

SECTION 3 - Services and Rates

INDEX

	<u>Sheet</u>	
Residence Service Rates	2	
Residence Basic Service	2	
Other Residential Services.....	12	
Residential Service Charges.....	15	
Additional Charges.....	15	
Discounts.....	15	
Promotions	16	
Termination Charges.....	16	
Business Service Rates.....	17	
Business Services.....	17	
Special Services.....	18	
Digital Services	18	
Optical Services	18	
ISDN Services.....	19	
Services Provided Jointly by AT&T Texas and/or AT&T affiliated companies.....	19	(C) (D)
Charges for Special Customer Requests.....	20	
Ethernet Services	21	
Other Services	21	
Directory Assistance	21	
Local Operator Assistance.....	21	
CompleteLink	21	
Business Customer Package Rates	22	
Service Connection Charges	24	
Discounts.....	25	
Promotions	25	
Termination Charges.....	25	

RESIDENCE SERVICE RATES

A. Residence Basic Service

The following are exceptions to Residence Basic Service:

1. Reserved for Future Use (C)
2. The additional line for customers who subscribe to an additional access line if the local service type is a Company build-out location. (C)
3. Any line where the customer calls to disconnect their vertical feature plan provided the customer is at a Company Build-out location and has high speed internet on the same line as their package.

Residence customers with two or more lines must have basic service that includes In-Line on each line if the local service type is a Loop Lease.

SECTION 3 - Services and Rates

RESIDENCE SERVICE RATES (cont'd)

A. Residence Basic Service (cont'd)

(D)

(D)

SECTION 3 - Services and Rates

RESIDENCE SERVICE RATES (cont'd)

A. Residence Basic Service (cont'd)

(D)

(D)

SECTION 3 - Services and Rates

RESIDENCE SERVICE RATES (cont'd)

A. Residence Basic Service (cont'd)

(D)

(D)

SECTION 3 - Services and Rates

RESIDENCE SERVICE RATES (cont'd)

A. Residence Basic Service (cont'd)

(D)

(D)

SECTION 3 - Services and Rates

RESIDENCE SERVICE RATES (cont'd)

A. Residence Basic Service (cont'd)

Select Feature Package^{/1/}: Select Feature Package has exchange access line and the Call Management Services listed below as a monthly subscription only:

- | | |
|--|-----------------------------|
| - Calling Name and Number Delivery (Caller ID) | - Speed Calling 8 |
| - Three-Way Calling, | - Auto Redial |
| - Call Waiting, | - Call Return |
| - Call Waiting ID, | - Priority Ring |
| - Call Forwarding, | - Selective Call Forwarding |
| - Call Blocker | |

This package is only available to customers in a share tenant or multi-unit dwelling location.

All other terms and conditions for this package are identical to those listed for *Select Feature Package* in the AT&T Texas Guidebook, Part 20, Section 7.

Price: Up to \$60.00 per month (C)

Complete Choice Package^{/1/}: The Complete Choice Package is a collection of services that includes the Select Feature Package services and InLine service. This package is available to all customers who are not in a shared-tenant or multi-unit dwelling location.

Price: Up to \$70.00 per month (C)
 Package Installation Charge: Up to \$15.00 per line^{/3/} (C)

ALL DISTANCE®: This ALL DISTANCE package is a collection of services that includes the components of the Complete Choice Package (Select Feature Package + Inline service), preceding, Voice Mail and an AT&T unlimited nationwide calling plan^{/2/}. This ALL DISTANCE® package is also available without Voice Mail or without InLine service.

Price: Up to \$110.00 (C)
 Package installation charge: Up to \$15.00 per line^{/3/} (C)

/1/ Obsolete: Service limited to existing installations at existing locations for existing customers; cannot add to; cannot outside move; cannot supersede.

/2/ For AT&T Texas residential phone customers only, the ALL DISTANCE® Package includes an AT&T unlimited nationwide calling plan which provides domestic, direct dialed long distance service provided by AT&T Long Distance.

/3/ Additional Service Connection Charges associated with local exchange service may apply. (N)

SECTION 3 - Services and Rates

RESIDENCE SERVICE RATES (cont'd)

A. Residence Basic Service (cont'd)

Complete Choice® Basic: Complete Choice® Basic is a collection of services that includes an exchange access line and the Call Management Services listed below. It is available to residence customers only.

- Calling Name and Number Delivery (Caller ID)
- Call Waiting
- Touch-Tone Calling Service
- Call Forwarding-Busy Line/Don't Answer and Star Code Access to Voice Mail

The terms and conditions of service for this package are identical to those listed for *Complete Choice® Basic* in the AT&T Texas Guidebook, Part 7, Section 5.

Monthly Price: Up to \$50.00

(C)

Package installation charge: Up to \$15.00 per line.^{/1/}

(C)

/1/ Additional Service Connection Charges associated with local exchange service may apply.

(N)

SECTION 3 - Services and Rates

RESIDENCE SERVICE RATES (cont'd)

A. Residence Basic Service (cont'd)

Complete Choice® Enhanced: Complete Choice® Enhanced is a collection of services that includes an exchange access line and the Call Management Services listed below. Complete Choice® Enhanced is available to residence customers only as monthly subscription.

- Calling Name and Number Delivery (Caller ID)
- Three Way Calling
- Call Waiting
- Call Waiting ID
- Call Forwarding
- Call Screening
- Speed Dial 8
- Call Return
- Priority Ringing
- Selective Call Forwarding
- Touch-Tone Calling Service
- Call Forwarding-Busy Line/Don't Answer and Star Code Access to Voice Mail

The terms and conditions of service for this package are identical to those listed for *Complete Choice® Enhanced* in the AT&T Texas Guidebook, Part 7, Section 5.

Monthly Price: Up to \$60.00 (C)
 Package installation charge: Up to \$15.00 per line.^{/3/} (C)

ALL DISTANCE®: This ALL DISTANCE® package^{/1/} is a collection of services that includes the components of Complete Choice® Enhanced and an AT&T unlimited nationwide calling plan^{/2/}.

Monthly Price: Up to \$110.00 (C)
 Package installation charge: Up to \$15.00 per line.^{/3/} (C)

/1/ The ALL DISTANCE package that had included de-selectable Voice Mail is obsolete as of September 1, 2009. This service is now limited to existing installations at existing locations for existing customers only; cannot add to; cannot outside move; cannot supersede.

/2/ For AT&T Texas residential phone customers only, the ALL DISTANCE® package includes an AT&T unlimited nationwide calling plan, which provides domestic, direct dialed long distance service provided by AT&T Long Distance.

/3/ Additional Service Connection Charges associated with local exchange service may apply. (N)

SECTION 3 - Services and Rates

RESIDENCE SERVICE RATES (cont'd)

A. Residence Basic Service (cont'd)

(D)

(D)

SECTION 3 - Services and Rates

RESIDENCE SERVICE RATES (cont'd)

A. Residence Basic Service (cont'd)

(D)

(D)

RESIDENCE SERVICE RATES (cont'd)

B. Other Residential Services

- Additional Lines

Additional Lines (ADL) include Touch-Tone and may be purchased with or without a package. ADLs may be purchased without a package at no discount. For volume or multiple purchases, additional line purchases with packages may be offered at a discount.

Price: Up to \$40.00 per month, plus usage, if applicable

- Local Plus® Calling Plan

Price: Up to \$75.00 per access line recurring

- Any Custom Calling Services listed below may be purchased individually:

- | | |
|---------------------------------------|-----------------------------|
| - Caller ID | - Call Waiting ID Options |
| - Call Waiting | - Call Return |
| - Three-Way Calling | - Speed Calling 8 |
| - Priority Call | - Auto Redial |
| - Star Code Access to Voice Mail | - Selective Call Forwarding |
| - Call Forwarding | - Call Blocker |
| - Call Forward Busy Line/Don't Answer | - Anonymous Call Rejection |
| | - Call Waiting ID |

Price: Up to \$25.00

- ISDN

- Local calling plans

Price: Up to \$30.00

(D)

RESIDENCE SERVICE RATES (cont'd)

B. Other Residential Services (cont'd)

(D)
|
(D)

- Directory Assistance

AT&T Texas furnishes Directory Assistance Service whereby customers may request assistance in determining local and national listing information. All terms, conditions and rates are identical to those listed in the AT&T Texas Guidebook, Part 11, Section 2. *National Directory Assistance* information may be found in the AT&T Texas Guidebook, Part 11, Section 2.

RESIDENCE SERVICE RATES (cont'd)

B. Other Residential Services (cont'd)

(D)
|
(D)

- AT&T High Speed Internet^{/1/}

Price: Up to \$150.00 recurring charge per access line

- Directory Assistance

AT&T Texas furnishes Directory Assistance Service whereby customers may request local and national listing information. All terms, conditions and rates are identical to those listed in the AT&T Texas Guidebook, Part 11, Section 2. *National Directory Assistance* information may be found in the AT&T Texas Guidebook, Part 11, Section 2.

- Local Operator Assistance

Local Operator Assistance for purposes of these terms is the assistance given by the Company provided operator upon customer request in dialing a local number.

All terms, conditions and rates are identical to those listed in the AT&T Texas Guidebook, Part 11, Section 1.

/1/ AT&T High Speed Internet is an information service that combines DSL transport and Internet access with customized content, services and applications, provided by AT&T Texas and/or an AT&T affiliated company.

RESIDENCE SERVICE RATES (cont'd)

B. Other Residential Services (cont'd)

The term "Service Charge" represents one of the following work functions necessary to perform a service connection, inside move or change for business or residence class of service customer:

Service Ordering Charge – receiving, recording and processing information in connection with a customer request for service. One Service Ordering Charge is applicable per customer request, per due date, per account. However, when multiple service orders are required for AT&T Texas reasons, only one Service Ordering Charge applies. There are two types of service order charges:

- Primary – primary charges apply on New Connect (N), Change of Address (T) and Number Change (C) type order activity of the billing telephone number, or the bill on telephone number.
- Secondary – secondary charges apply on all other order activity.

Trip Charge – when it is necessary to travel to the customer's premises, one Trip Charge is applicable per customer request, per due date, per premises. When more than one trip to the customer's premises is necessary for AT&T Texas reasons, only one Trip Charge is applicable.

Central Office Access Charge – work associated with the line extending from the serving central office to the customer's premises. It includes, but is not limited to, central office connections, cable cross-connections, and connecting or moving the drop wire or protector block.

Residential Service Charges

Service Ordering Charge

Primary	Up to \$50.00	(C)
Secondary	Up to \$50.00	(C)
Trip Charge	Up to \$35.00	
Central Office Access Charge	Up to \$50.00	(C)

Additional Charges

AT&T Texas may apply a surcharge when resale of an ILEC's services are required to serve customers. If special construction of facilities, as defined in SECTION 1, **CONSTRUCTION CHARGES**, paragraph B. *Special Construction*, is required to serve customer, customer will bear such construction charges. Additionally, any expedites or special requests may result in additional charges and/or fees. Such Additional Charges, or the basis on which is such charges will be calculated, will be quoted to customer before customer completes an order for service.

Discounts

- Customers may be offered discounts based on term agreement lengths. Discounts will be negotiated on an individual case basis.
- Customers may be offered discounts for volume purchase agreements. Discounts for volume purchases will be negotiated on an individual case basis.
- Company may extend other discounts based on market conditions as deemed appropriate in the Company's discretion.
- Customers may be offered discounts based on the purchase of packages that may be offered by the Company.

SECTION 3 - Services and Rates

RESIDENCE SERVICE RATES (cont'd)

B. Other Residential Services (cont'd)

Promotions

AT&T Texas will conduct trials and/or promotions of products and services throughout its COA service area. These may involve limited time offers, discount periods, waiver of connection charges or other promotional activities.

Termination Charges

A termination charge will apply if the consumer customer disconnects any portion of their contracted service prior to the expiration of their term commitment.

BUSINESS SERVICE RATES

A. Business Services

Business Line ^{/1,3,5/}	up to \$150
Business Line Hunting ^{/1,3,5/}	up to \$150
Telebranch ^{/2,5/}	up to \$60
Local Plus® Calling Plan or Local Calling Plans	up to \$400
Maximizer 800 ^{/2/}	up to \$60
Plexar ^{/2,3,5/} (Availability determined by Facilities)	Custom Pricing ^{/6/}
Plexar Plus, Plexar Mate, Plexar Custom ^{/1,2,4,5/} (Availability determined by Facilities)	Custom Pricing ^{/6/}
Custom Calling Services ^{/2/}	
Custom Calling Services sold individually or in combinations:	up to \$60
- Caller ID	- Call Return
- Call Waiting	
- Cancel Call Waiting	- Speed Calling 30
- Three-Way Calling	- Auto Redial
- Priority Call	- Call Waiting ID Options
- Call Forwarding	- Selective Call Forwarding
- Call Forward Busy Line/Don't Answer	- Call Blocker
- Star Code Access to Voice Mail	- Anonymous Call Rejection
- Simultaneous Call Forwarding	- Call Waiting ID
- Personalized Ring	- Call Transfer Disconnect
- Remote Access/Call Forwarding	(D)

See Page 20 for footnotes

BUSINESS SERVICE RATES (cont'd)

B. Special Services

Direct Inward Dial Trunks ^{/1,2,3,5/}	up to \$300	(C)
Two-Way Trunks, In-Bound Only Trunks, Out-Bound Only Trunks, Combination Trunks ^{/1,2,3,5/}	up to \$300	(C)
Direct Inward Dial Block of Numbers (per block) ^{/2/}	up to \$500	(C)

C. Digital Services

2.4Kbps, 4.8Kbps, 9.6Kbps, 19.2Kbps, 56Kbps, 64Kbps Pt-Pt Circuits ^{/2,3,7/} (Availability determined by Facilities)	Custom Pricing ^{/6/}	
1.544 Mbps Pt-Pt Circuit ^{/2,3,7/} (Availability determined by Facilities)	Custom Pricing ^{/6/}	
Fractional T1's ^{/2,3,7/} (Availability of Various Speeds determined by Facilities)	Custom Pricing ^{/6/}	
DS3 ^{/2,4,7/} (Availability determined by Facilities)	Custom Pricing ^{/6/}	
Digital Loop Service ^{/2,3,7/}	up to \$6,000	(C)
SuperTrunk ^{/2,3,7/}	up to \$6,000	(C)
Access Advantage Plus ^{/2,3,7,11/}	up to \$5,000	(C)

D. Optical Services

OC3, OC12, OC48, OC96, OC192 ^{/2,4,7/} (Availability determined by Facilities)	Custom Pricing ^{/6/}	
DecaMAN ^{SM/2,3,4,7,12/} (Availability determined by Facilities)	Custom Pricing ^{/6/}	
Dedicated SONET Ring Service ^{SM/2,3,4,7/} (Availability determined by Facilities)	Custom Pricing ^{/6/}	
GigaMAN ^{®/2,4,7,12/} Service (Availability determined by Facilities)	Custom Pricing ^{/6/}	
OPT-E-MAN ^{®/2,3,4,7/} (Availability determined by Facilities)	Custom Pricing ^{/6/}	

See Page 20 for footnotes

BUSINESS SERVICE RATES (cont'd)

E. ISDN Services

Digiline® (ISDN Basic Rate Interface) ^{2,3,7/}	up to \$620
SmartTrunk SM (ISDN Primary Rate Interface) ^{2,3,7/}	up to \$4,700
SelectVideo/SelectData ^{2,3,7,10/}	Custom Pricing ^{6/}

F. Services Provided Jointly by AT&T Texas and/or AT&T affiliated companies^{9/}

		(C)
		(D)
		(D)
		(D)
AT&T® High Speed Internet Business Edition ^{1,2,3,8/} (Availability determined by Facilities)	Zone A (Intrastate)	(C)
Frame Relay ^{2,3/} (Availability of Various Speeds determined by Facilities)	Zone A (Intrastate)	
AT&T Business Network (ABN) ^{1,2,3,4,6,9/} (Availability determined by Facilities)	Custom Pricing ^{6/}	
ATM ^{2,3/} (Availability of Various Speeds determined by Facilities)	Custom Pricing ^{6/}	
PremierSERV SM T1 Integrated Access Service / AT&T Integrated Network Connection Service / AT&T Static Integrated Network Access ^{1,2,4,5,9/} (Availability determined by Facilities)	Custom Pricing ^{6/}	
Dedicated Internet Access (DIA) / AT&T Managed Internet Service (MIS) ^{2,4,9/} (Availability determined by Facilities)	Custom Pricing ^{6/}	
AT&T Network-based Virtual Private Network (VPN) ^{2,4,9/} (Availability determined by Facilities)	Custom Pricing ^{6/}	
PremierSERV SM Network Management ^{2,4,9/}	Custom Pricing ^{6/}	

See Page 20 for footnotes

BUSINESS SERVICE RATES (cont'd)**G. Charges for Special Customer Requests**

Additional charges are applicable when a customer requests special handling of the service request in the AT&T CLEC Texas territory. This special request is subject to the availability of the work force and the necessary service facilities.

Expedited Order Charge, per line	up to \$4,000	(C)
----------------------------------	---------------	-----

Expedited Service refers to work performed by AT&T Texas CLEC employees on a reduced interval basis Monday through Friday, after hours and on weekends due to a customer request. A reduced interval is any date that is less than the normal interval as determined by the AT&T Texas CLEC.

Cancellation of Special and Digital Services, per line	\$50 - Custom Pricing ^{/6/}
--	--------------------------------------

Cancellation charges are costs incurred on behalf of the customer by AT&T Texas CLEC that are applicable, starting with the engineering and design of the special/digital services order to the day prior to the confirmed due date, whereby the customer cancels the special/digital services order.

Coordinated Hot Cut Conversions	\$35 - Custom Pricing ^{/6/}
---------------------------------	--------------------------------------

Coordinated conversions charges are costs incurred on behalf of the Customer by AT&T Texas CLEC that are applicable when there are dedicated resources requested and/or required for the special handling of number portability and service conversions.

Footnotes

- /1/ Service Connection Charges are applicable as shown in SECTION 3, **BUSINESS SERVICE RATES**, paragraph K. *Service Connection Charges*.
- /2/ Additional Service Connection Charges are applicable by product or custom pricing for installs, changes, disconnects and other rearrangement requests.
- /3/ Contract Term Pricing Available.
- /4/ Contract Term Required.
- /5/ Additional Charges are applicable on metro calling scopes.
- /6/ Custom pricing arrangements will be based on the costs, payment plan and contract option selected. These factors will vary with each product – Custom arrangement and will, therefore, reflect varying rates for individual arrangements.
- /7/ Additional charges are applicable to optional features for digital and ISDN services.
- /8/ Additional charges are applicable to DSL line conditioning (removal of bridge taps and load coils).
- /9/ These services may be provisioned as intraLATA, interLATA, and/or international services as provided by AT&T Texas and/or AT&T affiliated companies.
- /10/ SelectVideo/SelectData are obsolete services for new customers as of January 1, 1997.
- /11/ Access Advantage Plus Service will no longer be available to new customers (no current contract or service) on or after November 1, 2016. Customers having this service or who have placed orders which were accepted by the Company prior to this date, may continue such service from their present location, subject to the following conditions: new requests for physical changes to Access Advantage Plus Service, including moves to different service addresses, will not be provisioned.
- /12/ Effective September 30, 2017, GigaMAN and DecaMAN Services will no longer be available for purchase by new or existing customers. The Company will no longer accept orders for adds, moves, changes or new term plans for GigaMAN/DecaMAN Services, and existing term plans may not be renewed, converted or extended. Following the expiration of a customer's existing GigaMAN/DecaMAN term agreement, service will be provided on a month-to-month basis at the applicable monthly extension rates until the service is discontinued.

BUSINESS SERVICE RATES (cont'd)

H. Ethernet Services

AT&T Switched Ethernet Service ^{SM /2,3,4,7/} (Availability determined by Facilities)	Custom Pricing ^{6/}	(C) /2/ (C) /2/ (D)
AT&T Dedicated Ethernet Service ^{SM /2,3,4,7/} (Availability determined by Facilities)	Custom Pricing ^{6/}	(N) (N) (D) — (D)

I. Other Services

Directory Assistance

AT&T Texas furnishes Directory Assistance Service whereby customers may request local and national listing information. All terms, conditions and rates are identical to those listed in the AT&T Texas Guidebook, Part 11, Section 2. *National Directory Assistance* may be found in the AT&T Texas Guidebook, Part 11, Section 2. (C)
(C)

Local Operator Assistance

Local Operator Assistance for purposes of these terms is the assistance given by the Company provided operator upon customer request in dialing a local number. (C)
(D)

All terms, conditions and rates are identical to those listed in the the AT&T Texas Guidebook, Part 11, Section 1. (C)

CompleteLink 2.0^{1/}

CompleteLink requires AT&T CLEC local access and/or local usage. Services contributing towards the MARC include AT&T CLEC services. A customer may include up to, but not exceed, 3,000 of its accounts from the AT&T CLEC out-of-franchise territory in Texas only under one CompleteLink agreement. Other rates, terms and conditions are identical to those listed in the AT&T Texas Guidebook, Part 4, Section 5, which are incorporated herein by this reference. These terms and conditions will be applied separately to the business customer's locations served by AT&T Texas CLEC and to those locations served by AT&T Texas (ILEC).

See Page 20 for additional footnotes

/1/ The CompleteLink plan is obsolete for business customers, except existing installations at existing locations for existing business customers for the remainder of their term who subscribed to the plan prior to December 15, 2006.

SECTION 3 - Services and Rates

BUSINESS SERVICE RATES (cont'd)**J. Business Customer Package Rates**

Custom Biz SaverSM (CBS) is a suite of four packages for small and mid-sized business customers with one to ten Business Access Lines. Discounted flat rates are available using any combination of the four packages listed below.

Minimum offer requirements are to have either one Flat-Line or one Multi-Line bundle on the customer's primary line.

FlatLine Bundle: Flat Rate Business Line, Caller ID, Call Waiting, Call Forwarding, Three Way Calling, Call Return

MultiLine Bundle: Business Hunting, Caller ID, Three Way Calling

Additional Line: Flat Rate Business Line, Caller ID

Additional Line: Business Hunting, Caller ID

Maximum monthly rate: up to \$200, per line (excluding EUCL, taxes and other mandatory fees) (C)

Nonrecurring charges apply.

Custom Biz SaverSM Flex (CBS Flex) is a suite of two packages for small and mid-sized business customers with one to ten Business Access Lines. Discounted flat rates are available using any combination of the two packages listed below.

Minimum offer requirements are to have one Flat-Rate bundle on the customer's primary line.

Flat Rate Bundle: Flat Rate Business Line where customer chooses up to five (5) of the above listed vertical features.

Additional Line: Flat rate business Line, Caller ID

Maximum monthly rate: up to \$200, per line (excluding EUCL, taxes and other mandatory fees) (C)

Nonrecurring charges apply.

Termination Fees: These bundles may be purchased in one, two or three year terms. Customers may add or subtract additional lines / bundles at any time during the term, subject to the minimum offer requirements above. Early termination fees will apply if the subscriber fails to maintain minimum offer requirements.

Taxes and fees may apply.

Unless renewed, at the end of the term, the customer's discounted rates will revert to monthly rates in effect at that time. Notification will be sent to the customer of the pending expiration 60 days prior to the term end date.

SECTION 3 - Services and Rates

BUSINESS SERVICE RATES (cont'd)**J. Business Customer Package Rates (cont'd)**Custom BizSaver IISM (CBS II)

Custom BizSaver II is an optional small business package offer that includes a network access line, touch tone, Caller ID, four customer selected Call Management Services and hunting (optional). Custom BizSaver II is available at flat monthly rates. Customers must select either a month-to-month package rate or a 12-month, 24-month or 36-month term. Other rates, terms and conditions are identical to those listed in the AT&T Texas Guidebook, Part 4, Section 5, which are incorporated herein by this reference.

Custom BizSaver II allows customers to subscribe to one to twenty lines at discounted rates at a given location. Customer must select a Custom BizSaver II package that includes Caller ID and the customer selected Call Management Services on their primary line to qualify for the Custom BizSaver II package rates.

Eligible customers have two additional line options available for lines 2 – 20:

CBS II Additional Line (ADL) Option 1 includes a network access line, touch tone, Caller ID and hunting (optional). Pay Per Use features are not eligible.

CBS II Additional Line (ADL) Option 2 includes a network access line, touch tone, Caller ID, hunting (optional) and a flexible bundle of four Call Management Services as described in the Selection List below. Pay Per Use features are not eligible.

Nonrecurring charges are waived to establish CBS II packages.

SECTION 3 - Services and Rates

BUSINESS SERVICE RATES (cont'd)

K. Service Connection Charges

The term "Service Charge" represents one of the following work functions necessary to perform a service connection, inside move or change for a business or residence class of service customer:

Service Ordering Charge – receiving, recording and processing information in connection with a customer request for service. One Service Ordering Charge is applicable per customer request, per due date, per account. However, when multiple service orders are required for AT&T Texas reasons, only one Service Ordering Charge applies. There are two types of service order charges:

- Primary - primary charges apply on New Connect (N), Change of Address (T) and Number Change (C) type order activity of the billing telephone number, or the bill on telephone number.
- Secondary - secondary charges apply on all other order activity.

Trip Charge - when it is necessary to travel to the customer's premises, one Trip Charge is applicable per customer request, per due date, per premises. When more than one trip to the customer's premises is necessary for AT&T Texas reasons, only one Trip Charge is applicable.

Central Office Access Charge – work associated with the line extending from the serving central office to the customer's premises. It includes, but is not limited to, central office connections, cable cross-connections, and connecting or moving the drop wire or protector block.

Business Service Charges

<u>Service Ordering Charge</u>	<u>Business</u>	
Primary	up to \$100 ¹	(C)
Secondary	up to \$50 ²	
Trip Charge	up to \$50	
Central Office Access Charge	up to \$100	(C)

Additional Charges

AT&T Texas may apply a surcharge when resale of an ILEC's services are required to serve customers. If special construction of facilities, as defined in SECTION 1, **CONSTRUCTION CHARGES**, paragraph B. *Special Construction*, is required to serve customer, customer will bear such construction charges. Additionally, any expedited or special requests may result in additional charges and/or fees. Such Additional Charges, or the basis on which such charges will be calculated, will be quoted to customer before customer completes an order for service. (C)

/1/ Complex Business, up to \$200 (N)
 /2/ Complex Business, up to \$100 (N)

SECTION 3 - Services and Rates

DISCOUNTS

Customers may be offered discounts based on term agreement lengths. Discounts will be negotiated on an individual case basis.

Customers may be offered discounts for volume purchase agreements. Discounts for volume purchases will be negotiated on an individual case basis.

Company may extend other discounts based on market conditions as deemed appropriate in the Company's discretion.

Customers may be offered discounts based on the purchase of packages that may be offered by the Company.

PROMOTIONS

AT&T Texas will conduct trials and/or promotions of products and services throughout its COA service area. These may involve limited time offers, discount periods, waiver of connection charges or other promotional activities.

TERMINATION CHARGES UNLESS SPECIFIED IN THE CONTRACT

A termination charge will apply if the business customer disconnects any portion of their contracted service prior to the expiration of their term commitment. This charge will consist of 50% of the monthly rate for service disconnected times the number of months remaining on the contract.