounts.

Billed to Number (BTN) arrangements are not allowed.

When the customer's bundle subscription expires these benefits will no longer apply. All other terms and conditions associated with AT&T Business Local Calling, as appropriate, will apply.

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(N)

/1/ The bundle combines the AT&T Business Local Calling Option A or Option B, provided by the Company with services offered by affiliates of these Companies (Long Distance, non-regulated Internet services and /or Mobility) in a bundled offering.

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(N)

2. GENERAL - BUSINESS (cont'd)**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

California Grand Opening III

A new statewide promotion for Business Access Lines. Eligible customers are new business customers who are not transferring service from another Local Exchange Carrier, existing business customers who are moving from one location to another within the Company's service areas, and existing business customers who have received a competitive offer from a competitive local exchange carrier operating within the Company's territory ("Retention Customers") and sign a 12 month minimum term agreement to any of the following packages:

- Custom BizSaver (Guidebook, Part 4, Section 5)
- SimpleLinkSM (Guidebook, Part 9, Section 3),
- SimpleLinkSM Enhanced (Guidebook, Part 9, Section 3), or
- CompleteLink[®] 2.0 (Guidebook, Part 9, Section 3)

During the promotional period, the nonrecurring Service Ordering and Line Connection charges associated with local exchange access lines or trunks after the first line purchased, up to 15 lines per location, will be credited to the customer during the fourth month of service. The customer will also receive a waiver of the applicable nonrecurring installation charges associated with any Custom Calling features or Hunting installed on the associated access lines or trunks ordered at the time of initial subscription.

This offer is only available at the time the initial order is placed for new or moving service and is not available for subsequent orders placed for additional lines, trunks, or other services. The customer must agree to subscribe all qualifying lines and trunks at each location.

This offer cannot be combined with any other promotional offers waiving nonrecurring charges for local exchange business access lines unless specified otherwise.

This promotion is offered from November 1, 2007 through March 31, 2008 and is available for resale.

2. GENERAL - BUSINESS (cont'd)**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

Save the Deal

A statewide promotion for Business Access Lines (Guidebook, Part 4, Section 2) for customers who renew or subscribe to any of the following qualifying voice packages:

- Custom BizSaver
- SimpleLinkSM Enhanced, or
- CompleteLink[®] 2.0

Eligible business customers who renew or subscribe for a minimum of one (1) year to any of the qualifying voice packages: Custom BizSaver (Guidebook, Part 4, Section 5), SimpleLinkSM Enhanced (Guidebook, Part 9, Section 3) or CompleteLink[®] 2.0 (Guidebook, Part 9, Section 3), will receive a monthly credit of \$3.00 per eligible access line for 12 months (for a total of \$36.00 per access line) up to a maximum of 25 lines (maximum of \$900.00 per customer). All lines must be associated with one of the eligible term plans. Eligible customers 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 and who, after calling to disconnect their lines agree to keep them. The customer must agree to associate all their lines with one of the eligible voice packages to receive the credit. Credit will be applied only to the lines intended for disconnection and the customer must subscribe/re-term during the promotional period. All other terms and conditions applicable to Custom BizSaver, SimpleLinkSM Enhanced, or CompleteLink[®] 2.0 will apply. The credit will be applied beginning the first month through the twelfth month of the new term. This promotion is available only once to the customer during the promotional period.

This promotion cannot be combined with any other promotional offers for Access Lines including Win or Winback offers.

This promotion is offered from April 1, 2008 through October 14, 2008 and is available for resale.

2. GENERAL - BUSINESS (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

BUSINESS LOCAL CALLING – AFL MINI BUNDLE PROMOTION

(N)

A promotional period will be in effect from February 1, 2017, through April 30, 2017. During this period eligible Business customers will receive a discounted per line effective rate for AT&T Business Local Calling Option A package charges. Eligible customers are those Business customers who are subscribed to AT&T Business Local Calling Option A when it is part of a bundle, where bundle components are available.^{/1/}

These eligible customers who subscribe to a 12-month Term Plan for AT&T Business Local Calling as part of a bundle will receive a net monthly rate of \$35 (via a \$25 credit) on the first line and a net monthly rate of \$25 per line (via a \$35 credit per line) on the 2nd to 19th lines for AT&T Business Local Calling Option A.

With the exception of the Business Local Calling Additional Line promotion, this offer may not be combined with other AT&T Business Local Calling Term Plan discounts.

This offer is only allowed on single location accounts.

Billed to Number (BTN) arrangements are not allowed.

This offer is limited to five hundred (500) lines per customer for the sum of all contracts and for all subsidiaries

When the customer's bundle subscription expires, these benefits will no longer apply.

All other terms and conditions associated with AT&T Business Local Calling, as appropriate, will apply.

/1/ The bundle combines the AT&T Business Local Calling Option A, provided by the Company with the following services (offered by affiliates of the Company) in a bundled offering: AT&T Internet, AT&T Long Distance, and AT&T Backup and Go.

(N)

2. GENERAL - BUSINESS (cont'd)**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

AT&T Moves You!

A new promotion available to eligible business customers who subscribe to either a new Custom BizSaver, SimpleLinksm, SimpleLinksm Enhanced, or CompleteLinksm 2.0 agreement. The customer will receive a waiver of the normally applicable nonrecurring service ordering and line connection charges associated with local exchange access lines and/or trunks, for up to 15 lines/trunks maximum per location in their initial order excluding their first line/trunk, when subscribing to the above named services. In addition, customers will receive a waiver of applicable non recurring charges associated with Custom Calling Features and Hunting for up to 15 lines maximum per location in their initial order when subscribing to the above named services.

- Eligible customers include existing business customers that are moving from one location to another within the Company's local exchange service area. Eligible customers must indicate whether they are considering other competitive offers in order to receive this offer. The competitive offer requirement is not applicable for customers subscribing to this offer on-line via a Company-authorized website (i.e., att.com/bizstartup).
- Eligible customers must agree to subscribe all their lines and trunks to one of the eligible term agreements named above in order to receive this benefit. This offer is only applicable at the time of placing the initial order for the moved business and is not available for subsequent orders placed for additional lines or services.
- All other terms and conditions applicable to either Custom BizSaver, SimpleLink, SimpleLink Enhanced, or CompleteLink 2.0, as appropriate, will apply. This offer cannot be combined with any other promotional offers waiving nonrecurring charges for local exchange access lines.

This promotion is offered from April 1, 2008 through March 31, 2009 and is available for resale.

2. GENERAL - BUSINESS (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

CompleteLinksm MARC Credit II Promotion

A new statewide promotion for CompleteLinksm, as described in Guidebook, Part 9, Section 3 available to new business customers ("New Customers"), business customers who have discontinued their service with the Company for the purpose of establishing service with a Competitive Local Exchange Carrier operating within the Company's territory and who now wish to return to the Company ("Winback Customers"), and business customers who have received a written competitive offer/proposal (i.e., a competitive proposal on a competitor's legitimate letterhead) dated within the past three months and are considering discontinuing their business with the Company for the purpose of establishing service with another Competitive Local Exchange Carrier operating within the Company's territory but choose to remain with the Company ("Save Customers"). During the promotion period, eligible customers subscribing to CompleteLinksm for a 1, 2, 3, or 5 year term agreement will receive a one-time credit based on the customer's minimum annual revenue commitment ("MARC") level as follows:

| Term Length | New Customer and Winback Customer Credit | Save Customer Credit |
|-------------|--|----------------------|
| 1 year | 5% | 2% |
| 2 years | 20% | 3% |
| 3 years | 25% | 4% |
| 5 years | 30% | 5% |

Example: A Winback Customer who commits to a \$7,000.00 MARC level with a 3-year term agreement will receive a one-time credit of \$1,750.00, which is 25% of \$7,000.00.

The credit will post to the customer's account within two billing cycles after the agreement has been approved and entered into the billing system.

If the customer terminates the CompleteLinksm agreement prior to the term expiration date, the customer will be liable for all applicable CompleteLinksm early termination fees, as described in Guidebook, Part 9, Section 3. However, the customer will not be required to return the credit received pursuant to this promotion.

2. GENERAL - BUSINESS (cont'd)**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

CompleteLinkSM MARC Credit II Promotion (cont'd)

Customers that are existing CompleteLinkSM subscribers and customers that subscribe to CompleteLinkSM prior to the effective date of the promotion are not eligible for this promotion. Service taken under this promotion may be combined with any other access line promotion that may be offered and for which the customer qualifies. This promotion may not be combined with other CompleteLinkSM promotions.

This promotion is offered beginning March 8, 2003 for a maximum of 120 days and is available for resale.

This promotion is extended and is now offered from July 6, 2004 for a maximum of 120 additional days for a maximum total of 240 days. This promotion continues to be available for resale.

Triple Feature Three for Three Package

This promotional offer allows eligible business customers the option to subscribe to three Custom Calling Services (features) for \$3.00 per month.

Eligible customers will receive the following features:

- o Call Waiting
- o Call Forwarding Busy Line
- o Call Forwarding Don't Answer

Eligible customers are those business customers who are new or existing business customers who have a single location with 1-4 lines, and who purchase the AT&T Business Local Calling Assurance package and subscribe to at least a 12 month term agreement for the AT&T Business Local Calling Assurance package.

Customers who discontinue the AT&T Business Local Calling Assurance package prior to the end of their term agreement will forfeit the benefit of this offer and will be charged the individual tariffed rates for these features. The offer may not be combined with any other offers except the AT&T Business Local Calling Assurance package.

This offer is effective from January 1, 2009 through December 31, 2009 and is available for resale. (C)

2. GENERAL - BUSINESS (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

BUSINESS LOCAL CALLING – AFL BACK UP BUNDLE PROMOTION

/2/

A promotional period will be in effect from July 15, 2017, through December 31, 2017. During this period eligible Business customers will receive a discounted per line effective rate for AT&T Business Local Calling (BLC) Option A package charges.

Eligible customers and applicable discounts are as follow:

- New customers who do not have local exchange service with the Company, or new customers 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 as a part of a Bundle^{/1/} (Win/Winback), and who subscribe to a 12-month Term Plan for BLC will receive a net monthly rate of \$25 (via a \$35 credit), or
- Existing customers currently subscribing to AT&T local service, who subscribe to a 12-month Term Plan for BLC and who are newly subscribing to AT&T Internet Service as a part of a Bundle^{/1/} will receive a net monthly rate of \$35 (via a \$25 credit).

Additional eligible customer and applicable discounts that will be in effect for a promotional period from August 30, 2017 through December 31, 2017 are as follow:

- Existing customers who communicate a desire to disconnect their lines then reconsider and keep the lines with the Company as a part of a Bundle^{/1/} (Save), and who subscribe to a 12-month Term Plan for BLC Option A will receive a net monthly rate of \$25 (via a \$35 credit).

For customers participating in this offer and receiving discounts as described in the three bullet points shown above (New, Win/Winback and Save), the 12-month term will be a 12-month term with an option to re-subscribe for two consecutive terms.

Furthermore,

- Customers participating in a Business Local Calling promotion as part of a Bundle^{/1/}, with the promotional rates listed below, may continue to participate in the promotion rates if they agree to a new 12-month term with an option to re-subscribe for two consecutive terms, prior to the expiration of their existing term.

First BLC Option A package line receiving a net monthly rate of \$50 (via a \$10 credit), and BLC Option A package lines 2-19 receiving a net monthly rate of \$25 (via a \$35 credit); or

First BLC Option A package line receiving a net monthly rate of \$35 (via a \$25 credit), and BLC Option A package lines 2-19 receiving a net monthly rate of \$25 (via a \$35 credit).

/1/ The bundle combines the AT&T Business Local Calling Option A, provided by the Company with the following services (offered by affiliates of the Company) in a bundled offering: AT&T Long Distance, and AT&T Internet, AT&T Mobility, DIRECTV or AT&T U-verse TV.

/2/ Material appearing on this Sheet previously appeared on Sheet 6.

/2/
(N)

2. GENERAL - BUSINESS (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

BUSINESS LOCAL CALLING – AFL BACK UP BUNDLE PROMOTION (cont'd)

With the exception of the Business Local Calling Additional Line promotion, this offer may not be combined with other AT&T Business Local Calling Term Plan discounts.

This offer is only allowed on single location accounts.

Billed to Number (BTN) arrangements are not allowed.

This offer is limited to nineteen (19) lines per customer location.

When the customer's bundle subscription expires, these benefits will no longer apply.

All other terms and conditions associated with AT&T Business Local Calling, as appropriate, will apply.

/1/

/1/

/1/ Material formerly appeared on Sheet 7.

(N)

2. GENERAL - BUSINESS (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

BUSINESS LOCAL CALLING – AFL BACK UP BUNDLE PROMOTION II

A promotional period will be in effect from January 1, 2019, through June 30, 2019. During this period eligible Business customers will receive a net monthly rate of \$35 (via a \$35 credit) for AT&T Business Local Calling (BLC) Option A package charges. (C)

Eligible customers are as follow:

- New customers who do not have local exchange service with the Company, or new customers 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 as a part of a Bundle^{/1/} (Win/Winback), and who subscribe to a 12-month Term Plan for BLC, or
- Existing customers currently subscribing to AT&T local service, who subscribe to a 12-month Term Plan for BLC and who are newly subscribing to or currently have AT&T Long Distance and AT&T Internet Service, AT&T Mobility, or DIRECTV as a part of a Bundle^{/1/}, or
- Existing customers who communicate a desire to disconnect their lines then reconsider and keep the lines with the Company as a part of a Bundle^{/1/} (Save), and who subscribe to a 12-month Term Plan for BLC Option A.

For customers participating in this offer and receiving discounts as described in the three bullet points shown above (New, Win/Winback and Save), the 12-month term will be a 12-month term with an option to re-subscribe for two consecutive terms.^{/2/} (C)

Furthermore,

- Customers participating in a Business Local Calling promotion as part of a Bundle^{/1/}, with the promotional rates listed below, may continue to participate in the promotion rates if they agree to a new 12-month term with an option to re-subscribe for two consecutive terms, prior to the expiration of their existing term.^{/2/} (C)

First BLC Option A package line receiving a net monthly rate of \$50 (via a \$20 credit), and BLC Option A package lines 2-19 receiving a net monthly rate of \$25 (via a \$45 credit); or

First BLC Option A package line receiving a net monthly rate of \$44 (via a \$20 credit plus a \$6 credit), and BLC Option A package lines 2-19 receiving a net monthly rate of \$25 (via a \$45 credit); or

/1/ The bundle combines the AT&T Business Local Calling Option A, provided by the Company with the following services (offered by affiliates of the Company) in a bundled offering: AT&T Long Distance, and AT&T Internet, AT&T Mobility or DIRECTV.

/2/ Customers participating in this offer prior to 7/01/2019 will retain the option to re-subscribe for two consecutive terms 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 Part 4, Section 5, paragraph B.13. (N)
|
(N)

2. GENERAL - BUSINESS (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

BUSINESS LOCAL CALLING – AFL BACK UP BUNDLE PROMOTION (cont'd)

Furthermore, (cont'd)

First BLC Option A package line receiving a net monthly rate of \$38 (via a \$20 credit plus a \$12 credit), and BLC Option A package lines 2-19 receiving a net monthly rate of \$25 (via a \$45 credit); or (C)

First BLC Option A package line receiving a net monthly rate of \$35 (via a \$35 credit), and BLC Option A package lines 2-19 receiving a net monthly rate of \$25 (via a \$45 credit). (C)

This offer may not be combined with other AT&T Business Local Calling Term Plan discounts.

This offer is only allowed on single location accounts.

Billed to Number (BTN) arrangements are not allowed.

This offer is limited to nineteen (19) lines per customer location.

When the customer's bundle subscription expires, these benefits will no longer apply.

All other terms and conditions associated with AT&T Business Local Calling, as appropriate, will apply.

/1/ The bundle combines the AT&T Business Local Calling Option A, provided by the Company with the following services (offered by affiliates of the Company) in a bundled offering: AT&T Long Distance, and AT&T Internet, AT&T Mobility or DIRECTV.

2. GENERAL - BUSINESS (cont'd)**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

Business Feature Promotion II

A promotional period will be extended through March 31, 2017.

(C)

During this period eligible business customers will receive a 50% discount per month on up to (10) Custom Calling Services (vertical features) per line. A waiver of applicable installation charges associated with adding these features will also be provided.

Eligible customers are those business customers who are subscribed to Business Local Calling Assurance when it is part of the All For Less bundle^{/1/}. Eligible customers who subscribe to a 12- or 24-month term agreement for the All For Less bundle with Business Local Calling Assurance will receive 50% off of the standard tariff rate for up to (10) of the following vertical Features per line: Busy Call Forwarding (EVB), Delayed Call Forwarding (EVD), Three Way Calling (ESC), Speed Calling 30 (ESF), Call Screen (CCB), Call Return (CCR), Repeat Dialing (CRP), Priority Ringing (CLP), Call Waiting (ESX) and Hunting Service (HTG).

Customers will receive these discounted rates as long as they remain subscribed to Business Local Calling Assurance when it is part of the All For Less bundle. When the customer's All For Less subscription expires, these discounted rates will no longer apply.

There is no termination fee associated with this Feature Promotion. This Feature Promotion cannot be combined with any other promotions or packages.

Effective June 15, 2011 this offer will be modified as follows:

- Busy Call Forwarding and Delayed Call Forwarding will be available at a net monthly rate of \$1.00 each, and
- Hunting service will be available at a 100% monthly discount.

Business Feature Promotion II is available for resale.

/1/ The All For Less bundle combines Business Local Calling Assurance, provided by Pacific Bell Telephone Company, with services offered by affiliates of Pacific Bell Telephone Company (Long Distance and non-regulated Internet services) in a bundled offering.

2. GENERAL - BUSINESS (cont'd)**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

Primary Rate ISDN (PRI) Promotion 1200

A retail promotional period shall be established from January 12, 2010 through November 10, 2010. (C) During this promotional period eligible business customers who order PRI service with a digital transport facility under a 3 Year Term Payment Plan (TPP) as provided under appropriate Schedule Cal.P.U.C. Nos. 175-T, or FCC1 (see Guidebook, Part 17, Section 2.), will receive a \$1200.00 discount per PRI, off the standard rates for the service as described in Guidebook, Part 17, Section 2. The discount will be applied as a recurring monthly credit on the customer's PRI bill, of \$100.00 per month during the first twelve (12) months of the new 3 Year DS1 TPP. Eligible customers may only subscribe to a 3 Year DS1 TPP in conjunction with this offer.

Eligible customers include:

- new or existing business customers who order new PRI service with a 3 Year DS1 TPP,
- existing business customers who convert existing ISDN PRI service with a DS1 digital transport facility under a Month-to-Month payment plan to a DS1 digital transport facility under a 36-Month TPP, and
- existing business customers who upgrade existing ISDN PRI service with a DS1 digital transport facility under a 1 or 2 Year TPP to a DS1 digital transport facility under a 36-Month TPP, which has an expiration date that is beyond the end of the current TPP agreement (see Schedule Cal.P.U.C. No. 175-T, Section 7.4.10,(A)(2)(a)).

2. GENERAL - BUSINESS (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

Primary Rate ISDN (PRI) Promotion 1200 (Cont'd)

This offer is not available with other ISDN PRI offers. However, this offer is available with CompleteLink (contributory only). Service must be installed by April 1, 2011.

In the event of termination of this service or of the associated DS1 service prior to the expiration of the 3 Year DS1 TPP, customers will be liable for Termination Charges associated with the 3 Year DS1 Term Plan agreement, as described Schedule Cal.P.U.C. No. 175-T, Section 7.4.10, (A)(2) and (B)(1).

All other terms and conditions applicable to ISDN PRI service will apply, as described in Guidebook, Part 17, Section 2

Centrex Add-A-Line Promotion - 2010

(N)

A new statewide promotion for Centrex service is available to business customers who currently subscribe to Centrex service under a Guidebook term or sign a new 12-month or longer term agreement for the Centrex term offering, A Little Something Extra (Guidebook, Part 5, Section 1) and install a minimum of three (3) additional Centrex stations.

During the promotion period, the nonrecurring charges will be waived for each analog or ISDN BRI Station connected. The Centrex term agreement must be dated and signed between May 10, 2010 and May 9, 2011.

Customers participating in this Centrex promotion are not eligible for other Centrex promotions unless otherwise specified. Standard termination charges apply for partial or total discontinuance of service prior to the expiration term. This promotion is not available to customers with Centrex provided under individual case basis (ICB) contracts.

This promotion will be offered from May 10, 2010 through May 9, 2011 and is available for resale.

(N)

2. GENERAL - BUSINESS (cont'd)**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

Save The Deal

A statewide promotion for Business Access Lines for customers who renew or subscribe to any of the following qualifying voice packages:

- Custom BizSaver
- SimpleLinkSM Enhanced, or
- CompleteLink[®] 2.0

Eligible business customers who renew or subscribe for a minimum of one (1) year to any of the qualifying voice packages: Custom BizSaver (Guidebook, Part 4, Section 5), SimpleLinkSM Enhanced (Guidebook, Part 9, Section 3) or CompleteLink[®] 2.0 (Guidebook, Part 9, Section 3), will receive a credit of \$40.00 per eligible access line up to a maximum of 25 lines (maximum of \$1,000.00 per customer). Eligible customers 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 and who call in to disconnect their lines. The customer must agree to associate all their lines with one of the eligible voice packages to receive the credit. Credit will be applied only to the lines intended for disconnection and the customer must subscribe/re-term during the promotional period. The credit will be applied beginning the first month through the twelfth month of the new term. This promotion is available only once to the customer during the promotional period.

This promotion cannot be combined with any other promotional offers for Access Lines including Win or Winback offers that discount the monthly recurring charge.

This promotion is offered from August 1, 2006 through March 28, 2007 and is available for resale.

2. GENERAL - BUSINESS (cont'd)**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

The Big Easier Promotion

A new statewide promotion for Business Access Lines, Caller ID and The Big Easy (Guidebook, Part 7, Section 5) for existing business customers.

Eligible business customers subscribing to the package promotion will be charged \$33.00 per package per month. To qualify for this promotion, an existing business customer must spend a monthly minimum average of \$750,000.00 in the Company's local voice services to be eligible for this promotion. Services contributing to the monthly minimum include all of the Company's regulated services and the customer may include services provided in other Company regions where the Company provides local exchange service.

The customer must include all business access lines at existing or new locations added during the term required by this promotion, and must not exceed a maximum subscription of 40 business lines at each location. Customers will be required to sign a three (3) year term agreement. During the term agreement, customers may add additional lines, accounts and locations. Additions to the agreement will expire at the end of the original term agreement. The nonrecurring charges will be waived for all new installations.

If the customer does not spend a minimum monthly average of \$750,000.00 for the initial twelve (12) months, the customer will revert to individual tariff rates beginning the thirteenth (13th) month. Customers who terminate their agreement prior to the end of the signed three (3) year agreement will be charged an Early Termination Fee (ETF) equal to fifty percent (50%) of the per package recurring charge of \$33.00 on the remainder of the term period.

This promotion cannot be combined with any other promotion, term agreement or GO-96A contract that discounts the access line and/or local usage.

This promotion is available from August 15, 2006 through November 30, 2006 and is available for resale.

2. GENERAL - BUSINESS (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

Business Remote Call Forwarding with Unlimited Local Usage Win/Winback Promotion

A promotional period will be established from July 14, 2018, through June 30, 2019. During this promotional period, eligible business customers will receive a net effective rate of \$5.00 per month per path for Remote Call Forwarding (RCF) service and unlimited AT&T Local Usage and AT&T Message Telecommunications Service.

Eligible customers are business customers who have their exchange access service with another Carrier and who now establish their exchange access service with the Company or AT&T Business Voice over IP Service (AT&T Phone).

To qualify for this Promotion, the Call Forwarded number of the RCF service must terminate to a Company business access line (excluding 800 service lines) or AT&T Business Voice over IP Service, at the time customer subscribes to this Promotion. Subscribers must order RCF service within 30 days of establishing the qualifying exchange access service from the other carrier. Subscribers may have a maximum of ten RCF paths (initial/additional) per billing account participating in this discounted service, and the RCF path(s) must be located in the same state where service from the other carrier was located.

If subscriber with this RCF Promotion terminates Company business access line or AT&T Business Voice over IP Service and retains the Company's RCF, this Promotion will continue to apply until customer terminates the RCF service.

This Win/Winback Promotion cannot be combined with other RCF promotions or offers, including the existing RCF discount offer, which will still be available.

(N)

(N)

2. GENERAL - BUSINESS (cont'd)**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

CompleteLinksm Basic Fast Start

A new statewide promotion for CompleteLinksm Basic available to business customers. To qualify, any business customer returning from a Competitive Local Exchange Carrier in the Company's service area or an existing Company business customer who contacts the Company to disconnect their business service, agrees to remain with the Company, and agrees to a written 24-month term agreement for CompleteLinksm Basic service will receive a one-time credit equal to 1/12th of the customer's selected Minimum Annual Revenue Commitment (MARC). Example: a customer who commits to a \$5000 MARC will receive a one-time credit of 1/12th of that MARC or \$416.67 (\$5,000/12 months). The customer must meet all other applicable regulations and requirements of CompleteLinksm Basic Service.

This promotion may be combined with the CompleteLinksm Basic with MATUC promotion and any current promotion for business access lines or Centrex service. Early termination of the CompleteLinksm Basic service taken under this promotion will result in the customer being charged all benefits received under this promotion along with the early termination fees described in the Part and Section of this guidebook containing CompleteLinksm Basic. This promotion is offered from April 29, 2002 through August 26, 2002 for a total of 120 days and is available for resale.

This promotion is extended from August 27, 2002 through December 24, 2002 for a total of 120 days for a grand total of 240 days and is available for resale.

2. GENERAL - BUSINESS (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

BUSINESS LOCAL CALLING ASSURANCE SAVE PROMOTION

A promotional period will be in effect from February 1, 2019, through December 31, 2021. During this period eligible Business customers will receive a discounted per line effective rate for AT&T Business Local Calling Assurance package charges. (C)

Eligible customers are existing customers who subscribe to the Business Local Calling Assurance package, and who communicate a desire to disconnect their lines, then reconsider and keep the lines with the Company (save).

Eligible customers will receive a net monthly rate of \$35 per line (via a \$10 credit per line) for 12 months, on their AT&T Business Local Calling Assurance package.

This offer is only allowed on single location accounts.

Billed to Number arrangements are not allowed.

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

This offer may not be combined with other AT&T Business Local Calling Assurance discount.

All other terms and conditions associated with AT&T Business Local Calling Assurance, as appropriate, will apply.

2. GENERAL - BUSINESS (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

AT&T Business Local Calling 3+ Line Promotion

Available through August 31, 2014. During this period eligible business customers will receive a 10% discount off of the 1-year renewable term and the 2-year term monthly rates for AT&T Business Local Calling Unlimited Option A and Unlimited Option B. (C)

Eligible customers are those who 1) install a minimum of three (3) new, incremental business lines, and 2) subscribe these newly installed lines to a new AT&T Business Local Calling (BLC) 1-year renewable or 2-year term agreement for either Unlimited Option A or Unlimited Option B. All new and existing BLC Unlimited Option A and Unlimited Option B lines included in the same, new agreement, up to a maximum of 19 lines, will receive the discount.

This offer is not combinable with the AT&T Business Local Calling Additional Line Promotion. All orders must be completed by September 30, 2014. (C)

This offer is available for resale.

2. GENERAL - BUSINESS (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

(D)

(D)

Centrex 12 and 24 Month Term Extension Promotion - 2010

A new statewide promotion is available to business customers who currently subscribe to Centrex service and have 12 months or less remaining on their existing 24-month or 36-month term agreement for one of the following Centrex term agreements: The Solution (Guidebook Part 5, section 1.) or A Little Something Extra (Guidebook Part 15, Section 1)

During the promotion period, the customer may extend their term agreement for either an additional 12-month or 24-month period at the same rates provided under the original term agreement. Customers may extend their term agreement up to three times for the duration of this promotion. The Company reserves the right to terminate this promotion at any given time with a one-day notice. Customers who exercise the option to extend the term of the agreement are not entitled to a different rate based on the overall term of the agreement as extended (i.e., customers with an initial 24-month agreement and extend it by an additional 12 months are not entitled to the rates allowed under a 36-month agreement). The extension will begin on the expiration date of the existing agreement or extension. Early termination fees are applicable according to the terms and conditions of the Guidebook term agreement.

This promotion is not available to customers with Centrex provided under individual case basis contracts. This promotion is offered from May 10, 2010 through May 9, 2011 and is available for resale.

2. GENERAL - BUSINESS (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

CompleteLinksm Basic Winback

A new statewide promotion for CompleteLink Basic for business customers. Customers returning from another intraLATA toll provider or Competitive Local Exchange Carrier signing up for 2-year CompleteLink Basic service will receive special rates for local toll, Custom 8, and ZUM3 service on the CompleteLink Basic service listed below, based on the customer's Minimum Annual Revenue Commitment (MARC) level for CompleteLink Basic service. All rules and regulations of the CompleteLink Basic service will apply including the Early Termination Fees.

This promotion is available only to customers who are discontinuing service with another intraLATA toll carrier or Competitive Local Exchange Carrier within the Company's service area and now wish to return to the Company.

Rates for CompleteLink Basic promotion

| MARC (1) | Toll Rate | Custom 8 Rate | ZUM3 Rate |
|--|------------------|----------------------|------------------|
| \$ 5,000 | \$.052 per min. | \$.052 per min. | \$.030 Per min. |
| \$ 10,000 | \$.051 per min. | \$.051 per min. | \$.030 Per min. |
| \$ 15,000 | \$.050 per min. | \$.050 per min. | \$.029 Per min. |
| \$ 25,000 | \$.049 per min. | \$.049 per min. | \$.029 Per min. |
| \$ 35,000 | \$.048 per min. | \$.048 per min. | \$.028 Per min. |
| \$ 50,000 | \$.047 per min. | \$.047 per min. | \$.028 Per min. |
| \$ 75,000 | \$.046 per min. | \$.046 per min. | \$.027 Per min. |
| \$100,000 | \$.044 per min. | \$.044 per min. | \$.027 Per min. |
| (1): Minimum Annual Revenue Commitment | | | |

This promotional offering is available from April 16, 2001 through August 9, 2001 for a total of 116 days and is available for resale.

2. GENERAL - BUSINESS (cont'd)**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

California Grand Opening II

A new statewide promotion for Business Access Lines. Eligible customers are new business customers, existing business customers who are moving from one location to another within the Company's California service areas, and existing business customers who have received a competitive offer from a competitive local exchange carrier operating within the Company's territory ("Retention Customers") and sign a 12 month minimum term agreement to any of the following packages:

- Custom BizSaver (Guidebook, Part 4, Section 5)
- SimpleLinkSM Enhanced (Guidebook, Part 9, Section 3), or
- CompleteLink[®] 2.0 (Guidebook, Part 9, Section 3)

During the promotional period, the nonrecurring Service Ordering and Line Connection charges associated with local exchange access lines or trunks after the first line purchased, up to 15 lines per location, will be waived.

This offer cannot be combined with any other promotional offers for local exchange business access lines unless specified otherwise.

This promotion is offered from January 15, 2007 through October 31, 2007, and is available for resale.

2. GENERAL - BUSINESS (cont'd)**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

CompleteLinkSM MARC Credit II Promotion

A new statewide promotion for CompleteLinkSM, as described in Guidebook, Part 9, Section 3 available to new business customers ("New Customers"), business customers who have discontinued their service with the Company for the purpose of establishing service with a Competitive Local Exchange Carrier operating within the Company's territory and who now wish to return to the Company ("Winback Customers"), and business customers who have received a written competitive offer/proposal (i.e., a competitive proposal on a competitor's legitimate letterhead) dated within the past three months and are considering discontinuing their business with the Company for the purpose of establishing service with another Competitive Local Exchange Carrier operating within the Company's territory but choose to remain with the Company ("Save Customers"). During the promotion period, eligible customers subscribing to CompleteLinkSM for a 1, 2, 3, or 5 year term agreement will receive a one-time credit based on the customer's minimum annual revenue commitment ("MARC") level as follows:

| Term Length | New Customer and Winback Customer Credit | Save Customer Credit |
|-------------|--|----------------------|
| 1 year | 5% | 2% |
| 2 years | 20% | 3% |
| 3 years | 25% | 4% |
| 5 years | 30% | 5% |

Example: A Winback Customer who commits to a \$7,000.00 MARC level with a 3-year term agreement will receive a one-time credit of \$1,750.00, which is 25% of \$7,000.00.

The credit will post to the customer's account within two billing cycles after the agreement has been approved and entered into the billing system.

If the customer terminates the CompleteLinkSM agreement prior to the term expiration date, the customer will be liable for all applicable CompleteLinkSM early termination fees as described in Guidebook, Part 9, Section 3. However, the customer will not be required to return the credit received pursuant to this promotion.

2. GENERAL - BUSINESS (cont'd)**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

BUSINESS LOCAL CALLING – AFL BACK UP BUNDLE PROMOTION III

A promotional period will be in effect from July 1, 2019, through July 20, 2022. During this period eligible Business customers will receive a net monthly rate of \$35 (via a credit) for AT&T Business Local Calling (BLC) Option A package charges. Eligible customers are as follow: (C)

- New customers who do not have local exchange service with the Company, or new customers 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 as a part of a Bundle^{/1/} (Win/Winback), and who subscribe to a 12-month Term Plan for BLC, or
- Existing customers currently subscribing to AT&T local service, who subscribe to a 12-month Term Plan for BLC and who are newly subscribing to or currently have AT&T Long Distance and AT&T Internet Service, AT&T Mobility, or DIRECTV as a part of a Bundle^{/1/}, or
- Existing customers who communicate a desire to disconnect their lines then reconsider and keep the lines with the Company as a part of a Bundle^{/1/} (Save), and who subscribe to a 12-month Term Plan for BLC Option A.

Furthermore,

- Customers participating in a Business Local Calling promotion as part of a Bundle^{/1/}, may continue to participate in the Bundle^{/1/} and will receive a net monthly rate of \$40 (via a credit), if they agree to a new 12-month term.

This offer may not be combined with other AT&T Business Local Calling Term Plan discounts.

This offer is only allowed on single location accounts.

Billed to Number (BTN) arrangements are not allowed.

This offer is limited to nineteen (19) lines per customer location.

When the customer's bundle subscription expires, these benefits will no longer apply.

All other terms and conditions associated with AT&T Business Local Calling, as appropriate, will apply.

/1/ The bundle combines the AT&T Business Local Calling Option A, provided by the Company with the following services (offered by affiliates of the Company) in a bundled offering: AT&T Long Distance, and AT&T Internet, AT&T Mobility, or DIRECTV.

2. GENERAL - BUSINESS (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

Business Remote Call Forwarding with Unlimited Local Usage Win/Winback Promotion II

A promotional period will be established from January 1, 2021, through December 31, 2022. During this promotional period, eligible business customers will receive a net effective rate of \$5.00 per month per path for Remote Call Forwarding (RCF) service and unlimited AT&T Local Usage and AT&T Message Telecommunications Service.

(C)

Eligible customers are business customers who have their exchange access service with another Carrier and who now establish their exchange access service with the Company or AT&T Business Voice over IP Service (AT&T Phone), are now requesting 1-10 business exchange access lines and/or 1-6 AT&T Phone seats, and cannot port their telephone number and require RCF to keep their existing telephone numbers at existing location

To qualify for this Promotion, the Call Forwarded number of the RCF service must terminate to a Company business access line (excluding 800 service lines) or AT&T Business Voice over IP Service, at the time customer subscribes to this Promotion. Subscribers must order RCF service within 30 days of establishing the qualifying exchange access service from the other carrier. Subscribers may have a maximum of ten RCF paths (initial/additional) per billing account participating in this discounted service, and the RCF path(s) must be located in the same state where service from the other carrier was located.

If subscriber with this RCF Promotion terminates Company business access line or AT&T Business Voice over IP Service and retains the Company's RCF, this Promotion will continue to apply until customer terminates the RCF service. The monthly Remote Call Forwarding rates and unlimited local or local toll usage will be discounted for each path and for each additional path.

Eligible customers will receive a waiver of the nonrecurring charges to add Remote Call Forwarding.

This Win/Winback Promotion cannot be combined with other RCF promotions or offers, including the existing RCF discount offer, which will still be available.

2. GENERAL - BUSINESS (cont'd)**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

Add 'em On! Promotion

A statewide promotion for Local Exchange Business Service, as described in Guidebook, Part 4, Section 2 preceding, available to (1) existing business customers and (2) existing business customers moving to a new location within the Utility's service area ("Retention Customers"). This promotion is not available to Win or Winback customers. Eligible business customers who add, upgrade to or renew a signed twelve (12) month term agreement to one of the following packages, will receive a waiver of the nonrecurring service installation charges for the Local Exchange Lines, trunks or DID (Guidebook, Part 3, Section 1), Hunting (Guidebook, Part 4, Section 2.), and vertical features (Guidebook, Part 3, Section 1.) when ordered in conjunction with a selected term agreement.

- Custom BizSaver® (Guidebook, Part 4, Section 5)
- SimpleLinkSM Enhanced (Guidebook, Part 9, Section 3)
- CompleteLinkTM 2.0 (Guidebook, Part 9, Section 3)

For a 90 day period after a term agreement is signed, the nonrecurring service charges for each Local Exchange Business Service line, trunk, or DID, Hunting service and vertical features added to the selected term agreement, will be subject to the same waiver. The terms and conditions of the selected tariffed term agreement will apply.

This promotion cannot be combined with any other promotion unless otherwise specified. The term agreement must be signed on or after February 15, 2007.

This promotion is offered from February 15, 2007 and is available for resale.

2. GENERAL - BUSINESS (cont'd)**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

Save The Deal

A statewide promotion for Business Access Lines (Guidebook, Part 4, Section 2) for customers who renew or subscribe to any of the following qualifying voice packages:

- Custom BizSaver
- SimpleLinkSM Enhanced, or
- CompleteLink[®] 2.0

Eligible business customers who renew or subscribe for a minimum of one (1) year to any of the qualifying voice packages: Custom BizSaver (Guidebook, Part 4, Section 5), SimpleLinkSM Enhanced (Guidebook, Part 9, Section 3) or CompleteLink[®] 2.0 (Guidebook, Part 9, Section 3), will receive a monthly credit of \$3.25 per eligible access line for 12 months (for a total of \$39.00 per access line) up to a maximum of 25 lines (maximum of \$975.00 per customer). Eligible customers 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 and who call in to disconnect their lines. The customer must agree to associate all their lines with one of the eligible voice packages to receive the credit. Credit will be applied only to the lines intended for disconnection and the customer must subscribe/re-term during the promotional period. The credit will be applied beginning the first month through the twelfth month of the new term. This promotion is available only once to the customer during the promotional period.

This promotion cannot be combined with any other promotional offers for Access Lines including Win or Winback offers that discount the monthly recurring charge or other Save the Deal promotions.

This promotion is offered from April 6, 2007 through March 31, 2008 and is available for resale.

2. GENERAL - BUSINESS (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

CompleteLink® 2.0 Renewal Loyalty Promotion

This promotion is available to Business customers with a CompleteLink® or CompleteLink® 2.0 agreement that has expired within 60 days of subscribing to this promotion or have no more than 6 months remaining on their existing CompleteLink® 2.0 agreement. Subscribing customers must have refused a previous CompleteLink® 2.0 offer.

Customers who sign a new CompleteLink® 2.0 agreement with a term of at least 24 months will receive upfront and accelerated loyalty discounts for the term of the new term agreement based on the new term length and the MARC level. The new agreement must satisfy all existing CompleteLink® conversion conditions, and all existing CompleteLink® conversion practices apply. The customer must enter into a new CompleteLink® 2.0 agreement with a term of at least 24 months.

The upfront loyalty discount is treated as an accelerated discount for early termination purposes. The customer will receive discounts based on the selected MARC and term that will be credited to customer accounts in the 1st, 13th, 25th, 37th and 49th bill periods, based on the length of the term plan. The last discount will be paid the month following the end of the customer-selected term interval.

CompleteLink® 2.0 Renewal Loyalty Discount

Based on % of MARC

| | 1 Yr | 2 Yr | 3 Yr | 5 Yr |
|---|------|------|------|------|
| | N/A | 5% | 5% | 5% |
| Upfront Loyalty Discount (accelerated 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% |

2. GENERAL - BUSINESS (cont'd)**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

CompleteLink® 2.0 Renewal Loyalty Promotion (cont'd)

As a result, based on the selected term and MARC, the customer will receive a total discount of:

| | 2 Yr | 3 Yr | 5 Yr |
|-------------|----------|----------|----------|
| <u>MARC</u> | 10% | 15% | 25% |
| \$ 1,200 | \$ 120 | \$ 180 | \$ 300 |
| \$ 3,000 | \$ 300 | \$ 450 | \$ 750 |
| \$ 7,000 | \$ 700 | \$ 1,050 | \$ 1,750 |
| \$ 12,000 | \$ 1,200 | \$ 1,800 | \$ 3,000 |
| \$ 18,000 | \$ 1,800 | \$ 2,700 | \$ 4,500 |
| \$ 25,000 | \$ 2,500 | \$ 3,750 | \$ 6,250 |
| \$ 35,000 | \$ 3,500 | \$ 5,250 | \$ 8,750 |
| \$ 50,000 | \$ 5,000 | \$ 7,500 | \$12,500 |
| \$ 75,000 | \$ 7,500 | \$11,250 | \$18,750 |
| \$100,000 | \$10,000 | \$15,000 | \$25,000 |
| \$125,000 | \$12,500 | \$18,750 | \$31,250 |
| \$150,000 | \$15,000 | \$22,500 | \$37,500 |
| \$200,000 | \$20,000 | \$30,000 | \$50,000 |

Terms and Conditions

- a. This offer is only available to customers with expiring CompleteLink® or CompleteLink® 2.0 agreements with no more than 6 months remaining on their existing agreement.
- b. The customer must have refused previous CompleteLink® 2.0 offer.
- c. This offer may not be combined with other Company business access line, usage, and/or toll discount plans or promotions, where combining other CompleteLink® or CompleteLink® 2.0 offers are permitted.
- d. A customer with an expired CompleteLink® or CompleteLink® 2.0 agreement is also eligible if they re-subscribe within 60-days of the term agreement expiration.
- e. A customer must sign a new 24, 36 or 60 month CompleteLink® 2.0 agreement; 12-month term agreements are not eligible for this promotion.
- f. Eligible customer who establish a CompleteLink® 2.0 agreement and later upgrade to a new term length and/or MARC level, or terminate their CompleteLink® 2.0 agreement prior to its expiration date, will forego any loyalty discounts not yet received. Customers who upgrade will retain any loyalty discounts already received.

2. GENERAL - BUSINESS (cont'd)**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

CompleteLink[®] 2.0 Renewal Loyalty Promotion (cont'd)

Terms and Conditions (Cont'd)

- g. Term Agreement conversions under the current CompleteLink[®] Guidebook terms will be in accordance with the CompleteLink[®] Guidebook terms:

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

- h. The loyalty discount is an accelerated discount. Customers who terminate the CompleteLink[®] 2.0 term agreement early will be applied an early termination charge for the loyalty discount. The early termination charge will be equal to 50% of the accelerated discount received and be prorated by the number of remaining months in the term agreement.

EXAMPLE 1: A customer signed a \$12,000 MARC agreement with a three year term commitment and received an accelerated discount of \$600 upfront. If the customer terminates the CompleteLink[®] 2.0 agreement after 12 months the customer will be liable for remitting to the Company \$200 of the accelerated discount received, calculated as follows: $(\$600/36 \text{ total months}) \times 24 \text{ months remaining} = \$400 \times 50\% = \$200$.

EXAMPLE 2: If the customer terminates the CompleteLink[®] 2.0 agreement after month 18 the customer will be liable for remitting to the Company \$300 of the accelerated discount received, calculated as follows: $[\$600 \text{ upfront} + \$600 (5\% \text{ of the } \$12,000 \text{ MARC}/3 \text{ year term for their 1 year accelerated discount}) = \$1,200]/36 \text{ total months} \times 18 \text{ months remaining} = \$600 \times 50\% = \$300$.

This promotion is available from April 30, 2007 through April 29, 2009, and is available for resale.

2. GENERAL - BUSINESS (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

Custom BizSaver Bonus Promotion

Any existing qualifying Company Business customer that does not currently subscribe to an optional voice package with a term plan will receive a \$50 bill credit by newly subscribing to any Custom BizSaver plan. All terms and conditions for Custom BizSaver apply. Unless otherwise specified, this offer may be combined with any other Custom BizSaver promotion. This offer is available from September 1, 2008 through July 30, 2009, and is available for resale.

AT&T Business Local Calling Online Bonus Promotion

A statewide promotion is established for eligible business customers who commit to a new agreement for AT&T Business Local Calling. Eligible customers will receive a one-time credit of \$50 per account. The credit will be applied within 1-2 bill periods.

Eligible customers are new and existing business customers who currently are not subscribed to an AT&T local voice term plan and who subscribe electronically only, via online ordering methods, in order to qualify for this offer. All orders must be completed by January 31, 2011. Win and Winback customers are not eligible for this promotion.

All other terms and conditions applicable to AT&T Business Local Calling, as appropriate, will apply.

This promotion is available September 1, 2010, through December 31, 2010.

(N)
|
(N)

2. GENERAL - BUSINESS (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

(D)

(D)

2. GENERAL - BUSINESS (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

(D)

(D)

2. GENERAL - BUSINESS (cont'd)**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

CompleteLinkSM MARC Credit Promotion

A new statewide promotion for CompleteLinkSM available to business customers who have discontinued their service with the Company for the purpose of establishing service with a Competitive Local Exchange Carrier operating within the Company's territory and who now wish to return to the Company. During the promotion period, eligible customers subscribing to CompleteLinkSM for a 1, 3, or 5 year term agreement will receive a one time credit based on the customer's minimum annual commitment level as follows:

- 1-year term agreement provides a one-time credit of 6% of the customer's minimum annual commitment level.
- 3-year term agreement provides a one-time credit of 8% of the customer's minimum annual commitment level.
- 5-year term agreement provides a one-time credit of 10% of the customer's minimum annual commitment level.

If the customer terminates the CompleteLinkSM agreement prior to the term expiration date, the promotional benefit will be recovered from the customer. If the customer terminates the CompleteLinkSM agreement prior to the term expiration date, the customer will also be liable for all applicable CompleteLinkSM early termination fees.

This promotion excludes customers that are existing CompleteLinkSM subscribers or customers that subscribe to CompleteLinkSM prior to the effective date of the promotion. Service taken under this promotion can not be combined with any other promotion except for the CompleteLinkSM Return Rewards Plus promotion.

This promotion is offered from January 23, 2003 through March 11, 2003 for a total of 48 days and is available for resale.

2. GENERAL - BUSINESS (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

CompleteLinksm MARC Credit Winback and Save Promotion

A new statewide promotion for CompleteLinksm available to business customers who have discontinued their service with the Company for the purpose of establishing service with a Competitive Local Exchange Carrier operating within the Company's territory and who now wish to return to the Company ("Winback Customers") and business customers who have received a written competitive offer/proposal (i.e., a competitive bill or competitive proposal on a legitimate competitor's letterhead) dated within the past three months and are considering discontinuing their business with the Company for the purpose of establishing service with another Competitive Local Exchange Carrier operating within the Company's territory but choose to remain with the Company ("Save Customers"). During the promotion period, eligible customers subscribing to CompleteLinksm for a 1, 2, 3, or 5 year term agreement will receive a one-time credit based on the customer's minimum annual commitment ("MARC") level as follows:

| Term Length | Winback Customer Credit | Save Customer Credit |
|-------------|-------------------------|----------------------|
| 1 year | 6% | 2% |
| 2 years | 7% | 3% |
| 3 years | 8% | 4% |
| 5 years | 10% | 5% |

Example: A Winback Customer who commits to a \$7,000.00 MARC level with a 3-year term agreement will receive a one-time credit of \$560.00, which is 8% of \$7,000.00.

The credit will post to the customer's account within two billing cycles after the agreement has been approved and entered into the billing system.

If the customer terminates the CompleteLinksm agreement prior to the term expiration date, the promotional benefit will be recovered from the customer. If the customer terminates the CompleteLinksm agreement prior to the term expiration date, the customer will also be liable for all applicable CompleteLinksm early termination fees.

2. GENERAL - BUSINESS (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

CompleteLinkSM MARC Credit Winback and Save Promotion (cont'd)

Customers that are existing CompleteLinkSM subscribers and customers that subscribe to CompleteLinkSM prior to the effective date of the promotion are not eligible for the Winback Customer Credit. Service taken under this promotion may be combined with any other CompleteLinkSM promotion that may be offered and for which the customer qualifies.

This promotion may be offered from May 11, 2003 for a maximum of 120 days and is available for resale.

This promotion is extended and is now offered from September 8, 2003 for a maximum of 120 additional days for a maximum total of 240 days. This promotion continues to be available for resale.

2. GENERAL - BUSINESS (cont'd)**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

Bargain Hunting Promotion

A statewide promotion for Hunting Service, as defined in Guidebook, Part 2, Section 1, available to business customers who have (1) discontinued their service with the Company for the purpose of establishing service with a Competitive Local Exchange Carrier operating within the Company's territory and who now wish to return to the Company ("Winback Customers"), or (2) discontinued their service with a Competitive Local Exchange Carrier operating within the Company's territory and who now wish to establish service with the Company ("Win Customers"). During the promotion period, eligible customers subscribing to a minimum of two Hunting Service features and verbally agreeing to a 12-month term, will receive a one-time credit of \$23.50 for each of the Hunting Service features ordered and installed.

Customers must subscribe to a minimum of two Hunting Service features ordered under this promotion throughout the 12-month term. Customers not subscribing to a minimum of two Hunting Service features ordered under this promotion throughout the 12-month term will be billed the entire amount credited under this promotion. This promotion may not be combined with any other promotion, package, or discount involving Hunting Service, but may be combined with any other promotion for which the customer qualifies. Service ordered under this promotion must have a requested installation date that is no more than 60 days from the date that service is ordered.

This promotion is offered from September 21, 2005 for maximum of 120 days and is available for resale.

2. GENERAL - BUSINESS (cont'd)**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

Bargain Hunting Promotion

A new statewide promotion for Hunting Service, as defined in Guidebook, Part 2, Section 1, available to business customers who have (1) discontinued their service with the Company for the purpose of establishing service with a Competitive Local Exchange Carrier operating within the Company's territory and who now wish to return to the Company, or (2) discontinued their service with a Competitive Local Exchange Carrier operating within the Company's territory and who now wish to establish service with the Company. During the promotion period, eligible customers subscribing to a minimum of two Hunting Service features and verbally agreeing to a 12-month term, will receive a one-time credit of \$23.50 for each of the Hunting Service features ordered and installed.

Customers must subscribe to a minimum of two Hunting Service features ordered under this promotion throughout the 12-month term. Customers not subscribing to a minimum of two Hunting Service features ordered under this promotion throughout the 12-month term will be billed the entire amount credited under this promotion. This promotion may not be combined with any other promotion, package, or discount involving Hunting Service. Service ordered under this promotion must have a requested installation date that is no more than 60 days from the date that service is ordered.

This promotion is offered from January 19, 2004 for maximum of 120 days and is available for resale.

This promotion is extended and is now offered from May 18, 2004 for a maximum of 120 additional days for a maximum total of 240 days. This promotion continues to be available for resale.

2. GENERAL - BUSINESS (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

CompleteLinkSM 2.0 New Order Refuser Promotion

During the promotional period, any existing Business customers not currently on any type of term plan who initially refuse a CompleteLinkSM 2.0 agreement are eligible for this promotion. This promotion provides eligible customers who sign a new CompleteLinkSM 2.0 agreement with a term of at least 36 months with a discount equal to 5% of the Minimum Annual Revenue Commitment (MARC) upfront and for each additional year of the term.

Customers will receive a discount equal to 5% of the MARC upfront and equal to 5% of the MARC at the beginning of each new year of the term. The "Upfront Discount" is treated as an accelerated discount for purposes of pricing and early termination policies.

CompleteLinkSM 2.0 New Order Refuser Promotion Discount:

Based on % of MARC

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

Discounts for the promotion will be credited to customer accounts in the 1st, 13th, 25th, 37th and 49th bill periods, as applicable.

2. GENERAL - BUSINESS (cont'd)**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

CompleteLinkSM 2.0 New Order Refuser Promotion (cont'd)

As a result, based on the selected term and MARC, the customer will receive a total discount of:

| MARC | 1 Year Term | 2 Year Term | 3 Year Term | 5 Year Term |
|-----------|-------------|-------------|-------------|-------------|
| | | | 15% | 25% |
| \$1,200 | N/A | N/A | \$180 | \$300 |
| \$3,000 | N/A | N/A | \$450 | \$750 |
| \$7,000 | N/A | N/A | \$1,050 | \$1,750 |
| \$12,000 | N/A | N/A | \$1,800 | \$3,000 |
| \$18,000 | N/A | N/A | \$2,700 | \$4,500 |
| \$25,000 | N/A | N/A | \$3,750 | \$6,250 |
| \$35,000 | N/A | N/A | \$5,250 | \$8,750 |
| \$50,000 | N/A | N/A | \$7,500 | \$12,500 |
| \$75,000 | N/A | N/A | \$11,250 | \$18,750 |
| \$100,000 | N/A | N/A | \$15,000 | \$25,000 |
| \$125,000 | N/A | N/A | \$18,750 | \$31,250 |
| \$150,000 | N/A | N/A | \$22,500 | \$37,500 |
| \$200,000 | N/A | N/A | \$30,000 | \$50,000 |

Terms and Conditions

- a. Customers must have initially refused a CompleteLinkSM 2.0 agreement.
- b. Customers must sign a new CompleteLinkSM 2.0 agreement with a 3-Year or 5-Year Term. 1-Year and 2-Year Terms are not eligible for this promotion.
- c. The 90-day satisfaction guarantee may not be used by customers subscribing to this promotion.
- d. The offer may not be combined with other Company business access line, usage, and/or toll discount plans or promotions, with the exception of combining with other CompleteLinkSM offers where permitted.
- e. Eligible customers who establish a CompleteLinkSM 2.0 agreement and later upgrade to a new term length and/or MARC level, or terminate their CompleteLinkSM 2.0 agreement prior to its expiration date, will forego any discounts not yet received. Customers who upgrade will retain any discounts already received.

2. GENERAL - BUSINESS (cont'd)**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

CompleteLinkSM 2.0 New Order Refuser Promotion (cont'd)

Early Termination

The discount provided is an accelerated discount. Customers who terminate the CompleteLinkSM 2.0 contract early will be receive an early termination charge for the discount. The early termination charge will be equal to 50% of the accelerated discount received and be prorated by the number of remaining months in the contract.

EXAMPLE 1: A customer signed a \$12,000 MARC agreement with a three year term commitment and received an accelerated discount of \$600 upfront. If the customer terminates the CompleteLinkSM 2.0 agreement after 12 months the customer will be liable for \$200 of the accelerated discount received, calculated as follows: $(\$600/36 \text{ total months}) \times 24 \text{ months remaining} = \$400 \times 50\% = \$200$.

EXAMPLE 2: If the customer terminates the CompleteLinkSM 2.0 agreement after month 18 the customer will be liable for \$300 of the accelerated discount received, calculated as follows: $[\$600 \text{ upfront} + \$600 (5\% \text{ of the } \$12,000 \text{ MARC}/3 \text{ year term for their } 1 \text{ year accelerated discount}) = \$1,200]/36 \text{ total months} \times 18 \text{ months remaining} = \$600 \times 50\% = \$300$.

This promotion is available from May 30, 2008 through May 14, 2009 and is available for resale.

2. GENERAL - BUSINESS (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

Centrex Move Nonrecurring Charge Waiver Promotion

A statewide promotion for Centrex service available to business customers who are moving their existing Centrex system to a new location within the Company's territory, and sign a 36-month term agreement for one of the following tariffed Centrex term agreements: The Answer (Guidebook, Part 5, Section 1), The Solution (Guidebook, Part 5, Section 1.) or A Little Something Extra (Guidebook, Part 5, Section 1).

During the promotion, the nonrecurring charges will be waived for each analog or ISDN BRI station connected during the installation of the Centrex system at the new location. The Centrex term agreement must be signed and dated between November 28, 2006 and January 15, 2008. Business customers participating in this promotion are not eligible for other Centrex promotions unless otherwise specified.

A one-time credit will be applied no later than the second billing cycle after order issuance. Standard termination charges apply. This promotion is not available to business customers with Centrex provided under G.O.96-A contracts.

This promotion is offered from November 28, 2006 through January 15, 2008 and is available for resale.

2. GENERAL - BUSINESS (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

AT&T Business Local Calling Promotion II

Available through August 31, 2014. During this promotional period eligible business customers who subscribe to a new 36-month term agreement for AT&T Business Local Calling with 5 to 19 initial lines will receive a 6% discount on the monthly rate for lines subscribed to Options A or B.

(C)

Eligible customers include those existing business customers with 5 to 19 business lines that are not on a Company voice package term agreement or have less than 90 days remaining on a Company voice package term plan. Eligible customers may only receive discounts for a maximum of 19 lines subscribed to either Options A or B.

All other terms and conditions applicable to AT&T Business Local Calling, as appropriate, will apply. This promotion may not be combined with any other promotional offers.

This promotion is available for resale.

2. GENERAL - BUSINESS (cont'd)**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

Centrex Tariffed Term Extension Promotion

A new statewide promotion available to business customers who currently subscribe to Centrex service and have 12 months or less remaining on their existing 24-month or 36-month term agreement for one of the following tariffed Centrex term agreements: The Solution (Guidebook, Part 5, Section 1) or A Little Something Extra (Guidebook, Part 5, Section 1).

During the promotion period, the customer may extend their term agreement for either an additional 12-month or 24-month period at the same rates provided under the original term agreement. Customers may extend their term agreement up to three times for the duration of this promotion. The Company reserves the right to terminate this promotion at any given time with a one-day notice to the California Public Utilities Commission (CPUC). Customers who exercise the option to extend the term of the agreement are not entitled to a different rate based on the overall term of the agreement as extended (i.e., customers with an initial 24-month agreement and extend it by an additional 12 months are not entitled to the rates allowed under a 36-month agreement). The extension will begin on the expiration date of the existing agreement or extension. Early termination fees are applicable according to the terms and conditions of the tariffed term agreement.

This promotion is not available to customers with Centrex provided under G.O.96-A contracts. This promotion is offered from February 19, 2007 through August 31, 2008 and is available for resale.

Centrex 12 and 24 Month Term Extension Promotion

A new statewide promotion is available to business customers who currently subscribe to Centrex service and have 12 months or less remaining on their existing 24-month or 36-month term agreement for one of the following tariff Centrex term agreements: The Solution (Guidebook Part 5, section 1.) or A Little Something Extra (Guidebook Part 15, Section 1)

During the promotion period, the customer may extend their term agreement for either an additional 12-month or 24-month period at the same rates provided under the original term agreement. Customers may extend their term agreement up to three times for the duration of this promotion. The Company reserves the right to terminate this promotion at any given time with a one-day notice. Customers who exercise the option to extend the term of the agreement are not entitled to a different rate based on the overall term of the agreement as extended (i.e., customers with an initial 24-month agreement and extend it by an additional 12 months are not entitled to the rates allowed under a 36-month agreement). The extension will begin on the expiration date of the existing agreement or extension. Early termination fees are applicable according to the terms and conditions of the tariff term agreement.

This promotion is not available to customers with Centrex provided under G.O.96-A contracts. This promotion is offered from May 10, 2009 through May 9, 2010 and is available for resale.

2. GENERAL - BUSINESS (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

Centrex Add-A-Line Promotion

A new statewide promotion for Centrex service is available to business customers who currently subscribe to Centrex service under a tariffed term or sign a new 12-month or longer term agreement for the tariffed Centrex term offering, A Little Something Extra (Guidebook, Part 5, Section 1) and install an additional Centrex station.

During the promotion period, the nonrecurring charges will be waived for each analog or ISDN BRI Station connected. The Centrex term agreement must be dated and signed between May 12, 2007 and May 10, 2008.

Customers participating in this Centrex promotion are not eligible for other Centrex promotions unless otherwise specified. Standard termination charges apply for early, partial or total discontinuance of the term agreement. This promotion is not available to customers with Centrex provided under G.O.96-A contracts.

This promotion will be offered from May 12, 2007 through May 10, 2008 and is available for resale.

2. GENERAL - BUSINESS (cont'd)**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

Centrex Thank You Promotion

A statewide promotion for Centrex service is available to existing Centrex business customers. To be eligible, customers must sign a new 36-month term agreement for any of the following Centrex term offerings: The Answer (Guidebook, Part 5, Section 1.), The Solution (Guidebook, Part 5, Section 1) or A Little Something Extra (Guidebook, Part 5, Section 1.). Customers not under a Centrex tariff term agreement must sign a 36-month term agreement for one of the preceding Centrex term agreements. The term agreement must be signed on or after December 5, 2007.

During the promotional period, customers will receive a one-time bill credit of \$40.00 per Centrex station up to a maximum of 30 stations per term agreement. A bill credit will appear between the third and fifth billing cycles after the order is issued.

Customers participating in this Centrex promotion are not eligible for other Centrex promotions unless specified otherwise. Customers who have discontinued their service with the Company for the purpose of establishing Centrex service with a CLC Reseller operating within the Company's territory and who now wish to return to the Company ("Winback Customers") and business customers who have not previously had service with the Company but have established Centrex service with a CLC Reseller operating within the Company's territory and who now wish to establish Centrex service with the Company ("Win Customers"), are eligible to combine the Centrex Combine Promotion with this promotion.

Standard termination charges apply for early, partial or total discontinuance of the term agreement. This promotion is not available to customers with Centrex service provided under a G.O.96-A contract.

This promotion is offered from December 5, 2007 through January 2, 2009 and is available for resale.

2. GENERAL - BUSINESS (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

(D)

(D)

2. GENERAL - BUSINESS (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

(D)

(D)

2. GENERAL – BUSINESS (cont'd)**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

AT&T Business Local Calling Promotion

Available through August 31, 2014. During this promotion period eligible business customers who subscribe to a new, minimum 24-month term agreement for AT&T Business Local Calling with 6 to 19 initial lines will receive a 10% discount on the monthly rate for lines subscribed to Options A or B. (C)

Eligible customers include those business customers with 6 to 19 business lines who have their business network access lines with another competitive local exchange carrier within the AT&T California or AT&T Nevada service areas and who now wish to establish their business network access line service with the Company. Save customers, existing business customers who have received a competitive offer and are considering switching their business network access lines to another carrier (proof of competitive offer may be required), with 6 to 19 business lines are also eligible. Existing business customers currently subscribed to AT&T Business Local Calling Assurance who transfer these lines to this Program are also eligible. Eligible customers may only receive discounts for a maximum of 19 lines subscribed to either Options A or B.

All other terms and conditions applicable to AT&T Business Local Calling, as appropriate, will apply. This promotion may not be combined with any other promotional offers with the exception of the Welcoming Rewards promotion for Win/Winback customers, where applicable, which can be combined with this promotion.

This promotion is available for resale.

2. GENERAL – BUSINESS (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

(D)

(D)

2. GENERAL – BUSINESS (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

Encore Bonus Promotion

A new statewide promotion is available to eligible existing business customers who subscribe to a new qualifying voice term plan.

During the promotion period eligible business customers will receive a one-time \$50 bill credit for subscribing to a qualifying term plan. Eligible customers are existing business customers with 120 days or less remaining on their current local voice term plan who subscribe to a new qualifying local voice term plan prior to their current term expiration date. Qualifying local voice term plans are Custom BizSaver® and SimpleLinkSM Enhanced. The one-time bill credit will be applied within 2 bill cycles.

All other terms and conditions applicable to Custom BizSaver® and SimpleLinkSM Enhanced will apply, as appropriate. This offer can not be combined with the Save the Deal, Save The Deal 2008, or Extra Line promotions.

This promotion is available from October 15, 2008 through December 31, 2008 and is not available for resale.

2. GENERAL – BUSINESS (cont'd)**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

Save The Deal 2008

Save The Deal 2008 is a statewide promotion for Business Access Lines (Schedule Cal.P.U.C. No. A5.2.1) for customers who renew or subscribe to any of the following qualifying voice packages:

- Custom BizSaver (Schedule Cal.P.U.C. No. A5.15)
- SimpleLinkSM Enhanced (Schedule Cal.P.U.C. No. A6.5.2) or
- CompleteLink[®] 2.0 (Schedule Cal.P.U.C. No. A6.5.16)

Eligible business customers who renew or subscribe for a minimum of one (1) year to any of the qualifying voice packages: Custom BizSaver, SimpleLinkSM Enhanced, or CompleteLink[®] 2.0, will receive a monthly credit of \$3.00 per eligible primary access line for 12 months (for a total of \$36.00) and a credit of \$6.00 per eligible additional line for 12 months (for a total of \$72.00), on up to a maximum of 15 lines (not to exceed \$1044.00 total per customer).

All lines must be associated with one of the eligible term plans. Eligible customers 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 and who, after calling to disconnect their lines agree to keep them. The customer must agree to associate all their lines with one of the eligible voice packages to receive the credit.

Credit will be applied only to the lines intended for disconnection and the customer must subscribe/re-term during the promotional period. All other terms and conditions applicable to Custom BizSaver, SimpleLinkSM Enhanced, or CompleteLink[®] 2.0 will apply. The credit will be applied beginning the first month through the twelfth month of the new term. This promotion is available only once to the customer during the promotional period and is not available to customers who subscribed to Save the Deal promotion.

This promotion cannot be combined with any other promotional offers for Access Lines including Win or Winback offers.

This promotion is offered from October 15, 2008 through August 31, 2009 and is available for resale.

(C)

2. GENERAL – BUSINESS (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

Encore Bonus Promotion

A new statewide promotion is available to eligible existing business customers who subscribe to a new qualifying voice term plan.

During the promotion period eligible business customers will receive a one-time \$50 bill credit for subscribing to a qualifying term plan.

Eligible customers are existing business customers with 120 days or less remaining on their current local voice term plan who subscribe to a new qualifying local voice term plan prior to their current term expiration date. Qualifying local voice term plans are Custom BizSaver® and SimpleLinkSM Enhanced. The one-time bill credit will be applied within 2 bill cycles.

All other terms and conditions applicable to Custom BizSaver® and SimpleLinkSM Enhanced will apply, as appropriate. This offer can not be combined with the Save the Deal, Save The Deal 2008, or Welcoming Rewards promotions. This offer may be combined with the Extra Line Enhanced Promotion and Custom BizSaver® geographically-specific offers, denoted in A5.15, C.1.d and C.3.c., following.

This promotion is available from February 1, 2009 through August 10, 2009 and is available for resale. (C)

2. GENERAL – BUSINESS (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

(D)

(D)

2. GENERAL – BUSINESS (cont'd)**B. Promotional Services (cont'd)**

Promotional offerings shall include the following: (cont'd)

AT&T Moves You Promotion - 2009

A new promotion is available to eligible business customers who subscribe to either a new Custom BizSaver, SimpleLink_{sm}, or SimpleLink_{sm} Enhanced agreement. The customer will receive a waiver of the normally applicable nonrecurring service ordering and line connection charges associated with local exchange access lines and/or trunks, for up to 15 lines/trunks maximum per location in their initial order excluding their first line/trunk, when subscribing to the above named services. In addition, customers will receive a waiver of applicable nonrecurring charges associated with Custom Calling Features and Hunting for up to 15 lines maximum per location in their initial order when subscribing to the above named services.

- Eligible customers include existing business customers that are moving from one location to another within the Company's local exchange service area. Eligible customers must indicate whether they are considering other competitive offers in order to receive this offer. The competitive offer requirement is not applicable for customers subscribing to this offer on-line via a Company-authorized website (i.e., att.com/bizstartup).
- Eligible customers must agree to subscribe all their lines and trunks to one of the eligible term agreements named above in order to receive this benefit. This offer is only applicable at the time of placing the initial order for the moved business service and is not available for subsequent orders placed for additional lines or services.

All other terms and conditions applicable to either Custom BizSaver, SimpleLink, or SimpleLink Enhanced, as appropriate, will apply.

Business customers currently subscribed to other carriers who wish to transfer their service to AT&T are not eligible for this offer. This offer cannot be combined with any other promotional offers waiving nonrecurring charges for local exchange access lines.

This offer is offered from April 1, 2009 through July 30, 2009 and is available for resale.

(C)

2. GENERAL - BUSINESS (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

(D)

(D)

2. GENERAL - BUSINESS (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

Thank You For Renewing Promotion

A statewide promotion for Centrex service is available to existing Centrex business customers. To be eligible, customers must sign a new 36-month term agreement for any of the following Centrex term offerings: The Answer, The Solution or A Little Something Extra (see Guidebook Part 5, Section 1 for offer descriptions).

(C)
(C)
(D)

In addition, the customer must have 12 months or less remaining on an existing term agreement or currently be on month-to-month rates. Customers not under a Centrex tariff term agreement must sign a 36-month term agreement for one of the preceding Centrex term agreements. The term agreement must be signed and dated no later than January 4, 2011. The service must be installed by February 5, 2011.

(C)
(C)

During the promotion period, customers will receive a one-time bill credit of \$50.00 per Centrex station up to a maximum of \$1,500.00 per term agreement. Customers participating in this Centrex promotion are not eligible for other Centrex promotions unless specified otherwise.

(C)

Customers who have discontinued their service with the Company for the purpose of establishing Centrex service with a CLC Reseller operating within the Company's territory and who now wish to return to the Company ("Winback Customers") and business customers who have not previously had service with the Company but have established Centrex service with a CLC Reseller operating within the Company's territory and who now wish to establish Centrex service with the Company ("Win Customers"), are eligible to combine the Centrex Nonrecurring Charge Waiver Promotion with this promotion.

Standard termination charges apply for early, partial or total discontinuance of the term agreement. This promotion is not available to customers with Centrex service provided under an individually negotiated contract.

This promotion is offered from January 5, 2010 through January 4, 2011 and is available for resale.

(C)

2. GENERAL - BUSINESS (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

AT&T Business Local Calling Online Bonus Promotion

A statewide promotion is established for eligible business customers who commit to a new agreement for AT&T Business Local Calling. Eligible customers will receive a one-time credit of \$50 per account. The credit will be applied within 1-2 bill periods.

Eligible customers are new and existing business customers who currently are not subscribed to an AT&T local voice term plan and who subscribe electronically only, via online ordering methods, in order to qualify for this offer. All orders must be completed by September 30, 2010. (C)
Win and Winback customers are not eligible for this promotion.

All other terms and conditions applicable to AT&T Business Local Calling, as appropriate, will apply.

This promotion is available September 1, 2009, through August 31, 2010 and is available for resale. (C)

2. GENERAL - BUSINESS (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

AT&T Business Local Calling Trio Reward Winback/Win Promotion

A new statewide promotion is established for eligible business customers who subscribe to a new AT&T Business Local Calling agreement. Eligible customers will receive a bill credit equal to the monthly recurring charge (MRC) for their AT&T Business Local Calling package for 1, 2, or 3 bill periods based on the length of term, as follows:

- 12 month or 12 month re-subscribe option term: MRC bill credit in month 6 of first year's term only
- 24 month term: MRC bill credit in months 12 and 24
- 36 month term: MRC bill credit in months 12, 24, and 36

Eligible customers are those business customers who have their business network access lines with another competitive local exchange carrier within the AT&T California service area who establish their business network access line service with the Company, and who subscribe these lines to a new AT&T Business Local Calling 12, 24, or 36 month term plan.

Existing customers who transfer lines from a competitive local exchange carrier to an existing AT&T Business Local Calling account are not eligible. Customers who terminate their AT&T Business Local Calling plan prior to completion of the term period will forfeit all remaining bill credits that are otherwise eligible.

All other terms and conditions applicable to AT&T Business Local Calling will apply, as appropriate.

This promotion is available from January 1, 2012, through December 31, 2014, and is available for resale.

(C)

2. GENERAL - BUSINESS (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

Sign Up and Save 50 Promotion

A statewide promotion is available to eligible, new business customers. During the promotion period, eligible business customers will receive a one-time \$50.00 bill credit with the purchase of a qualifying voice package. Eligible customers will also receive a waiver of the non-recurring service charges associated with their business access lines as well as the non-recurring charges associated with the Hunting option and vertical features on the access lines when ordered at the same time as the establishment of service. The one time credit will be provided within the first two bill cycles.

Eligible customers are those customers who are new to local exchange service with the Company. Customers of other local service providers and existing customers setting up service at a new location are not eligible to participate in this promotion.

Eligible customers must purchase AT&T Business Local Calling or Centrex service with a 24-month or longer term in order to receive the \$50 credit. Eligible customers must also purchase a minimum of one and a maximum of 20 access lines.

This promotion can only be combined with the Centrex Nonrecurring Charge Waiver Promotion.

This promotion is available from October 1, 2009 through April 30, 2010 and is available for resale.

(C)

2. GENERAL - BUSINESS (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

Welcoming Rewards Win/Winback Promotion

A retail promotional period shall be extended through May 1, 2016. During this promotional period eligible business customers subscribing to new business local exchange access lines or trunks will receive a one-time credit based on the number of new lines ordered. The first line will receive a credit of \$50.00. Lines 2 up to 20 will receive a credit of \$25.00 per line. Lines must be at the same location and only the first 20 lines will qualify. In addition, waivers will be provided for the normally applicable service charges and central office non-recurring charges (NRCs) associated with the installation of local exchange access lines, trunks or Centrex lines, up to 20 lines maximum per location, for the initial order only. The one time credit(s) will be provided within the first two bill cycles. In addition, a waiver of the non-recurring service establishment charges normally associated with Custom Calling Services or Centrex service ordered at the time of initial order placement will be provided for up to 20 lines. (C)

Eligible customers include those businesses that are currently with another carrier and are establishing service with the Company. Eligible customers must subscribe to new business local exchange access lines or trunks and select one of the specified term plan offers listed below. Customers must also commit to an oral 1 year Welcoming Rewards Promotional Agreement in order to receive the benefits.

Eligible customers must subscribe separately to one of the following term plan offers in order to receive the Welcoming Rewards benefits: AT&T Business Local Calling, AT&T Business Local Calling Assurance, or Centrex Service with a minimum of 2 basic or electronic key lines for a 2, 3, 5, or 7 year term, or Custom BizSaver (with the Block of Time option). All terms and conditions applicable to AT&T Business Local Calling, AT&T Business Local Calling Assurance, or Centrex, as appropriate, will apply. The commitment to one of the specified term plans is in addition to the oral 1 year Welcoming Rewards Promotional Agreement commitment.

This offer is only applicable at the time of placing the initial order and is not available for subsequent orders placed for additional lines or services.

The bill credits are discounts. If customer disconnects their account prior to the expiration of the oral 1 year Welcoming Rewards Promotional Agreement, the customer will be liable for early termination fees equal to the bill credit discount already given. This charge is in addition to other charges that may be associated with a subscription to a qualifying term plan.

This offer can be combined only with the only AT&T Business Local Calling Trio Rewards Promo or the Centrex Nonrecurring Charge Waiver Promotion, and is available for resale.

2. GENERAL - BUSINESS (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

Business Feature Promotion

A promotional period will be established from January 4, 2010 through December 31, 2010. During this period eligible business customers will receive a 50% discount per month on up to ten (10) Custom Calling Services and Hunting Service (vertical services) per line.

Eligible customers are those business customers who are subscribed to the Business Local Calling Assurance package. These eligible customers will receive 50% off the standard Guidebook rates for up to ten (10) of the following vertical services per line and a waiver of the applicable nonrecurring service charges associated with adding these features:

| | |
|--------------------------------|-------------------------------|
| Busy Call Forwarding (EVB) | Delayed Call Forwarding (EVD) |
| Three Way Calling (ESC) | Speed Calling 8 (ESL) |
| Speed Calling 30 (ESF) | (D) |
| Call Screen (CCB) | Call Return (CCR) |
| Repeat Dialing (CRP) | Priority Ringing (CLP) |
| Anonymous Call Rejection (CRE) | Call Waiting (ESX) |
| Hunting Service (HTG) | |

Customers will receive these discounted rates as long as they remain subscribed to Business Local Calling Assurance. Customers must be subscribed to a term agreement for Business Local Calling Assurance. When the Business Local Calling Assurance term agreement is no longer valid, these discounted rates will no longer apply.

There is no termination fee associated with this Feature Promotion. Termination fees may apply, as required, if the Business Local Calling Assurance term agreement is terminated early. This Feature Promotion cannot be combined with any other promotions or packages.

This promotion is available for resale.

2. GENERAL - BUSINESS (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

Business ADL Promotion

A business promotional period will be established from December 7, 2009 through November 22, 2010. During this period eligible, existing business customers that purchase new, additional local exchange access lines will receive a one-time credit per line for up to a maximum of four (4) new, incremental lines per customer location. (C)

Eligible customers are existing customers who are subscribed to AT&T Business Local Calling, who add new, additional lines to their existing AT&T Business Local Calling account as either Option A or B, who will receive a one-time \$50 bill credit per line for up to (4) lines per location, and any existing business customer who adds new, additional lines that are not under a term plan, who will receive a one-time \$25 credit per line for up to (4) lines per location. This offer is limited to only four (4) one-time credits of either amount per customer location. Customer locations with greater than 10 existing lines are not eligible for this offer.

These credits will become effective with the first bill period following eligibility. Customers must retain all new lines for at least 6 months in order to retain the credits. Customers that disconnect any of the new lines before 6 months have elapsed will be billed a portion of the one-time credits provided, as described above, per the schedule below:

| <u>Line Disconnected</u> | <u>Percent of Credits Billed</u> |
|--------------------------|----------------------------------|
| Within 30 days | 100% |
| Within 31 to 60 days | 80% |
| Within 61 to 90 days | 60% |
| Within 91 to 120 days | 40% |
| Within 121 to 150 days | 20% |
| Greater than 150 days | 0% |

All orders must be completed by December 22, 2010. This offer can only be combined with the AT&T Business Local Calling Online Bonus Promotion and is available for resale. (C)

2. GENERAL – BUSINESS (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

(D)

(D)

2. GENERAL - BUSINESS (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

Enhanced AT&T Save A Line Promotion

Enhanced AT&T Save A Line promotion is a new business promotional offer available from June 18, 2010 to June 1, 2011 and available for resale.

(C)

Eligible customers who subscribe to an AT&T Business Local Calling package with Options A, B, C or D will receive a monthly credit of \$3.00 per eligible access line, up to a maximum of 19 lines, for 12 months. At no time will the credits rendered exceed \$684.00 per customer.

Eligible customers 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 who communicate a desire to disconnect lines but then reconsider and keep the lines. The customer must agree to subscribe all of their lines to AT&T Business Local Calling in order to receive the credit.

Those customers who initially refuse a new AT&T Business Local Calling offer will be eligible to receive a monthly credit of \$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.

All other terms and conditions applicable to AT&T Business Local Calling will apply. This promotion is available only once per customer during the promotion period.

This promotion cannot be combined with any other promotional offers on access lines including Win or Winback offers.

2. GENERAL – BUSINESS (cont’d)

B. Promotional Services (cont’d)

Promotional offerings shall include the following: (cont’d)

Standardized CompleteLink 2.0 Save Promotion

A promotion period will be established from July 6, 2010 through July 5, 2011. During this promotion period eligible business customers subscribing to a new CompleteLink 2.0 agreement for a 2-year term or longer will be eligible to receive an upfront accelerated discount as described below. These accelerated discounts are in addition to other discounts and benefits listed within CompleteLink 2.0, found in Part 9, Section 3 of this Guidebook.

Eligible customers are Save customers, existing business customers who have received a competitive offer and are considering switching their business local exchange access service to another carrier (proof of competitive offer may be required).

The discounts provided are considered to be accelerated discounts. Customers who terminate their CompleteLink 2.0 agreement prior to the expiration of their selected term period will be liable for early termination charges as described in CompleteLink 2.0: see 1. CompleteLink 2.0, E. Early Termination Liability in Part 9, Section 3 of this Guidebook. All other terms and conditions applicable to CompleteLink 2.0 will apply.

This offer may not be combined with other Company business access line, usage, and/or toll discount plans or promotions, with the exception of combining with other CompleteLink 2.0 offers where permitted. Eligible customers will receive the following accelerated discounts which are calculated as a percentage of their agreed upon MARC and which will be applied as a credit to their bill. The accelerated discount will be applied within 2 bill periods following subscription to CompleteLink 2.0 according to the following schedule.

Discount Schedule

| | 1-Year Term | 2-Year Term | 3-Year Term | 5-Year Term |
|-------------------|-------------|-------------|-------------|-------------|
| Up Front Discount | NA | 15% | 25% | 35% |

2. GENERAL - BUSINESS (cont'd)

B. Promotional Services (cont'd)

Promotional offerings shall include the following: (cont'd)

Business Remote Call Forwarding with Unlimited Local Usage Win/Winback Promotion III

A promotional period will be established from February 1, 2023, through December 31, 2023. During this promotional period, eligible business customers will receive a net effective rate of \$5.00 per month per path for Remote Call Forwarding (RCF) service and unlimited AT&T Local Usage and AT&T Message Telecommunications Service.

Eligible customers are business customers who have their exchange access service with another Carrier and who now establish their exchange access service with the Company or AT&T Business Voice over IP Service (AT&T Phone), are now requesting 1-10 business exchange access lines and/or 1-6 AT&T Phone seats, and cannot port their telephone number and require RCF to keep their existing telephone numbers at existing location

To qualify for this Promotion, the Call Forwarded number of the RCF service must terminate to a Company business access line (excluding 800 service lines) or AT&T Business Voice over IP Service, at the time customer subscribes to this Promotion. Subscribers must order RCF service within 30 days of establishing the qualifying exchange access service from the other carrier. Subscribers may have a maximum of ten RCF paths (initial/additional) per billing account participating in this discounted service, and the RCF path(s) must be located in the same state where service from the other carrier was located.

If subscriber with this RCF Promotion terminates Company business access line or AT&T Business Voice over IP Service and retains the Company's RCF, this Promotion will continue to apply until customer terminates the RCF service. The monthly Remote Call Forwarding rates and unlimited local or local toll usage will be discounted for each path and for each additional path.

Eligible customers will receive a waiver of the nonrecurring charges to add Remote Call Forwarding.

This Win/Winback Promotion cannot be combined with other RCF promotions or offers, including the existing RCF discount offer, which will still be available.