

SECTION 3 – DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services

3.1.1 General

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

3.1.2 Availability

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

3.1.3 Access Method

- (A) For Customers that subscribe to any of the Company's outbound Services that require Dedicated Access to reach the long distance network, access to Operator Toll Assistance Service will be blocked from the Customer's DVA lines. Callers dialing one plus (1+) one of the Company's Toll Free Access Numbers over Switched Access lines will hear recorded messages that guide the caller. Callers may elect to use any of the billing options described in Section 3.1.5 (A), 3.1.5 (B) or 3.1.5 (C) of this Guidebook or may reach the operator for assistance. Callers placing a call from a tone-generating telephone may select one of the various Operator Toll Assistance Services options by pressing the appropriate key on their tone-generating telephone. The call will default to an operator for assistance if (1) the call originates from a rotary telephone or (2) the call originates from a tone-generating telephone and the caller fails to make a selection on its keypad.
- (B) Unless otherwise indicated in this Guidebook, callers placing calls over Switched Access lines may also place Operator Toll Assistance Services from Off-Net locations by dialing:
 - .1 00 from a presubscribed telephone line and request the long distance operator to complete the call or
 - .2 0+ the called number from a presubscribed telephone line
- (C) Unless otherwise indicated in this Guidebook, callers may also place Operator Toll Assistance Services from On-Net locations by dialing:
 - .1 00 from a presubscribed telephone line and follow the prompts
 - .2 0+ the called number from a presubscribed telephone line.

SECTION 3 – DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services

3.1.1 General

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

3.1.2 Availability

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

3.1.3 Access Method

(A)

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

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

.1 00 from a presubscribed telephone line and request the long distance operator to complete the call or

.2 0+ the called number from a presubscribed telephone line

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

.1 00 from a presubscribed telephone line and follow the prompts

.2 0+ the called number from a presubscribed telephone line.

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SECTION 3 – DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services

3.1.1 General

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

3.1.2 Availability

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

3.1.3 Access Method

- (A) Callers dialing one plus (1+) one of the Company's Toll Free Access Numbers over Switched Access lines will hear recorded messages that guide the caller. Callers may elect to use any of the billing options described in Section 3.1.5 (A), 3.1.5 (B) or 3.1.5 (C) of this Guidebook or may reach the operator for assistance. Callers placing a call from a tone-generating telephone may select one of the various Operator Toll Assistance Services options by pressing the appropriate key on their tone-generating telephone. The call will default to an operator for assistance if (1) the call originates from a rotary telephone or (2) the call originates from a tone-generating telephone and the caller fails to make a selection on its keypad.
- (B) Unless otherwise indicated in this Guidebook, callers placing calls over Switched Access lines may also place Operator Toll Assistance Services from Off-Net locations by dialing:
 - .1 00 from a presubscribed telephone line and request the long distance operator to complete the call or
 - .2 0+ the called number from a presubscribed telephone line
- (C) Unless otherwise indicated in this Guidebook, callers may also place Operator Toll Assistance Services from On-Net locations by dialing:
 - .1 00 from a presubscribed telephone line and follow the prompts
 - .2 0+ the called number from a presubscribed telephone line.

SECTION 3 – DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.4 Completion Type

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

3.1.5 Billing Options

(A) Calling Cards

This is a billing option which enables the Customer to charge a call to an authorized calling card number. Calling card rates and charges apply to all calls that both originate and terminate in the State regardless of the location of the billed Customer. Access to the long distance network for the purpose of billing a call to the Customer's calling card can be from tone-generating or rotary-dial instruments. For Customers that subscribe to any of the Company's outbound Services that require Dedicated Access to reach the long distance network, access to Toll Free Access Numbers will be blocked from the Customer's DVA lines.

.1 LEC Card

- .a The Company will accept any valid LEC calling card that uses the LIDB verification system. The LEC ensures the availability of features and enables the card features. Charges associated with the LEC Card will be billed by the LEC with the Customer's bill for local exchange service.
- .b Reserved for future use.
- .c If a Customer completes a call via a Group 2 Toll Free Number and bills a call to a calling card issued by a LEC that uses the LIDB verification system, the rates and charges contained in Section 4.1.1 (B).1 and Section 4.1.2 (A), (B), and (C) of this Guidebook apply as appropriate. If a Customer completes a call via any other access method and bills a call to a calling card issued by a LEC that uses the LIDB verification system, the rates and charges contained in Section 4.1.1 (B).1 and Section 4.1.2 (A), (B), and (C) of this Guidebook apply as appropriate.

SECTION 3 – DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.4 Completion Type

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

3.1.5 Billing Options

(A) Calling Cards

This is a billing option which enables the Customer to charge a call to an authorized calling card number. Calling card rates and charges apply to all calls that both originate and terminate in the State regardless of the location of the billed Customer. Access to the long distance network for the purpose of billing a call to the Customer's calling card can be from tone-generating or rotary-dial instruments.

(D)
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(D)

.1 LEC Card

- .a The Company will accept any valid LEC calling card that uses the LIDB verification system. The LEC ensures the availability of features and enables the card features. Charges associated with the LEC Card will be billed by the LEC with the Customer's bill for local exchange service.
- .b Reserved for future use.
- .c If a Customer completes a call via a Group 2 Toll Free Number and bills a call to a calling card issued by a LEC that uses the LIDB verification system, the rates and charges contained in Section 4.1.1 (B).1 and Section 4.1.2 (A), (B), and (C) of this Guidebook apply as appropriate. If a Customer completes a call via any other access method and bills a call to a calling card issued by a LEC that uses the LIDB verification system, the rates and charges contained in Section 4.1.1 (B).1 and Section 4.1.2 (A), (B), and (C) of this Guidebook apply as appropriate.

SECTION 3 – DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.4 Completion Type

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

3.1.5 Billing Options

(A) Calling Cards

This is a billing option which enables the Customer to charge a call to an authorized calling card number. Calling card rates and charges apply to all calls that both originate and terminate in the State regardless of the location of the billed Customer. Access to the long distance network for the purpose of billing a call to the Customer's calling card can be from tone-generating or rotary-dial instruments.

.1 Availability

(C)

Residential – All Options

(N)

Effective March 2, 2015 all Residential calling card billing options will be discontinued within the State of California and all issued calling cards will be deactivated.

Business – All Options and Categories

Effective September 15, 2015 all Business calling card billing options and categories will be discontinued within the State of California and all issued calling cards will be deactivated. For customers under a term agreement for intrastate services, the calling card feature will be discontinued from their service arrangement, including any optional calling plan service being subscribed to.

(N)

(D)

(D)

SECTION 3 – DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.4 Completion Type

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

3.1.5 Billing Options

(A) Calling Cards

This is a billing option which enables the Customer to charge a call to an authorized calling card number. Calling card rates and charges apply to all calls that both originate and terminate in the State regardless of the location of the billed Customer. Access to the long distance network for the purpose of billing a call to the Customer's calling card can be from tone-generating or rotary-dial instruments.

.1 Availability

(D)
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(D)

Business – All Options and Categories

Effective September 15, 2015 all Business calling card billing options and categories will be discontinued within the State of California and all issued calling cards will be deactivated. For customers under a term agreement for intrastate services, the calling card feature will be discontinued from their service arrangement, including any optional calling plan service being subscribed to.

SECTION 3 – DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.4 Completion Type

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

3.1.5 Billing Options

- (A) Reserved for Future Use

(C/D)

(D)



(D)

SECTION 3 – DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.4 Completion Type

- (A) Station-to-Station: Any operator-handled call whereby the person originating the call does not specify a particular person to be reached, or a particular station, room number, department, or office to be reached through a PBX attendant.
- (B) Person-to-Person¹: Any operator-handled call whereby the person originating the call specifies to the operator a particular person to be reached, or a particular station, room number, department, or office to be reached through a PBX attendant. (C)

3.1.5 Billing Options

- (A) Reserved for Future Use

¹Effective March 18, 2016 this Completion Type will be discontinued and withdrawn from operation. (N)

SECTION 3 – DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.5 Billing Options (continued)

(A) (continued)

.2 Calling Card

.a Description

This is a billing option which enables the Customer to charge a call to an authorized calling card number. Calling card rates and charges apply to all calls that both originate and terminate in the State regardless of the location of the billed Customer. Access to the long distance network for the purpose of billing a call to the Customer's calling card can be from tone-generating or rotary-dial instruments. The Toll Free Access Numbers associated with the Calling Card are the Group 2 Toll Free Numbers.

.b Availability

The issuance of the Calling Card is dependent on the Customer having a presubscribed BTN/BAN or dedicated trunk group BAN. The card is not available on a stand alone basis. Customer may elect one of four optional plans. Customers subscribing to any Option 1, Option 2, or Option 4 calling card will be LEC billed. Customers subscribing to any Option 3 will be direct-billed.

.i Option 1 is available to Residential Customers that subscribe to one of the Company's outbound Service offerings that require Switched Access to reach the long distance network. The Customer must select the Company as its presubscribed long distance service provider for the provision of interstate outbound calling. The Customer must have a minimum of one line presubscribed to the Company.

.ii Option 2 and Option 2 categories are available to Business Customers that subscribe to one of the Company's outbound Service offerings that require Switched Access to reach the long distance network. The Customer must select the Company as its presubscribed long distance service provider for the provision of interstate outbound calling. The Customer must have a minimum of one line presubscribed to the Company.

.iii Option 3 and Option 3 categories are available to Business Customers that subscribe to one of the High Volume Calling plans for the provision of inbound or outbound Service.

SECTION 3 – DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.5 Billing Options (continued)

(A) (continued)

.2 Calling Card

.a Description

This is a billing option which enables the Customer to charge a call to an authorized calling card number. Calling card rates and charges apply to all calls that both originate and terminate in the State regardless of the location of the billed Customer. Access to the long distance network for the purpose of billing a call to the Customer's calling card can be from tone-generating or rotary-dial instruments. The Toll Free Access Numbers associated with the Calling Card are the Group 2 Toll Free Numbers.

.b Availability

The issuance of the Calling Card is dependent on the Customer having a presubscribed BTN/BAN or dedicated trunk group BAN. The card is not available on a stand alone basis. Customer may elect one of four optional plans. Customers subscribing to any Option 1, Option 2, or Option 4 calling card will be LEC billed. Customers subscribing to any Option 3 will be direct-billed.

.i Option 1 is available to Residential Customers that subscribe to one of the Company's outbound Service offerings that require Switched Access to reach the long distance network. The Customer must select the Company as its presubscribed long distance service provider for the provision of interstate outbound calling. The Customer must have a minimum of one line presubscribed to the Company.

.ii Business – Option 2 and Option 2 Categories (N)

This billing option is no longer available to new Business Customers of the Company effective July 1, 2012. (N)

Option 2 and Option 2 categories are available to Business Customers that subscribe to one of the Company's outbound Service offerings that require Switched Access to reach the long distance network. The Customer must select the Company as its presubscribed long distance service provider for the provision of interstate outbound calling. The Customer must have a minimum of one line presubscribed to the Company. (N)

.iii Business – Option 3 and Option 3 Categories (N)

This billing option is no longer available to new Business Customers of the Company effective July 1, 2012. (N)

Option 3 and Option 3 categories are available to Business Customers that subscribe to one of the High Volume Calling plans for the provision of inbound or outbound Service. (N)

SECTION 3 – DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.5 Billing Options (continued)

(A) (continued)

.2 Calling Card

.a Description

This is a billing option which enables the Customer to charge a call to an authorized calling card number. Calling card rates and charges apply to all calls that both originate and terminate in the State regardless of the location of the billed Customer. Access to the long distance network for the purpose of billing a call to the Customer's calling card can be from tone-generating or rotary-dial instruments. The Toll Free Access Numbers associated with the Calling Card are the Group 2 Toll Free Numbers.

.b Availability

The issuance of the Calling Card is dependent on the Customer having a presubscribed BTN/BAN. The card is not available on a stand alone basis. Customer may elect one of four optional plans. Customers subscribing to any Option 1, Option 2, or Option 4 calling card will be LEC billed. Customers subscribing to any Option 3 will be direct-billed.

(D)

.i Residential – Option 1

(N)

This billing option is no longer available to new Residential Customers effective June 12, 2014. Existing customers may keep their calling cards until they move locations or make changes to their service. In such cases, the cards will be deactivated.

(N)

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(N)

Option 1 is available to Residential Customers that subscribe to one of the Company's outbound Service offerings that require Switched Access to reach the long distance network. The Customer must select the Company as its presubscribed long distance service provider for the provision of interstate outbound calling. The Customer must have a minimum of one line presubscribed to the Company.

(C)

.ii Business – Option 2 and Option 2 Categories

This billing option is no longer available to new Business Customers of the Company effective July 1, 2012.

Option 2 and Option 2 categories are available to Business Customers that subscribe to one of the Company's outbound Service offerings that require Switched Access to reach the long distance network. The Customer must select the Company as its presubscribed long distance service provider for the provision of interstate outbound calling. The Customer must have a minimum of one line presubscribed to the Company.

.iii Business – Option 3 and Option 3 Categories

This billing option is no longer available to new Business Customers of the Company effective July 1, 2012.

Option 3 and Option 3 categories are available to Business Customers that subscribe to one of the High Volume Calling plans for the provision of inbound or outbound Service.

SECTION 3 – DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.5 Billing Options (continued)

(A) Calling Card (continued)

(C)

.2 Options

(C)

(D)

(D)

.a Residential – Option 1

(C)

This billing option is no longer available to new Residential Customers effective June 12, 2014. Existing customers may keep their calling cards until they move locations or make changes to their service. In such cases, the cards will be deactivated.

(D)

(D)

.b Business – Option 2 and Option 2 Categories

(C)

This billing option is no longer available to new Business Customers of the Company effective July 1, 2012.

(D)

(D)

.c Business – Option 3 and Option 3 Categories

(C)

This billing option is no longer available to new Business Customers of the Company effective July 1, 2012.

Option 3 and Option 3 categories are available to Business Customers that subscribe to one of the High Volume Calling plans for the provision of inbound or outbound Service.

SECTION 3 – DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.5 Billing Options (continued)

(A) Calling Card (continued)

.2 Options

.a Reserved for Future Use

(D)

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(D)

.b Business – Option 2 and Option 2 Categories

This billing option is no longer available to new Business Customers of the Company effective July 1, 2012.

.c Business – Option 3 and Option 3 Categories

This billing option is no longer available to new Business Customers of the Company effective July 1, 2012.

Option 3 and Option 3 categories are available to Business Customers that subscribe to one of the High Volume Calling plans for the provision of inbound or outbound Service.

SECTION 3 – DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.5 Billing Options (continued)

(A) (continued)

.2 (continued)

.b (continued)

.iv Option 4 is named Value Card Plus. This option is available to Residential Customers as an alternative to Calling Card - Option 1. Customers subscribing to Calling Card - Option 4 pay a MRC, and the usage rates and per call charges are less than the rates for Calling Card - Option 1. See Section 4.1.3 of this Guidebook for the MRC. Option 4 is available to Residential Customers that subscribe to one of the Company's outbound Service offerings that require Switched Access to the Company as its presubscribed long distance service provider for the provision of interstate outbound calling. The Customer must have a minimum of one line presubscribed to the Company.

.c Features

.i The Calling Card is available in English. Depending on the Customer's location, the card may be available in languages other than English. The Company determines which languages are available at any point in time.

.ii Customers may select from various calling card features such as PIN level restrictions for blocking International calls when available, Unless otherwise indicated by the Customer, the PIN is printed on the card. The card number is always ten (10) digits plus a four (4) digit PIN. Upon the initial request for the card, the Customer will receive a card with a PIN printed on the card. The PIN will be randomly generated. However, the Customer has the option of changing the PIN to one selected by the Customer.

.iii Option 1 and Option 4

Unless otherwise indicated by the Customer, the Customer's name will be printed on the Card.

.iv Option 2 and Option 2 Categories

Unless otherwise indicated by the Customer, the Customer's name will be printed on the Card.

SECTION 3 – DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.5 Billing Options (continued)

(A) Calling Card (continued) (C)

.2 Options (continued) (C)

.d Option 4 - Value Card Plus. (C)

This option is available to Residential Customers as an alternative to Calling Card - Option 1. Customers subscribing to Calling Card - Option 4 pay a MRC, and the usage rates and per call charges are less than the rates for Calling Card - Option 1. See Section 4.1.3 of this Guidebook for the MRC. Option 4 is available to Residential Customers that subscribe to one of the Company's outbound Service offerings that require Switched Access to the Company as its presubscribed long distance service provider for the provision of interstate outbound calling. The Customer must have a minimum of one line presubscribed to the Company.

.3 Features (C)

.a The Calling Card is available in English. Depending on the Customer's location, the card may be available in languages other than English. The Company determines which languages are available at any point in time. (C)

.b Customers may select from various calling card features such as PIN level restrictions for blocking International calls when available, Unless otherwise indicated by the Customer, the PIN is printed on the card. The card number is always ten (10) digits plus a four (4) digit PIN. Upon the initial request for the card, the Customer will receive a card with a PIN printed on the card. The PIN will be randomly generated. However, the Customer has the option of changing the PIN to one selected by the Customer. (C)

.c Option 1 and Option 4 (C)
Unless otherwise indicated by the Customer, the Customer's name will be printed on the Card.

.d Option 2 and Option 2 Categories (C)
Unless otherwise indicated by the Customer, the Customer's name will be printed on the Card.

SECTION 3 – DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.5 Billing Options (continued)

(A) Calling Card (continued)

(D)

(D)

.3 Features

.a The Calling Card is available in English. Depending on the Customer's location, the card may be available in languages other than English. The Company determines which languages are available at any point in time.

.b Customers may select from various calling card features such as PIN level restrictions for blocking International calls when available, Unless otherwise indicated by the Customer, the PIN is printed on the card. The card number is always ten (10) digits plus a four (4) digit PIN. Upon the initial request for the card, the Customer will receive a card with a PIN printed on the card. The PIN will be randomly generated. However, the Customer has the option of changing the PIN to one selected by the Customer.

.c Reserved for Future Use

(C/D)

(D)

(D)

.d Option 2 and Option 2 Categories

Unless otherwise indicated by the Customer, the Customer's name will be printed on the Card.

SECTION 3 – DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.5 Billing Options (continued)

(A) (continued)

.2 (continued)

.c (continued)

.v Option 3 and Option 3 Categories

The Customer has a choice of one of the following:

- no name printed on the card
- company name printed on the card
- employee name printed on the card

If the Customer does not specify an option, the company's name will be printed on the card.

.d Initial and Additional Periods

.i Option 1 and Option 4

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

.ii Option 2 and Option 2 Categories

Unless otherwise indicated in a description of a business Service offering that includes Calling Card - Option 2 and Option 2 categories in combination with outbound and/or TFS, all calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of sixty (60) seconds.

.iii Option 3 and Option 3 Categories

For calling card calls originating via Switched Access or Dedicated Access, the billing increments for calls billed to the Calling Card - Option 3 and Option 3 categories are the same as the billing increments that apply to 1+ outbound calls originating via Switched Access and billed under the High Volume Calling optional calling plan selected by the Customer.

.e Access Methods

Callers may bill calls to their Calling Card by dialing:

- .i 1+ any Group 2 Toll Free Number; or
- .ii 00 from a presubscribed telephone line and request the long distance operator complete the call; or
- .iii 0+ the called number from a presubscribed telephone line.

SECTION 3 – DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.5 Billing Options (continued)

(A) (continued)

.2 (continued)

.c (continued)

.v Option 3 and Option 3 Categories

The Customer has a choice of one of the following:

- no name printed on the card
- company name printed on the card
- employee name printed on the card

If the Customer does not specify an option, the company's name will be printed on the card.

.d Initial and Additional Periods

.i Option 1 and Option 4

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

.ii Option 2 and Option 2 Categories

Unless otherwise indicated in a description of a business Service offering that includes Calling Card - Option 2 and Option 2 categories in combination with outbound and/or TFS, all calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of sixty (60) seconds.

.iii Option 3 and Option 3 Categories

For calling card calls originating via Switched Access, the billing increments for calls billed to the Calling Card - Option 3 and Option 3 categories are the same as the billing increments that apply to 1+ outbound calls originating via Switched Access and billed under the High Volume Calling optional calling plan selected by the Customer.

(C)
(C)

.e Access Methods

Callers may bill calls to their Calling Card by dialing:

- .i 1+ any Group 2 Toll Free Number; or
- .ii 00 from a presubscribed telephone line and request the long distance operator complete the call; or
- .iii 0+ the called number from a presubscribed telephone line.

SECTION 3 – DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.5 Billing Options (continued)

(A) Calling Card (continued) (C)

.3 Features (continued) (C)

.e Option 3 and Option 3 Categories (C)

The Customer has a choice of one of the following:

- no name printed on the card
- company name printed on the card
- employee name printed on the card

If the Customer does not specify an option, the company's name will be printed on the card.

.4 Initial and Additional Periods (C)

.a Option 1 and Option 4 (C)

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

.b Option 2 and Option 2 Categories (C)

Unless otherwise indicated in a description of a business Service offering that includes Calling Card - Option 2 and Option 2 categories in combination with outbound and/or TFS, all calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of sixty (60) seconds.

.c Option 3 and Option 3 Categories (C)

For calling card calls originating via Switched Access, the billing increments for calls billed to the Calling Card - Option 3 and Option 3 categories are the same as the billing increments that apply to 1+ outbound calls originating via Switched Access and billed under the High Volume Calling optional calling plan selected by the Customer.

.5 Access Methods (C)

Callers may bill calls to their Calling Card by dialing:

.a 1+ any Group 2 Toll Free Number; or (C)

.b 00 from a presubscribed telephone line and request the long distance operator complete the call; or (C)

.c 0+ the called number from a presubscribed telephone line. (C)

SECTION 3 – DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.5 Billing Options (continued)

(A) Calling Card (continued)

.3 Features (continued)

.e Option 3 and Option 3 Categories

The Customer has a choice of one of the following:

- no name printed on the card
- company name printed on the card
- employee name printed on the card

If the Customer does not specify an option, the company's name will be printed on the card.

.4 Initial and Additional Periods

.a Reserved for Future Use

(C/D)

(D)

(D)

.b Option 2 and Option 2 Categories

Unless otherwise indicated in a description of a business Service offering that includes Calling Card - Option 2 and Option 2 categories in combination with outbound and/or TFS, all calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of sixty (60) seconds.

.c Option 3 and Option 3 Categories

For calling card calls originating via Switched Access, the billing increments for calls billed to the Calling Card - Option 3 and Option 3 categories are the same as the billing increments that apply to 1+ outbound calls originating via Switched Access and billed under the High Volume Calling optional calling plan selected by the Customer.

.5 Access Methods

Callers may bill calls to their Calling Card by dialing:

.a 1+ any Group 2 Toll Free Number; or

.b 00 from a presubscribed telephone line and request the long distance operator complete the call; or

.c 0+ the called number from a presubscribed telephone line.

SECTION 3 – DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.5 Billing Options (continued)

(A) (continued)

.2 (continued)

.f Rates and Charges

Only usage charges apply for fully automated Calling Card - Option 3 calls. Usage charges and per call charges apply for all other call types billed to the Calling Card.

.g LIDB

If a Customer completes a call via a Group 2 Toll Free Number and bills a call to a calling card issued by a LEC that uses the LIDB verification system, see Section 4.1.1 (B).1 and Section 4.1.2 (A), (B), and (C) of this Guidebook apply as appropriate. If a Customer completes a call via any other access method and bills a call to a calling card issued by a LEC that uses the LIDB verification system, the rates and charges contained in Section 4.1.1 (B).1 and Section 4.1.2 (A), (B), and (C) of this Guidebook apply as appropriate.

(B) Collect

This is a billing option where the called party is verbally asked if they will pay for the call. If accepted the call is completed, the called party is billed for the call. Calls may be billed to domestic numbers only.

(C) Third Number

This is a billing option where a long distance call may be charged to a telephone number other than the originating telephone number or the telephone number of the called party. Prior to completing the call, the operator will determine whether or not the charges are authorized to be billed to the third number. Calls may be billed to domestic numbers only.

(D) Sent Paid

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

SECTION 3 – DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.5 Billing Options (continued)

(A) Calling Card (continued)

(C)

(D)

.6 Rates and Charges

(C)

Only usage charges apply for fully automated Calling Card - Option 3 calls. Usage charges and per call charges apply for all other call types billed to the Calling Card.

(D)

(B) Collect

(D)

This is a billing option where the called party is verbally asked if they will pay for the call. If accepted the call is completed, the called party is billed for the call. Calls may be billed to domestic numbers only.

(C) Third Number

This is a billing option where a long distance call may be charged to a telephone number other than the originating telephone number or the telephone number of the called party. Prior to completing the call, the operator will determine whether or not the charges are authorized to be billed to the third number. Calls may be billed to domestic numbers only.

(D) Sent Paid

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

SECTION 3 – DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.5 Billing Options (continued)

(D)

(D)

(B) Collect

This is a billing option where the called party is verbally asked if they will pay for the call. If accepted the call is completed, the called party is billed for the call. Calls may be billed to domestic numbers only.

(C) Third Number

This is a billing option where a long distance call may be charged to a telephone number other than the originating telephone number or the telephone number of the called party. Prior to completing the call, the operator will determine whether or not the charges are authorized to be billed to the third number. Calls may be billed to domestic numbers only.

(D) Sent Paid

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

SECTION 3 – DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.5 Billing Options (continued)

(B) Collect¹ (C)

This is a billing option where the called party is verbally asked if they will pay for the call. If accepted the call is completed, the called party is billed for the call. Calls may be billed to domestic numbers only.

(C) Third Number¹ (C)

This is a billing option where a long distance call may be charged to a telephone number other than the originating telephone number or the telephone number of the called party. Prior to completing the call, the operator will determine whether or not the charges are authorized to be billed to the third number. Calls may be billed to domestic numbers only.

(D) Sent Paid

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

¹Effective March 18, 2016 this Billing Option will be discontinued and withdrawn from operation. (N)

SECTION 3 – DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.6 Level of Automation

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

(A) Operator Dialed

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

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

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

(B) Operator Assisted

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

(C) Fully Automated

A fully automated call occurs when the person originating the call dials zero plus (0+) from a presubscribed line or one plus (1+) a Toll Free Access Number, plus the called telephone number, and then inputs the billing information as instructed by the automated call completion system. This call is completed without any assistance from an operator.

The fully automated rate also applies if a call:

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

SECTION 3 – DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.7 Application of Charges

- (A) There are two (2) rate elements which apply to Operator Toll Assistance Services, a usage charge and a per call charge. The rates for a particular call are determined by the following criteria: (i) access method, (ii) completion type (Station-to-Station or Person-to-Person), (iii) billing option selected (calling card, collect, third number, or sent paid) and (iv) level of automation used (operator dialed, operator assisted, or fully automated).

For certain Operator Toll Assistance Service calls, usage rates also vary depending on whether the call is classified as residential or business. The business rate per minute applies when the call is billed to a telephone number presubscribed to the Company for a Business Service. The residential rate per minute applies when a call is billed to a telephone number presubscribed to the Company for a Residential Service. The residential rate per minute also applies for a call placed collect or billed to a third number if the call is billed to a telephone number not presubscribed to the Company.

- (B) If a Customer, End User, or Casual Caller completes an Operator Toll Assistance Services call by dialing one plus (1+) any of the Group 2 Toll Free Numbers, the rates and charges contained in Section 4.1.1 (B) of this Guidebook apply.
- (C) If a Customer or End User completes an Operator Toll Assistance Service call via any Operator Toll Assistance Service access method described in Section 3.1.3 (B) or 3.1.3 (C) of this Guidebook, the rates and charges contained in Section 4.1.2 of this Guidebook apply to intrastate InterLATA calls and applies to intrastate IntraLATA service.
- (D) If a Casual Caller completes an Operator Toll Assistance Service call via any Operator Toll Assistance Services access method described in Section 3.1.3 (B).1 or 3.1.3 (B).2 of this Guidebook, the rates and charges contained in Section 4.1.2 of this Guidebook apply to InterLATA and IntraLATA calling.
- (E) If a Customer, End User or Casual Caller completes an Operator Toll Assistance Service call via any of the Group 2 Toll Free Access Numbers, this Guidebook applies to both intrastate InterLATA and intrastate IntraLATA calls.

SECTION 3 – DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.7 Application of Charges

- (A) There are two (2) rate elements which apply to Operator Toll Assistance Services, a usage charge and a per call charge. The rates for a particular call are determined by the following criteria: (i) access method, (ii) completion type (Station-to-Station or Person-to-Person), (iii) billing option selected (collect, third number, or sent paid) and (iv) level of automation used (operator dialed, operator assisted, or fully automated). (D)

For certain Operator Toll Assistance Service calls, usage rates also vary depending on whether the call is classified as residential or business. The business rate per minute applies when the call is billed to a telephone number presubscribed to the Company for a Business Service. The residential rate per minute applies when a call is billed to a telephone number presubscribed to the Company for a Residential Service. The residential rate per minute also applies for a call placed collect or billed to a third number if the call is billed to a telephone number not presubscribed to the Company.

- (B) If a Customer, End User, or Casual Caller completes an Operator Toll Assistance Services call by dialing one plus (1+) any of the Group 2 Toll Free Numbers, the rates and charges contained in Section 4.1.1 (B) of this Guidebook apply.
- (C) If a Customer or End User completes an Operator Toll Assistance Service call via any Operator Toll Assistance Service access method described in Section 3.1.3 (B) or 3.1.3 (C) of this Guidebook, the rates and charges contained in Section 4.1.2 of this Guidebook apply to intrastate InterLATA calls and applies to intrastate IntraLATA service.
- (D) If a Casual Caller completes an Operator Toll Assistance Service call via any Operator Toll Assistance Services access method described in Section 3.1.3 (B).1 or 3.1.3 (B).2 of this Guidebook, the rates and charges contained in Section 4.1.2 of this Guidebook apply to InterLATA and IntraLATA calling.
- (E) If a Customer, End User or Casual Caller completes an Operator Toll Assistance Service call via any of the Group 2 Toll Free Access Numbers, this Guidebook applies to both intrastate InterLATA and intrastate IntraLATA calls.

SECTION 3 – DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.8 Busy Line Verify/Interrupt

(A) Description

Busy Line Verify and/or Interrupt service is provided where facilities and operating conditions permit. The operator will verify a busy line condition and/or interrupt a conversation at the calling party's request. Interrupt charges are in addition to Verify charges. See Section 4.1.4 for rates.

(B) Regulations

1. A charge applies to each busy line verified or conversation interrupted except for the following conditions:

- .a The operator finds the called station out of order.
- .b The service request is to/from any public agency who is responsible for providing emergency aid.

SECTION 3 – DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.8 Busy Line Verify/Interrupt¹

(C)

(A) Description

Busy Line Verify and/or Interrupt service is provided where facilities and operating conditions permit. The operator will verify a busy line condition and/or interrupt a conversation at the calling party's request. Interrupt charges are in addition to Verify charges. See Section 4.1.4 for rates.

(B) Regulations

1. A charge applies to each busy line verified or conversation interrupted except for the following conditions:
 - .a The operator finds the called station out of order.
 - .b The service request is to/from any public agency who is responsible for providing emergency aid.

¹Effective March 18, 2016 this service will be discontinued and withdrawn from operation.

(N)

SECTION 3 – DESCRIPTION OF SERVICES

3.2 Directory Assistance Services

3.2.1 General

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

3.2.2 Availability

Assistance in obtaining an intrastate Directory Assistance listing is available to any Customer that has access to the Directory Assistance bureau via one of the access methods described in Section 3.2.3 of this Guidebook. The following types of calls are not permitted to directory assistance:

- Person-to-Person
- Collect

3.2.3 Access Methods

(A) General

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

- .1 Customers who presubscribe to any of the Company's outbound Service offerings that utilize Switched Access to reach the long distance network may reach Directory Assistance on their presubscribed line by dialing:
 - .a 1 + area code + 555-1212
 - .b 0 + area code + 555-1212
 - .c 00 and request the long distance operator to connect the caller to Directory Assistance
 - .d one of the Company's Toll Free Access Numbers and request the long distance operator to connect the caller to Directory Assistance or by dialing the area code + 555-1212.
- .2 For Customers that subscribe to any of the Company's outbound Services that require Dedicated Access to reach the long distance network, the Customer or End User may reach Directory Assistance Service from the Customer's DVA lines by dialing 1+ NPA + 555-1212. Directory Assistance Service is blocked via all other access methods.
- .3 Customers, End Users, and Casual Callers may also reach directory assistance by dialing one of the Company's Toll Free Access Numbers. The call may be completed on a fully automated basis by dialing the area code + 555-1212. The caller may also request the long distance operator to connect the caller to Directory Assistance.

SECTION 3 – DESCRIPTION OF SERVICES

3.2 Directory Assistance Services

3.2.1 General

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

3.2.2 Availability

Assistance in obtaining an intrastate Directory Assistance listing is available to any Customer that has access to the Directory Assistance bureau via one of the access methods described in Section 3.2.3 of this Guidebook. The following types of calls are not permitted to directory assistance:

- Person-to-Person
- Collect

3.2.3 Access Methods

(A) General

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

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

(C)
(D)
|
(D)

SECTION 3 – DESCRIPTION OF SERVICES

3.2 Directory Assistance Services (continued)

3.2.4 Features (continued)

(B) (continued)

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

(C) Call Completion By Long Distance Operator

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

3.2.5 Application of Charges

(A) General

- .1 Directory Assistance charges apply whether or not the Directory Assistance operator furnishes the requested telephone number(s) (e.g., the requested telephone number is unlisted, non-published or no record can be found).
- .2 Customers will be billed a charge for each request of two listings or portion thereof.
- .3 Directory Assistance charges may be billed to the originating number or to an alternate billing option such as third number or a calling card. Calls placed to Directory Assistance with alternate billing will incur both the Directory Assistance charge as well as the per call charge for the alternate billing option.

SECTION 3 – DESCRIPTION OF SERVICES

3.2 Directory Assistance Services (continued)

3.2.4 Features (continued)

(B) (continued)

.2 Reserved for Future Use

(C)
(D)
(D)

.3 For Customers that subscribe to any of the Company's outbound Services that require Switched Access to reach the long distance network, Automated DACC is available for Directory Assistance accessed via 1 + area code + 555-1212. Automated DACC is blocked via all other access methods.

.4 Automated DACC calls may not be completed via Group 2 Toll Free Access Numbers.

.5 When two directory listings are requested, Automated DACC is available for completing the call to the first or second listing.

.6 Once the caller is provided the desired telephone number, the caller is offered call completion.

.7 Manual completion of the call from the Directory Assistance operator is not available.

(C) Call Completion By Long Distance Operator

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

3.2.5 Application of Charges

(A) General

.1 Directory Assistance charges apply whether or not the Directory Assistance operator furnishes the requested telephone number(s) (e.g., the requested telephone number is unlisted, non-published or no record can be found).

.2 Customers will be billed a charge for each request of two listings or portion thereof.

.3 Directory Assistance charges may be billed to the originating number or to an alternate billing option such as third number or a calling card. Calls placed to Directory Assistance with alternate billing will incur both the Directory Assistance charge as well as the per call charge for the alternate billing option.

SECTION 3 – DESCRIPTION OF SERVICES

3.2 Directory Assistance Services (continued)

3.2.4 Features (continued)

(B) (continued)

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

(C) Call Completion By Long Distance Operator

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

3.2.5 Application of Charges

(A) General

- .1 Directory Assistance charges apply whether or not the Directory Assistance operator furnishes the requested telephone number(s) (e.g., the requested telephone number is unlisted, non-published or no record can be found).
- .2 Customers will be billed a charge for each request of two listings or portion thereof.
- .3 Directory Assistance charges may be billed to the originating number or to an alternate billing option such as third number. Calls placed to Directory Assistance with alternate billing will incur both the Directory Assistance charge as well as the per call charge for the alternate billing option.

(D)

SECTION 3 – DESCRIPTION OF SERVICES

3.2 Directory Assistance Services (continued)

3.2.5 Application of Charges (continued)

(A) (continued)

.4 Any calls to Directory Assistance utilizing an operator will be billed the Directory Assistance charge plus the applicable operator services per call charges. If the Customer reaches a long distance operator and the long distance operator connects the Customer to Directory Assistance, the following charges apply:

- .a Directory Assistance charge pursuant to Section 4.2 of this Guidebook and
- .b operator dialed per call charge pursuant to Section 4.1.1 or Section 4.1.2 of this Guidebook.

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

(B) Automated DACC

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

SECTION 3 – DESCRIPTION OF SERVICES

3.3 Inmate Service

3.3.1 Inmate Service permits inmates to place collect calls originated from authorized telephone numbers in a prison administration controlled environment. Inmate Service includes operator station collect calls placed to domestic locations. Person-to-Person calling is not available. Calls cannot be converted from a collect call to a calling card call or billed to a third party by the billed party. Telephones subscribed for this Service may be controlled by the prison administration for one or more of the following:

- duration of call
- permission restrictions
- time of day
- call blocking
- call detail reports
- restriction lists
- number of calls placed per individual
- monitoring and recording of discrete phone conversations

3.3.2 Inmate Service is available at prisons in the State in which prison administrators have requested the Service and specific agreements are in place with the payphone service provider selected by the prison administrator. Inmate Service may not be available in all locations.

3.3.3 Inmate Service rates include usage charges and a per call service charge. Calls are billed in one (1) minute increments, with a minimum call duration of one (1) minute.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access

3.4.1 MTS

(A) Business MTS

- .1 MTS is an intercity long distance Service available to Business Customers seven (7) days per week, twenty-four (24) hours per day, 365 days per year. With Business MTS, calls are originated from other than a payphone. The desired telephone number is dialed, the call is completed without the assistance of a live or automated operator, and the call is not billed to a number other than the originating number. Calls originate on switched facilities provided by LECs, CLECs or authorized access providers. Business MTS is available to Business Customers that presubscribe to the Company for long distance Service. If a Business Customer presubscribes to the Company for the provision of outbound long distance Service and does not select one of the Company's optional price plans, the Company will provision MTS Service on the Customer's initial order for Service.
- .2 Charges are usage sensitive and vary by day-of-week and time-of-day. Calls are billed in one (1) minute increments, with a minimum call duration of one (1) minute. Peak and off peak rates apply. The peak rate period is 8:00 a.m. to but not including 5:00 p.m., Monday through Friday. The off-peak rate period is all other times. The off-peak rates apply on the following holidays: New Year's Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. Usage rates for MTS vary depending on whether the presubscribed line is classified as business or residential. With MTS, there is no minimum monthly billing. Calls billed under this Service offering will not qualify for promotional rates.

(B) Residential MTS

- .1 MTS is an intercity long distance Service provided to Residential Customers seven (7) days per week, twenty-four (24) hours per day, 365 days per year. With MTS, calls are originated from other than a payphone. The desired telephone number is dialed, the call is completed without the assistance of a live or automated operator, and the call is not billed to a number other than the originating number. Calls originate on switched facilities provided by LECs, CLECs or authorized access providers.
- .2 Charges are usage sensitive and vary by day-of-week and time-of-day. Calls are billed in one (1) minute increments, with a minimum call duration of one (1) minute. Peak and off peak rates apply. The peak rate period is 8:00 a.m. to but not including 5:00 p.m., Monday through Friday. The off-peak rate period is all other times. The off-peak rates apply on the following holidays: New Year's Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. With MTS, there is no minimum monthly billing.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access

3.4.1 MTS

(A) Business MTS

- .1 MTS is an intercity long distance Service available to Business Customers seven (7) days per week, twenty-four (24) hours per day, 365 days per year. With Business MTS, calls are originated from other than a payphone. The desired telephone number is dialed, the call is completed without the assistance of a live or automated operator, and the call is not billed to a number other than the originating number. Calls originate on switched facilities provided by LECs, CLECs or authorized access providers. Business MTS is available to Business Customers that presubscribe to the Company for long distance Service. If a Business Customer presubscribes to the Company for the provision of outbound long distance Service and does not select one of the Company's optional price plans, the Company will provision MTS Service on the Customer's initial order for Service.
- .2 Charges are usage sensitive and vary by day-of-week and time-of-day. Calls are billed in one (1) minute increments, with a minimum call duration of one (1) minute. Peak and off peak rates apply. The peak rate period is 8:00 a.m. to but not including 5:00 p.m., Monday through Friday. The off-peak rate period is all other times. The off-peak rates apply on the following holidays: New Year's Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. Usage rates for MTS vary depending on whether the presubscribed line is classified as business or residential. With MTS, there is no minimum monthly billing. Calls billed under this Service offering will not qualify for promotional rates.

(B) Residential MTS

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

.2

D

Calls are billed in one (1) minute increments, with a minimum call duration of one (1) minute.

D
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D

See Section 4.4.1 of this Tariff for applicable minimum usage charges and per minute rates.

D
D

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access

3.4.1 MTS

(A) Business MTS

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

(B) Residential MTS

- .1 MTS is an intercity long distance Service provided to Residential Customers seven (7) days per week, twenty-four (24) hours per day, 365 days per year. With MTS, calls are originated from other than a payphone. The desired telephone number is dialed, the call is completed without the assistance of a live or automated operator, and the call is not billed to a number other than the originating number. Calls originate on switched facilities provided by LECs, CLECs or authorized access providers.
- .2 Calls are billed in one (1) minute increments, with a minimum call duration of one (1) minute.
See Section 4.4.1 of this Tariff for applicable minimum usage charges and per minute rates.

C

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.2 Long Distance III¹, formerly known as JustCallSM Standard

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

- (A) Long Distance III, Standard is an outbound only long distance optional calling plan for Residential Customers. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. All calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute.
- (B) Long Distance III optional calling plan is provided in conjunction with interstate Long Distance III optional calling plan and is available only to Customers who subscribe to the interstate service provided in the Company's Voice Product Reference and Pricing Guide which may be found at www.att.com/servicepublications. Intrastate Long Distance III optional calling plan is not available on a stand-alone basis.
- (B) Long Distance III Standard optional calling plan is available to new and existing Residential Customers that:
 - .a use Switched Access to reach the long distance network;
 - .b subscribe to an access line service of the Company or an Affiliate of the Company;
 - .c subscribe to the Company for the provision of interstate and intrastate InterLATA Service;
 - .d provides the Company the same billing name and address for all services required to subscribe to this Long Distance III, aka JustCallSM Standard optional calling plan; bill the products, services, and/or features as required in this Long Distance III, aka JustCallSM Standard optional calling plan, as described in this Guidebook in Section 3.4.2, to the same BTN as the Customer's long distance Service subscribed to this Service; and
 - .e request to be provisioned under this optional calling plan.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.2 Long Distance III¹ formerly known as JustCallSM Standard¹, Long Distance², and Long Distance II³ (C)
(C)

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

(D)

(D)

¹This Service is no longer available to new Customers or existing Customers at new locations effective July 1, 2005. (C)

²This Service is no longer available to new Customers or existing Customers at new locations effective February 1, 2001. | (C)

³This Service is no longer available to new Customers or existing Customers at new locations effective April 12, 2004. (C)

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

- 3.4.2 Long Distance III¹ formerly known as JustCallSM Standard¹, Long Distance², JustCallSM I⁴, Simply Talk¹, and Long Distance II³ (C)
(C)

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

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

²This Service is no longer available to new Customers or existing Customers at new locations effective February 1, 2001.

³This Service is no longer available to new Customers or existing Customers at new locations effective April 12, 2004.

⁴This Service is no longer available to new Customers or existing Customers at new locations effective November 1, 2007.

(C)

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

- 3.4.2 AT&T ONE RATE[®] Nationwide 12 Cents⁵, Long Distance III¹, JustCallSM Standard¹, Long Distance², JustCallSM I⁴, Simply Talk¹, and Long Distance II³, AT&T ONE RATE[®] Nationwide 10 Cents⁵, JustCallSM Plus⁵, JustCallSM 10 Cents Standard⁶, JustCallSM 9 Cents Standard⁶, AT&T ONE RATE[®] Nationwide 10 Cents Preferred⁵, Consumer Long Distance Winback II⁷, Simple Solutions⁷, and Simple Solutions II⁷

(C)
|
|
|
(C)

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

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

²This Service is no longer available to new Customers or existing Customers at new locations effective February 1, 2001.

³This Service is no longer available to new Customers or existing Customers at new locations effective April 12, 2004.

⁴This Service is no longer available to new Customers or existing Customers at new locations effective November 1, 2007.

⁵This Service is no longer available to new Customers or existing Customers at new locations effective November 14, 2008.

⁶This Service is no longer available to new Customers or existing Customers at new locations effective October 12, 2005.

⁷This Service is no longer available to new Customers or existing Customers at new locations effective January 19, 2006.

(N)
|
(N)

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

- 3.4.2 AT&T ONE RATE[®] Nationwide 12 Cents³, Long Distance III¹, JustCallSM Standard¹, Long Distance II², AT&T ONE RATE[®] Nationwide 10 Cents³, and JustCallSM Plus³,

(C)
(C)
(D)
(D)

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

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

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

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

(D)
(C)
(D)
(C)

(D)
(D)

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

- 3.4.2 AT&T ONE RATE[®] Nationwide Preferred³, formerly known as AT&T ONE RATE[®] Nationwide 12 Cents³, Long Distance III¹, JustCallSM Standard¹, Long Distance II², AT&T ONE RATE[®] Nationwide 10 Cents³, and JustCallSM Plus³, (N)

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

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

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

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

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services

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

- (A) Reserved for future use
- (B) Reserved for future use
- (C) Reserved for future use
- (D) Consumer Long Distance Winback¹

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

- .1 Consumer Long Distance Winback is an outbound only, Flat Rate, long distance optional pricing plan. This optional calling plan is available to residential Applicants that (1) use Switched Access to reach the long distance network; (2) subscribe to the following products, services or features provided by the Company or an Affiliate of the Company: CallerID Name and Number and a minimum of one product, service or feature from Group A Large Package as defined in Section 6 of this Guidebook; (3) subscribe to the Company for the provision of interstate and intrastate InterLATA Service; (4) request to be provisioned under this optional pricing plan; and (5) previously subscribed to local dial tone service or long distance service of the Company or an Affiliate of the Company, and the Customer cancelled service; and (6) subscribe to and maintain an access line service of the Company or an Affiliate of the Company.
- .2 Customers or End Users can access the Service by dialing 1 + area code + the called telephone number.
- .3 All calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute. This optional pricing plan is established at the BTN level. If a Customer selects a different price plan for specific WTN(s), the Customer is required to establish a separate BTN for each variation.
- .4 Reserved for future use.
- .5 If the Customer cancels CallerID Name and Number and/or fails to maintain a minimum of two products, services or features from Group A Large Package, the Company will move the Customer to the optional calling plan, FallBack described in Section 3.4.3 (AG) of this Guidebook, unless the Customer selects an alternative optional calling plan. The rate will take effect on the date the Service is moved to FallBack.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(E) Reserved for future use.

(F) Long Distance II¹

¹This Service is no longer available to new Customers effective April 12, 2004

.1 Long Distance II is an outbound only, Flat Rate, long distance optional pricing plan. Long Distance II is designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with this Service. All calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute. Long Distance II is available to new and existing Residential Customers that (1) use Switched Access to reach the long distance network and (2) request to be provisioned under this optional pricing plan.

.2 Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line.

(G) Domestic Saver¹

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

.1 Domestic Saver is an outbound only, Flat Rate, long distance optional pricing plan. Domestic Saver is designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with this Service. All calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute. Domestic Saver is available to new and existing Residential Customers that (1) use Switched Access to reach the long distance network and (2) request to be provisioned under this optional pricing plan.

.2 Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(H) 500 Block of Time¹

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

.1 500 Block of Time is an outbound only long distance optional calling plan. This optional calling plan is available to new and existing Residential Customers that use Switched Access to reach the long distance network and request to be provisioned under this optional pricing plan. Customers or End Users can access the Service by dialing 1 + the area code + the called telephone number. All calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute. This optional pricing plan is established at the BTN level. The Customer may only subscribe to one block of time per BTN. If a Customer selects a different price plan for specific WTN(s), the Customer is required to establish a separate BTN for each variation.

.2 .For a specified MRC, the Customer receives a specific amount (block) of time for placing (1) one plus (1+) Direct-Dialed outbound calls that originate from a line presubscribed to the Company. For a MRC, the Customer receives a 500 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling. All usage in excess of the selected block of time will be billed at a fixed rate per minute. See Section 4.4.3 (H) of this Guidebook for the per minute rate after the block of time has been used. Any minutes not used in a billing cycle will not be carried over to the next billing cycle. No credits will be given for any unused minutes.

.3 The block of time selected at the time the Customer's order is processed will remain in effect until cancelled or changed by the Customer. Changes to a block of time plan will be effective on the day the Customer's change order is processed. If an existing Customer initially subscribes to the 500 Block of Time in the middle of its billing cycle, the change will be effective on the first day after the Customer's change order is processed.

(I) Reserved for future use

(J) Reserved for future use.

(K) Reserved for future use

(L) Reserved for future use

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(M) 150 Block of Time Gold¹

¹This Service is no longer available to new Customers or existing Customers at new locations effective July 10, 2003

- .1 150 Block of Time Gold is an outbound only long distance optional calling plan. This optional calling plan is available to new and existing Residential Customers that:
 - .a use Switched Access to reach the long distance network;
 - .b subscribe to the following products, services or features provided by the Company or an Affiliate of the Company: CallerID Name and Number and a minimum of three products, services or features from Group A Large Package as defined in Section 6 of this Guidebook;
 - .c subscribe to the Company or an Affiliate of the Company's Group B Large Package as defined in Section 6 of this Guidebook;
 - .d request to be provisioned under this optional pricing plan;
 - .e provide the Company the same billing name and address for all services required to subscribe to 150 Block of Time Gold; and
 - .f limit the use of Service to that which is of a standard, domestic, residential nature.
 - .g Customers or End Users can access the Service by dialing 1 + the area code + the called telephone number. All calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute. This optional pricing plan is established at the BTN level. The Customer may only subscribe to one block of time per BTN. If a Customer selects a different price plan for specific WTN(s), the Customer is required to establish a separate BTN for each variation.
- .2 For a specified MRC, the Customer receives a specific amount (block) of time for placing one plus (1+) Direct-Dialed outbound calls that originate from a line presubscribed to the Company. For a monthly MRC, the Customer receives a 150 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling. All usage in excess of the selected block of time will be billed at a fixed rate per minute. See Section 4.4.3 (M) of this Guidebook for the per minute rate after the block of time has been used. Any minutes not used in a billing cycle will not be carried over to the next billing cycle. No credits will be given for any unused minutes.

SECTION 3 – DESCRIPTION OF SERVICES

- 3.4 Outbound Services-Switched Access (continued)
- 3.4.3 Consumer Outbound Services (continued)
- (M) 200 Block of Time Gold¹ formerly known as 150 Block of Time Gold C
June 12, 2011 plan name changed to 200 Block of Tim Gold N
- ¹This Service is no longer available to new Customers or existing Customers at new locations effective July 10, 2003
- .1 This service is an outbound only long distance optional calling plan. This optional calling plan is available to new and existing Residential Customers that: N
- .a use Switched Access to reach the long distance network;
 - .b subscribe to the following products, services or features provided by the Company or an Affiliate of the Company: CallerID Name and Number and a minimum of three products, services or features from Group A Large Package as defined in Section 6 of this Guidebook;
 - .c subscribe to the Company or an Affiliate of the Company's Group B Large Package as defined in Section 6 of this Guidebook;
 - .d request to be provisioned under this optional pricing plan;
 - .e provide the Company the same billing name and address for all services required to subscribe to 150 Block of Time Gold; and
 - .f limit the use of Service to that which is of a standard, domestic, residential nature.
 - .g Customers or End Users can access the Service by dialing 1 + the area code + the called telephone number. All calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute. This optional pricing plan is established at the BTN level. The Customer may only subscribe to one block of time per BTN. If a Customer selects a different price plan for specific WTN(s), the Customer is required to establish a separate BTN for each variation.
- .2 For a specified MRC, the Customer receives a specific amount (block) of time for placing one plus (1+) Direct-Dialed outbound calls that originate from a line presubscribed to the Company. For a monthly MRC, the Customer receives a MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling. All usage in excess of the selected block of time will be billed at a fixed rate per minute. See Section 4.4.3 (M) of this Guidebook for the per minute rate after the block of time has been used. Any minutes not used in a billing cycle will not be carried over to the next billing cycle. No credits will be given for any unused minutes. C

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(M) 150 Block of Time Gold¹(continued)

¹This Service is no longer available to new Customers or existing Customers at new locations effective July 10, 2003

.3 The block of time selected at the time the Customer's order is processed will remain in effect until cancelled or changed by the Customer. Changes to a block of time plan will be effective on the day the Customer's change order is processed. If an existing Customer initially subscribes to the 150 Block of Time Gold in the middle of its billing cycle, the change will be effective on the first day after the Customer's change order is processed.

.4 If a Customer disconnects any of the Group B Large Package products, services or features, the Customer will no longer qualify for 150 Block of Time Gold and will be moved to FallBack unless the Customer selects an alternative optional calling plan. If the Customer is moved to FallBack, the rates and charges in Section 4.4.3 (AG) of the Guidebook will apply in lieu of the rates and charges in Section 4.4.3 (M) of this Guidebook.

.5 If the Customer cancels CallerID Name and Number and/or fails to maintain a minimum of three additional features associated with the Group A Large Package, the Customer will no longer qualify for 150 Block of Time Gold and will be moved to FallBack unless the Customer selects an alternative optional calling plan. If the Customer is moved to FallBack, the rates and charges in Section 4.4.3 (AG) of the Guidebook will apply in lieu of the rates and charges in Section 4.4.3 (M) of this Guidebook.

.6 If the Customer uses this Service for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, permanent and semi-permanent internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to Long Distance II and the rates described in Section 4.4.3 (F) of this Guidebook will apply.

SECTION 3 – DESCRIPTION OF SERVICES

- 3.4 Outbound Services-Switched Access (continued)
- 3.4.3 Consumer Outbound Services (continued)
- (M) 200 Block of Time Gold¹ formerly known as 150 Block of Time Gold (continued) C
June 12, 2011 plan name changed to 200 Block of Tim Gold N
- ¹This Service is no longer available to new Customers or existing Customers at new locations effective July 10, 2003
- .3 The block of time selected at the time the Customer's order is processed will remain in effect until cancelled or changed by the Customer. Changes to a block of time plan will be effective on the day the Customer's change order is processed. If an existing Customer initially subscribes to this service in the middle of its billing cycle, the change will be effective on the first day after the Customer's change order is processed.
- .4 If a Customer disconnects any of the Group B Large Package products, services or features, the Customer will no longer qualify for 150 Block of Time Gold and will be moved to FallBack unless the Customer selects an alternative optional calling plan. If the Customer is moved to FallBack, the rates and charges in Section 4.4.3 (AG) of the Guidebook will apply in lieu of the rates and charges in Section 4.4.3 (M) of this Guidebook. C
- .5 If the Customer cancels CallerID Name and Number and/or fails to maintain a minimum of three additional features associated with the Group A Large Package, the Customer will no longer qualify for this service will be moved to FallBack unless the Customer selects an alternative optional calling plan. If the Customer is moved to FallBack, the rates and charges in Section 4.4.3 (AG) of the Guidebook will apply in lieu of the rates and charges in Section 4.4.3 (M) of this Guidebook. C
- .6 If the Customer uses this Service for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, permanent and semi-permanent internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to Long Distance II and the rates described in Section 4.4.3 (F) of this Guidebook will apply.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(N) 150 Block of Time¹

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

- .1 150 Block of Time is an outbound only long distance optional calling plan. Customers or End Users can access the Service by dialing 1 + the area code + the called telephone number. All calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute. This optional pricing plan is established at the BTN level. The Customer may only subscribe to one block of time per BTN. If a Customer selects a different price plan for specific WTN(s), the Customer is required to establish a separate BTN for each variation.
- .2 For a specified MRC, the Customer receives a specific amount (block) of time for placing one plus (1+) Direct-Dialed outbound calls that originate from a line presubscribed to the Company. For a MRC, the Customer receives a 150 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling. All usage in excess of the selected block of time will be billed at a fixed rate per minute. See Section 4.4.3 (N) of this Guidebook for the per minute rate after the block of time has been used. Any minutes not used in a billing cycle will not be carried over to the next billing cycle. No credits will be given for any unused minutes.
- .3 The block of time selected at the time the Customer's order is processed will remain in effect until cancelled or changed by the Customer. Changes to a block of time plan will be effective on the day the Customer's change order is processed. If an existing Customer initially subscribes to the 150 Block of Time in the middle of its billing cycle, the change will be effective on the first day after the Customer's change order is processed.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(N) 150 Block of Time¹

Effective June 12, 2011 plan name will change to 200 Block of Time

C

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

- .1 This Service is an outbound only long distance optional calling plan. Customers or End Users can access the Service by dialing 1 + the area code + the called telephone number. All calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute. This optional pricing plan is established at the BTN level. The Customer may only subscribe to one block of time per BTN. If a Customer selects a different price plan for specific WTN(s), the Customer is required to establish a separate BTN for each variation. C
- .2 For a specified MRC, the Customer receives a specific amount (block) of time for placing one plus (1+) Direct-Dialed outbound calls that originate from a line presubscribed to the Company. For a MRC, the Customer receives a block of intrastate and/or interstate one plus (1+) Direct-Dialed calling. All usage in excess of the selected block of time will be billed at a fixed rate per minute. See Section 4.4.3 (N) of this Guidebook for the per minute rate after the block of time has been used. Any minutes not used in a billing cycle will not be carried over to the next billing cycle. No credits will be given for any unused minutes. C
- .3 The block of time selected at the time the Customer's order is processed will remain in effect until cancelled or changed by the Customer. Changes to a block of time plan will be effective on the day the Customer's change order is processed. If an existing Customer initially subscribes to this Service in the middle of its billing cycle, the change will be effective on the first day after the Customer's change order is processed.

C

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(O) 500 Block of Time Gold¹

¹This Service is no longer available to new Customers or to existing Customers at new locations effective February 15, 2007

- .1 500 Block of Time Gold is an outbound only long distance optional calling plan. This optional calling plan is available to new and existing Residential Customers that:
 - .a use Switched Access to reach the long distance network;
 - .b subscribe to the following products, services or features provided by the Company or an Affiliate of the Company: CallerID Name and Number and a minimum of three products, services or features from Group A Large Package as defined in Section 6 of this Guidebook;
 - .c subscribe to the Company or an Affiliate of the Company's Group B Large Package as defined in Section 6 of this Guidebook;
 - .d request to be provisioned under this optional pricing plan;
 - .e demonstrate to the satisfaction of the Company at the time of subscribing to the plan that the Residential Customer also subscribes to the products, services, and/or features described in Section 3.4.3 (O).a, .b, and .c of this Guidebook;
 - .f provide the Company the same billing name and address for all services required to subscribe to 500 Block of Time Gold; and
 - .g limit the use of Service to that which is of a standard, domestic, residential nature.
 - .h Customers or End Users can access the Service by dialing 1 + the area code + the called telephone number. All calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute. This optional pricing plan is established at the BTN level. The Customer may only subscribe to one block of time per BTN. If a Customer selects a different price plan for specific WTN(s), the Customer is required to establish a separate BTN for each variation.
- .2 For a specified MRC, the Customer receives a specific amount (block) of time for placing one plus (1+) Direct-Dialed outbound calls that originate from a line presubscribed to the Company. For a MRC, the Customer receives a 500 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling. All usage in excess of the selected block of time will be billed at a fixed rate per minute. See Section 4.4.3 (O) of this Guidebook for the per minute rate after the block of time has been used. Any minutes not used in a billing cycle will not be carried over to the next billing cycle. No credits will be given for any unused minutes.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(O) 500 Block of Time Gold¹ (continued)

¹This Service is no longer available to new Customers or to existing Customers at new locations effective February 15, 2007

- .3 The block of time selected at the time the Customer's order is processed will remain in effect until cancelled or changed by the Customer. Changes to a block of time plan will be effective on the day the Customer's change order is processed. If an existing Customer initially subscribes to the 500 Block of Time Gold in the middle of its billing cycle, the change will be effective on the first day after the Customer's change order is processed. If a Customer disconnects any of the Group B Large Package features, the Customer will no longer qualify for 500 Block of Time Gold and will be moved to the FallBack. If the Customer cancels CallerID Name and Number and/or fails to maintain a minimum of three additional features associated with the Group A Large Package, the Customer will no longer qualify for 500 Block of Time Gold and will be moved to the FallBack. If the Customer is moved to FallBack, the rates and charges in Section 4.4.3 (AG) of the Guidebook will apply in lieu of the rates and charges in Section 4.4.3 (O) of this Guidebook.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(P) Domestic Saver Gold¹

¹This Service is no longer available to new Customers or to existing Customers at new locations effective February 15, 2007

- .1 Domestic Saver Gold is an outbound only, Flat Rate, long distance optional pricing plan. Domestic Saver Gold is designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with this Service. All calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute. Domestic Saver Gold is available to new and existing Residential Customers that
 - .a use Switched Access to reach the long distance network;
 - .b subscribe to the following products, services or features provided by the Company or an Affiliate of the Company: CallerID Name and Number and a minimum of three products, services or features from Group A Large Package as defined in Section 6 of this Guidebook;
 - .c subscribe to the Company or an Affiliate of the Company's Group B Large Package as defined in Section 6 of this Guidebook;
 - .d request to be provisioned under this optional pricing plan;
 - .e demonstrate to the satisfaction of the Company at the time of subscribing to the plan that the Residential Customer also subscribes to the products, services, and/or features described in Section 3.4.3 (P).1 (2) and (3) of this Guidebook;
 - .f provide the Company the same billing name and address for all services required to subscribe to Domestic Saver Gold; and
 - .g limit the use of Service to that which is of a standard, domestic, residential nature.
- .2 Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line.
- .3 If a Customer disconnects any of the Group B Large Package products, services or features or if the Customer cancels CallerID Name and Number and/or fails to maintain a minimum of three additional features associated with the Group A Large Package, the Customer will no longer qualify for Domestic Saver Gold and will be moved to the FallBack. If the Customer is moved to FallBack, the rates and charges in Section 4.4.3 (AG) of the Guidebook will apply in lieu of the rates and charges in Section 4.4.3 (P) of this Guidebook.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(Q) 200 Block of Time Gold¹

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

- .1 200 Block of Time Gold is an outbound only long distance optional calling plan. This optional calling plan is available to new and existing Residential Customers that:
 - .a use Switched Access to reach the long distance network;
 - .b subscribe to the following products, services or features provided by the Company or an Affiliate of the Company: CallerID Name and Number and a minimum of three products, services or features from Group A Large Package as defined in Section 6 of this Guidebook;
 - .c subscribe to the Company's or an Affiliate of the Company's Group B Large Package as defined in Section 6 of this Guidebook;
 - .d request to be provisioned under this optional pricing plan;
 - .e demonstrate to the satisfaction of the Company at the time of subscribing to the plan that the Residential Customer also subscribes to the products, services, and/or features described in Section 3.4.3 (Q).1 (2) and (3) of this Guidebook;
 - .f provide the Company the same billing name and address for all services required to subscribe to 200 Block of Time Gold; and
 - .g limit the use of Service to that which is of a standard, domestic, residential nature.
- .2 Customers or End Users can access the Service by dialing 1 + the area code + the called telephone number. All calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute. This optional pricing plan is established at the BTN level. The Customer may only subscribe to one block of time per BTN. If a Customer selects a different price plan for specific WTN(s), the Customer is required to establish a separate BTN for each variation.
- .3 For a specified MRC, the Customer receives a specific amount (block) of time for placing one plus (1+) Direct-Dialed outbound calls that originate from a line presubscribed to the Company. For a MRC, the Customer receives a 200 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling. All usage in excess of the selected block of time will be billed at a fixed rate per minute. See Section 4.4.3 (Q) of this Guidebook for the per minute rate after the block of time has been used. Any minutes not used in a billing cycle will not be carried over to the next billing cycle. No credits will be given for any unused minutes.

SECTION 3 – DESCRIPTION OF SERVICES

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

(C)

(D)

(D)

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(Q) 200 Block of Time Gold¹ (continued)

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

- .4 The block of time selected at the time the Customer's order is processed will remain in effect until cancelled or changed by the Customer. Changes to a block of time plan will be effective on the day the Customer's change order is processed. If an existing Customer initially subscribes to the 200 Block of Time Gold in the middle of its billing cycle, the change will be effective on the first day after the Customer's change order is processed.
- .5 If a Customer disconnects any of the Group B Large Package products, services or features, the Customer will no longer qualify for 200 Block of Time Gold and will be moved to FallBack unless the Customer selects an alternative optional calling plan. If the Customer is moved to FallBack, the rates and charges in Section 4.4.3 (AG) of the Guidebook will apply in lieu of the rates and charges in Section 4.4.3 (Q) of this Guidebook.
- .6 If the Customer cancels CallerID Name and Number and/or fails to maintain a minimum of three additional features associated with the Group A Large Package, the Customer will no longer qualify for 200 Block of Time Gold and will be moved to FallBack unless the Customer selects an alternative optional calling plan. If the Customer is moved to FallBack, the rates and charges in Section 4.4.3 (AG) of the Guidebook will apply in lieu of the rates and charges in Section 4.4.3 (Q) of this Guidebook.
- .7 If the Customer uses this Service for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, permanent and semi-permanent internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to Fallback and the rates described in Section 4.4.3 (AG) of this Guidebook will apply.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

(D)

(D)

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(R) 200 Block of Time¹

¹This Service is no longer available to new Customers or existing Customers at new locations effective September 18, 2003

- .1 200 Block of Time is an outbound only long distance optional calling plan. Customers or End Users can access the Service by dialing 1 + the area code + the called telephone number. All calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute. This optional pricing plan is established at the BTN level. The Customer may only subscribe to one block of time per BTN. If a Customer selects a different price plan for specific WTN(s), the Customer is required to establish a separate BTN for each variation.
- .2 For a specified MRC, the Customer receives a specific amount (block) of time for placing one plus (1+) Direct-Dialed outbound calls that originate from a line presubscribed to the Company. For a MRC, the Customer receives a 200 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling. All usage in excess of the selected block of time will be billed at a fixed rate per minute. See Section 4.4.3 (R) of this Guidebook for the per minute rate after the block of time has been used. Any minutes not used in a billing cycle will not be carried over to the next billing cycle. No credits will be given for any unused minutes.
- .3 The block of time selected at the time the Customer's order is processed will remain in effect until cancelled or changed by the Customer. Changes to a block of time plan will be effective on the day the Customer's change order is processed. If an existing Customer initially subscribes to the 200 Block of Time in the middle of its billing cycle, the change will be effective on the first day after the Customer's change order is processed.

(S) 100 Block of Time¹

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

- .1 100 Block of Time is an outbound only long distance optional calling plan. This optional calling plan is available to new and existing Residential Customers that (1) use Switched Access to reach the long distance network and (2) subscribe to the Company's or an Affiliate of the Company's CallerID Name and Number.
- .2 Reserved for future use.
- .3 Customers or End Users can access the Service by dialing 1 + the area code + the called telephone number. All calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute. This optional pricing plan is established at the BTN level. The Customer may only subscribe to one block of time per BTN. If a Customer selects a different price plan for specific WTN(s), the Customer is required to establish a separate BTN for each variation.

SECTION 3 – DESCRIPTION OF SERVICES

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

(C)
(D)

(D)

(S) 100 Block of Time¹

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

- .1 100 Block of Time is an outbound only long distance optional calling plan. This optional calling plan is available to new and existing Residential Customers that (1) use Switched Access to reach the long distance network and (2) subscribe to the Company's or an Affiliate of the Company's CallerID Name and Number.
- .2 Reserved for future use.
- .3 Customers or End Users can access the Service by dialing 1 + the area code + the called telephone number. All calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute. This optional pricing plan is established at the BTN level. The Customer may only subscribe to one block of time per BTN. If a Customer selects a different price plan for specific WTN(s), the Customer is required to establish a separate BTN for each variation.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(S) 100 Block of Time¹ (continued)

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

.4 For a specified MRC, the Customer receives a specific amount (block) of time for placing one plus (1+) Direct-Dialed outbound calls that originate from a line presubscribed to the Company. For a MRC, the Customer receives a 100 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling. All usage in excess of the selected block of time will be billed at a fixed rate per minute. See Section 4.4.3 (S) of this Guidebook for the per minute rate after the block of time has been used. Any minutes not used in a billing cycle will not be carried over to the next billing cycle. No credits will be given for any unused minutes.

.5 The block of time selected at the time the Customer's order is processed will remain in effect until cancelled or changed by the Customer. Changes to a block of time plan will be effective on the day the Customer's change order is processed. If an existing Customer initially subscribes to the 100 Block of Time in the middle of its billing cycle, the change will be effective on the first day after the Customer's change order is processed.

.6 If the Customer fails to maintain the requirements described in Section 3.4.3 (S).1 of this Guidebook, the Customer will no longer qualify for 100 Block of Time and will be moved to FallBack unless the Customer selects an alternative optional calling plan. If the Customer is moved to FallBack, the rates and charges in Section 4.4.3 (AG) of the Guidebook will apply in lieu of the rates and charges in Section 4.4.3 (S) of this Guidebook.

(T) 60 Block of Time¹

¹This Service is no longer available to new Customers or existing Customers at new locations effective September 18, 2003.

.1 60 Block of Time is an outbound only long distance optional calling plan. This optional calling plan is available to Residential Customers that (1) use Switched Access to reach the long distance network and (2) subscribe to the Company's or an Affiliate of the Company's CallerID Name and Number.

.2 Reserved for future use.

.3 Customers or End Users can access the Service by dialing 1 + the area code + the called telephone number. All calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute. This optional pricing plan is established at the BTN level. The Customer may only subscribe to one block of time per BTN. If a Customer selects a different price plan for specific WTN(s), the Customer is required to establish a separate BTN for each variation.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(S) 100 Block of Time¹ (continued)

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

.4 For a specified MRC, the Customer receives a specific amount (block) of time for placing one plus (1+) Direct-Dialed outbound calls that originate from a line presubscribed to the Company. For a MRC, the Customer receives a 100 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling. All usage in excess of the selected block of time will be billed at a fixed rate per minute. See Section 4.4.3 (S) of this Guidebook for the per minute rate after the block of time has been used. Any minutes not used in a billing cycle will not be carried over to the next billing cycle. No credits will be given for any unused minutes.

.5 The block of time selected at the time the Customer's order is processed will remain in effect until cancelled or changed by the Customer. Changes to a block of time plan will be effective on the day the Customer's change order is processed. If an existing Customer initially subscribes to the 100 Block of Time in the middle of its billing cycle, the change will be effective on the first day after the Customer's change order is processed.

.6 If the Customer fails to maintain the requirements described in Section 3.4.3 (S).1 of this Guidebook, the Customer will no longer qualify for 100 Block of Time and will be moved to FallBack unless the Customer selects an alternative optional calling plan. If the Customer is moved to FallBack, the rates and charges in Section 4.4.3 (AG) of the Guidebook will apply in lieu of the rates and charges in Section 4.4.3 (S) of this Guidebook.

(T) Reserved for future use

(C)

(D)

(D)

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(T) 60 Block of Time¹ (continued)

¹This Service is no longer available to new Customers or existing Customers at new locations effective September 18, 2003.

- .4 For a specified MRC, the Customer receives a specific amount (block) of time for placing one plus (1+) Direct-Dialed outbound calls that originate from a line presubscribed to the Company. For a MRC, the Customer receives a 60 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling. All usage in excess of the selected block of time will be billed at a fixed rate per minute. See Section 4.4.3 (T) of this Guidebook for the per minute rate after the block of time has been used. Any minutes not used in a billing cycle will not be carried over to the next billing cycle. No credits will be given for any unused minutes.
- .5 The block of time selected at the time the Customer's order is processed will remain in effect until cancelled or changed by the Customer. Changes to a block of time plan will be effective on the day the Customer's change order is processed. If an existing Customer initially subscribes to the 60 Block of Time in the middle of its billing cycle, the change will be effective on the first day after the Customer's change order is processed.
- .6 If the Customer fails to maintain the requirements described in Section 3.4.3 (T).1 of this Guidebook, the Customer will no longer qualify for 60 Block of Time and will be moved to FallBack unless the Customer selects an alternative optional calling plan. If the Customer is moved to FallBack, the rates and charges in Section 4.4.3 (AG) of the Guidebook will apply in lieu of the rates and charges in Section 4.4.3 (T) of this Guidebook.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(U) Platinum Plans (continued)

.1 (continued)

.j maintains AT&T Internet Services' AT&T DSL Internet access service, AT&T Dial Up internet access service or AT&T High Speed Internet Access service;

.k maintain any national or home service plan of B Wireless;

.l provides the Company the same billing name and address for all services required to subscribe to one of the Platinum Plans;

.m limit the use of Service to that which is of a standard, domestic, residential nature; and

.n bill the products, services, and/or features described in Section 3.4.3 (U).1 .c, .d, .e, and .f of this Guidebook to the same BTN as the Customer's long distance Service subscribed to this Service.

.2 Customers who cancel or discontinue the Company's Service or any of the qualifying products, services or features or whose Service is refused, cancelled or discontinued by the Company or those companies listed in Section 3.4.3 (U).1 .c, d., e, or .f shall forfeit eligibility for rates under this Service. Customers subscribing to 200 Block of Time Platinum or 500 Block of Time Platinum and continuing to presubscribe to the Company will be moved to FallBack and the rates described in Section 4.4.3 (AG) will apply. Customers subscribing to any other Platinum Plan and continuing to presubscribe to the Company will be moved to FallBack and the rates described in Section 4.4.3 (AG) will apply.

.3 Reserved For Future Use

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

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

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

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(U) Platinum Plans (continued)

.7 Rate Options

.a 200 Block of Time Platinum and 1000 Minutes Nights & Weekends¹

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

.i For a MRC, the Customer receives a 200 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling any time minutes and 1000 MOU (block) of night and weekend (off-peak) minutes. See Section 4.4.3(U) of this Guidebook for the per minute rate after the block of time has been used.

.ii Calls occurring in the off-peak rate period are counted in the 1000 MOU night and weekend block until the night and weekend block is exhausted. Thereafter, these minutes are counted in the 200 anytime minute block until the 200 anytime minute block is exhausted.

.b 200 Block of Time Platinum and 3000 Minutes Nights & Weekends¹

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

.i For a MRC, the Customer receives a 200 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling any time minutes and 3000 MOU (block) of night and weekend (off-peak) minutes. See Section 4.4.3(U) of this Guidebook for the per minute rate after the block of time has been used.

.ii Calls occurring in the off-peak rate period are counted in the 3000 MOU night and weekend block until the night and weekend block is exhausted. Thereafter, these minutes are counted in the 200 anytime minute block until the 200 anytime minute block is exhausted.

.c 200 Block of Time Platinum and Unlimited Nights & Weekends¹

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

For a MRC, the Customer receives a 200 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling any time minutes and an unlimited block of night and weekend (off-peak) minutes. See Section 4.4.3(U) of this Guidebook for the per minute rate after the block of anytime minutes has been used.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(U) Platinum Plans (continued)

.7 (continued)

.d 500 Block of Time Platinum and 1000 Minutes Nights & Weekends¹

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

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

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

.e 500 Block of Time Platinum and 3000 Minutes Nights & Weekends¹

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

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

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

.f 200 Block of Time Platinum²

²This Service is no longer available to new Customers or to existing Customers at new locations effective April 12, 2007

For a MRC, the Customer receives a 200 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling any time minutes. See Section 4.4.3(U) of this Guidebook for the per minute rate after the block of time has been used.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(U) Platinum Plans (continued)

.7 (continued)

.g 500 Block of Time Platinum¹

¹This service is no longer available to new Customers or existing Customers at new locations effective April 12, 2007

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

.h 500 Block of Time Platinum and Unlimited Nights & Weekends¹

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

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

.i 250 Block of Time Platinum and 1000 Minutes Nights & Weekends¹

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

.i For a MRC the Customer receives a 250 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling any time minutes and 1000 MOU (block) of night and weekend (off-peak) minutes. See Section 4.4.3(U) of this Guidebook for the per minute rate after the block of time has been used.

.ii Calls occurring in the off-peak rate period are counted in the 1000 MOU night and weekend block until the night and weekend block is exhausted. Thereafter, these minutes are counted in the 250 anytime minute block until the 250 anytime minute block is exhausted.

SECTION 3 – DESCRIPTION OF SERVICES

- 3.4 Outbound Services-Switched Access (continued)
- 3.4.3 Consumer Outbound Services (continued)
 - (U) Platinum Plans (continued)
 - .7 (continued)
 - .g 500 Block of Time Platinum¹ (1)
(1)
For a MRC, the Customer receives a 500 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling any time minutes. See Section 4.4.3(U) of this Guidebook for the per minute rate after the block of time has been used.
 - .h Reserved for Future Use (C)
(D)
|
|
|
(D)
 - .i 250 Block of Time Platinum and 1000 Minutes Nights & Weekends² (C)
(2)
(2)
 - .i For a MRC the Customer receives a 250 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling any time minutes and 1000 MOU (block) of night and weekend (off-peak) minutes. See Section 4.4.3(U) of this Guidebook for the per minute rate after the block of time has been used.
 - .ii Calls occurring in the off-peak rate period are counted in the 1000 MOU night and weekend block until the night and weekend block is exhausted. Thereafter, these minutes are counted in the 250 anytime minute block until the 250 anytime minute block is exhausted.

¹This service is no longer available to new Customers or existing Customers at new locations effective April 12, 2007 (1)
²This service is no longer available to new Customers or existing Customers at new locations effective July 10, 2003 (2)

(1) - Material relocated on this Sheet.

SECTION 3 – DESCRIPTION OF SERVICES

- 3.4 Outbound Services-Switched Access (continued)
- 3.4.3 Consumer Outbound Services (continued)
 - (U) Platinum Plans (continued)
 - .7 (continued)
 - .g Reserved for Future Use (C)
 - .h Reserved for Future Use (D)
 - .i 250 Block of Time Platinum and 1000 Minutes Nights & Weekends¹ (D)
 - .i For a MRC the Customer receives a 250 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling any time minutes and 1000 MOU (block) of night and weekend (off-peak) minutes. See Section 4.4.3(U) of this Guidebook for the per minute rate after the block of time has been used. (D)
 - .ii Calls occurring in the off-peak rate period are counted in the 1000 MOU night and weekend block until the night and weekend block is exhausted. Thereafter, these minutes are counted in the 250 anytime minute block until the 250 anytime minute block is exhausted. (C)

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

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(U) Platinum Plans (continued)

.7 (continued)

.j 400 Block of Time Platinum and 1000 Minutes Nights & Weekends¹

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

.i For a MRC, the Customer receives a 400 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling any time minutes and 1000 MOU (block) of night and weekend (off-peak) minutes. See Section 4.4.3(U) of this Guidebook for the per minute rate after the block of time has been used.

.ii Calls occurring in the off-peak rate period are counted in the 1000 MOU night and weekend block until the night and weekend block is exhausted. Thereafter, these minutes are counted in the 400 anytime minute block until the 400 anytime minute block is exhausted.

.k 250 Block of Time Platinum and 3000 Minutes Nights & Weekends¹

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

.i For a MRC, the Customer receives a 250 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling any time minutes and 3000 MOU (block) of night and weekend (off-peak) minutes. See Section 4.4.3(U) of this Guidebook for the per minute rate after the block of time has been used.

.ii Calls occurring in the off-peak rate period are counted in the 3000 MOU night and weekend block until the night and weekend block is exhausted. Thereafter, these minutes are counted in the 250 anytime minute block until the 250 anytime minute block is exhausted.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(U) Platinum Plans (continued)

.7 (continued)

.l 400 Block of Time Platinum and 3000 Minutes Nights & Weekends¹

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

.i For a MRC, the Customer receives a 400 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling any time minutes and 3000 MOU (block) of night and weekend (off-peak) minutes. See Section 4.4.3(U) of this Guidebook for the per minute rate after the block of time has been used.

.ii Calls occurring in the off-peak rate period are counted in the 3000 MOU night and weekend block until the night and weekend block is exhausted. Thereafter, these minutes are counted in the 400 anytime minute block until the 400 anytime minute block is exhausted.

.m 400 Block of Time Platinum and Unlimited Nights & Weekends¹

¹This service is no longer available to new Customers or existing Customers at new locations effective July 10, 2003For a MRC, the Customer receives a 400 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling any time minutes and an unlimited block of night and weekend (off-peak) minutes. See Section 4.4.3(U) of this Guidebook for the per minute rate after the block of anytime minutes has been used.

.n 250 Block of Time Platinum and Unlimited Nights & Weekends¹

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

For a MRC, the Customer receives a 250 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling any time minutes and an unlimited block of night and weekend (off-peak) minutes. See Section 4.4.3(U) of this Guidebook for the per minute rate after the block of anytime minutes has been used.

.o 250 Block of Time Platinum¹

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

For a MRC, the Customer receives a 250 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling any time minutes. See Section 4.4.3(U) of this Guidebook for the per minute rate after the block of time has been used.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(U) Platinum Plans (continued)

.7 (continued)

.1 400 Block of Time Platinum and 3000 Minutes Nights & Weekends¹

(D)
(D)

.i For a MRC, the Customer receives a 400 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling any time minutes and 3000 MOU (block) of night and weekend (off-peak) minutes. See Section 4.4.3(U) of this Guidebook for the per minute rate after the block of time has been used.

(D)
(D)

.ii Calls occurring in the off-peak rate period are counted in the 3000 MOU night and weekend block until the night and weekend block is exhausted. Thereafter, these minutes are counted in the 400 anytime minute block until the 400 anytime minute block is exhausted.

.m 400 Block of Time Platinum and Unlimited Nights & Weekends¹

(D)
(D)

For a MRC, the Customer receives a 400 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling any time minutes and an unlimited block of night and weekend (off-peak) minutes. See Section 4.4.3(U) of this Guidebook for the per minute rate after the block of anytime minutes has been used.

.n 250 Block of Time Platinum and Unlimited Nights & Weekends¹

(D)
(D)

For a MRC, the Customer receives a 250 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling any time minutes and an unlimited block of night and weekend (off-peak) minutes. See Section 4.4.3(U) of this Guidebook for the per minute rate after the block of anytime minutes has been used.

.o 250 Block of Time Platinum¹

(D)
(D)

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

(C)

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

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(U) Platinum Plans (continued)

.7 (continued)

- .1 400 Block of Time Platinum and 3000 Minutes Nights & Weekends¹
 - .i For a MRC, the Customer receives a 400 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling any time minutes and 3000 MOU (block) of night and weekend (off-peak) minutes. See Section 4.4.3(U) of this Guidebook for the per minute rate after the block of time has been used.
 - .ii Calls occurring in the off-peak rate period are counted in the 3000 MOU night and weekend block until the night and weekend block is exhausted. Thereafter, these minutes are counted in the 400 anytime minute block until the 400 anytime minute block is exhausted.
- .m 400 Block of Time Platinum and Unlimited Nights & Weekends¹

For a MRC, the Customer receives a 400 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling any time minutes and an unlimited block of night and weekend (off-peak) minutes. See Section 4.4.3(U) of this Guidebook for the per minute rate after the block of anytime minutes has been used.
- .n 250 Block of Time Platinum and Unlimited Nights & Weekends¹

For a MRC, the Customer receives a 250 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling any time minutes and an unlimited block of night and weekend (off-peak) minutes. See Section 4.4.3(U) of this Guidebook for the per minute rate after the block of anytime minutes has been used.
- .o Reserved for Future Use

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

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(U) Platinum Plans (continued)

.7 (continued)

.p 400 Block of Time Platinum¹

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

For a MRC, the Customer receives a 400 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling any time minutes. See Section 4.4.3(U) of this Guidebook for the per minute rate after the block of time has been used.

.q Reserved for future use

.r 3000 Block of Time Nights and Weekends¹

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

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

.s Unlimited Nights and Weekends¹

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

For a MRC, the Customer receives an unlimited block of night and weekend (off-peak) minutes. See Section 4.4.3(U) of this Guidebook for the per minute rate after the block of anytime minutes has been used.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(U) Platinum Plans (continued)

.7 (continued)

.p Reserved for Future Use

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.q Reserved for future use

.r 3000 Block of Time Nights and Weekends¹

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

.s Unlimited Nights and Weekends¹

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For a MRC, the Customer receives an unlimited block of night and weekend (off-peak) minutes. See Section 4.4.3(U) of this Guidebook for the per minute rate after the block of anytime minutes has been used.

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

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(I) - Material relocated on this Sheet.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(V) ValueSaver¹

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

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

- .a use Switched Access to reach the long distance network;
- .b subscribe to and maintain the following features provided by the Company or an Affiliate of the Company: CallerID, Call Waiting, and 3 Way Calling or subscribe to and maintain the following features provided by the Company or an Affiliate of the Company: CallerID and any two custom calling service features from Group A Large Package or Group B Large Package;
- .c subscribe to and maintain an access lines service of the Company or an Affiliate of the Company;
- .d request to be provisioned under this Service;
- .e demonstrate to the satisfaction of the Company at the time of subscribing to the plan that the Residential Customer also subscribes to the products, services, and/or features described in Section 3.4.3 (V).1 .b and .c of this Guidebook;
- .f provide the Company the same billing name and address for all services required to subscribe to ValueSaver; and
- .g limit the use of Service to that which is of a standard, domestic, residential nature.

.2 Reserved for future use.

.3 Customers who cancel or discontinue the Company's Service or any of the qualifying products, services or features as described in Section 3.4.3 (V).1 .b and .c of this Guidebook or whose Service is refused, cancelled or discontinued by the Company or an Affiliate of the Company shall forfeit eligibility for rates under this Service. Customers continuing to presubscribe to the Company will be moved to FallBack. If the Customer is moved to FallBack, the rates and charges in Section 4.4.3 (AG) of the Guidebook will ValueSaver¹ (continued)

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(V) ValueSaver¹ (continued)

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

.4 Charges are usage sensitive and vary by day-of-week and time-of-day. All calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute. Peak and off peak rates apply. The peak rate period is 8:00 a.m. to but not including 5:00 p.m., Monday through Friday. The off-peak rate period is all other times. The off-peak rates apply on the following holidays: New Year's Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

(W) 250 Block of Time¹ and 400 Block of Time¹

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

.1 250 Block of Time and 400 Block of Time are outbound only Service designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with these Services. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. These Services are available to new and existing Residential Customers that:

- .a use Switched Access to reach the long distance network;
- .b subscribe to and maintain the following products, services or features provided by the Company or an Affiliate of the Company: (1) a minimum of two products, services or features from Group A Large Package and/or Group B Large Package as defined in Section 6 of this Guidebook and/or (2) Caller ID Name and Number;
- .c subscribe to and maintain an access line service of the Company or an request to be provisioned under this Service;
- .d demonstrate to the satisfaction of the Company at the time of subscribing to the plan that the Residential Customer also subscribes to the products, services, and/or features described in Section 3.4.3 (W).1 .b and .c of this Guidebook;
- .e provide the Company the same billing name and address for all services required to subscribe to 250 Block of Time or 400 Block of Time; and
- .f limit the use of Service to that which is of a standard, domestic, residential nature.

SECTION 3 – DESCRIPTION OF SERVICES

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

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(W) 250 Block of Time¹ and 400 Block of Time¹

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

- .1 250 Block of Time and 400 Block of Time are outbound only Service designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with these Services. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. These Services are available to new and existing Residential Customers that:
 - .a use Switched Access to reach the long distance network;
 - .b subscribe to and maintain the following products, services or features provided by the Company or an Affiliate of the Company: (1) a minimum of two products, services or features from Group A Large Package and/or Group B Large Package as defined in Section 6 of this Guidebook and/or (2) Caller ID Name and Number;
 - .c subscribe to and maintain an access line service of the Company or an request to be provisioned under this Service;
 - .d demonstrate to the satisfaction of the Company at the time of subscribing to the plan that the Residential Customer also subscribes to the products, services, and/or features described in Section 3.4.3 (W).1 .b and .c of this Guidebook;
 - .e provide the Company the same billing name and address for all services required to subscribe to 250 Block of Time or 400 Block of Time; and
 - .f limit the use of Service to that which is of a standard, domestic, residential nature.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(W) 250 Block of Time

(C)

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

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

(C)

- .a use Switched Access to reach the long distance network;
- .b subscribe to and maintain the following products, services or features provided by the Company or an Affiliate of the Company: (1) a minimum of two products, services or features from Group A Large Package and/or Group B Large Package as defined in Section 6 of this Guidebook and/or (2) Caller ID Name and Number;
- .c subscribe to and maintain an access line service of the Company or an request to be provisioned under this Service;
- .d demonstrate to the satisfaction of the Company at the time of subscribing to the plan that the Residential Customer also subscribes to the products, services, and/or features described in Section 3.4.3 (W).1 .b and .c of this Guidebook;
- .e provide the Company the same billing name and address for all services required to subscribe to this plan; and
- .f limit the use of Service to that which is of a standard, domestic, residential nature.

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SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(W) 250 Block of Time¹ and 400 Block of Time¹ (continued)

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

.2 If the Customer fails to maintain (1) a minimum of two additional features associated with the Group A Large Package and/or Group B Large Package or (2) fails to maintain an access line service of the Company or an Affiliate of the Company, the Customer will no longer qualify for 250 Block of Time and 400 Block of Time and will be moved to FallBack unless the Customer selects an alternative Service. If the Customer is moved to FallBack, the rates and charges in Section 4.4.3 (AG) of the Guidebook will apply in lieu of the rates and charges in Section 4.4.3 (W) of this Guidebook.

.3 Rate Options

.a 250 Block of Time

For a MRC, the Customer receives a 250 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling any time minutes. See Section 4.4.3(W).3.a of this Guidebook for the per minute rate after the block of time has been used.400 Block of Time¹

.b 400 Block of Time

For a MRC, the Customer receives a 400 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling any time minutes. See Section 4.4.3 (W).3.b of this Guidebook for the per minute rate after the block of time has been used.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(W) 250 Block of Time¹ (continued)

(C)

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

.2 If the Customer fails to maintain (1) a minimum of two additional features associated with the Group A Large Package and/or Group B Large Package or (2) fails to maintain an access line service of the Company or an Affiliate of the Company, the Customer will no longer qualify for this plan and may be moved to a default plan.

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For a MRC, the Customer receives a 250 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling any time minutes. See Section 4.4.3 of this Guidebook for the per minute rate after the block of time has been used.400 Block of Time¹

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SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(X) Unlimited Nationwide Calling Service, aka Connections Services

Option 1

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

- .a use Switched Access to reach the long distance network;
- .b subscribe to and maintain the required services, products, and/or features described in Section 3.4.3 (X).4 of this Guidebook for the rate option selected by the Customer;
- .c subscribe to and maintain Unlimited Nationwide Calling for the provision of (1) intrastate InterLATA Service and interstate service or (2) intrastate IntraLATA Service, intrastate InterLATA Service, and interstate service (this Service is not available for intrastate Service on a stand-alone basis);
- .d demonstrate to the satisfaction of the Company at the time of subscribing to the Service and associated rate plan that the Residential Customer also subscribes to the required products, services, and/or features described in Section 3.4.3 (X).4 of this Guidebook;
- .e provide the Company the same billing name and address for all services required to subscribe to Unlimited Nationwide Calling Services; and
- .f limit the use of Service to that which is of a standard, domestic, residential nature (see Section 3.4.3 (X).3 of this Guidebook); and
- .g request to be provisioned under this Service.

Option 2

Option 2 is available to existing Residential Customers who currently subscribe to the AT&T Unlimited Nationwide Calling rate option and newly subscribe or currently subscribe to either (a) America's Top 100[#] with locals/DishLATINO Plus[#]/DishHD Bronze[#] or above package from AT&T I DISH Network[#] (collectively referred to hereinafter as "AT 100")[#] and; (b) AT&T High Speed Internet Pro[#], or Elite[#]

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

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

- .2 Customers (1) who cancel or discontinue the Company's Service or any of the required products, services or features as described in Section 3.4.3 (X).4 of this Guidebook; (2) who subscribe to IntraLATA and InterLATA intrastate Service and discontinues InterLATA Service; or (3) whose Service is refused, cancelled or discontinued by the Company or an Affiliate of the Company shall forfeit eligibility for rates under this Service. Customers continuing to presubscribe to the Company will be moved to Fallback (subject to qualifying for this plan pursuant to Section 3.4.3 (AG) of this Guidebook), unless the Customer selects an alternative optional calling plan.

If the Customer subscribes to IntraLATA and InterLATA intrastate Service and discontinues InterLATA Service, the Customer will no longer qualify for Unlimited Nationwide Calling Services. Customers continuing to presubscribe to the Company will be moved to Fallback and the rates described in Section 4.4.3 (AG) of this Tariff will apply, unless the Customer selects an alternative Service.

- .3 If the Customer uses this Service for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to Fallback and the rates described in Section 4.4.3 (AG) of this Guidebook will apply. If the Customer is moved off this Service because of the previously described reasons, the Customer may be ineligible to resubscribe to this Service.

.4 Optional Feature

Customers subscribing to Unlimited Nationwide Calling Services are eligible for the Call Detail Suppression optional feature. Call Detail Suppression feature provides a summary of all zero-rated calls included in this optional calling plan, displaying 'total minutes' and 'total number of calls' in lieu of itemizing each call in the "Call Charges" section of the bill.

The Call Detail Suppression optional feature is available at no additional charge. Customers who select this optional feature may request the itemized call detail of the Customer's zero-rated calls for up to twenty-four (24) previous months' bills at no charge. Activation and deactivation of the feature will begin on the Customer's next billing cycle. Customers may add or remove the Call Detail Suppression optional feature for Unlimited Nationwide Calling Services without charge.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

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

.5 Rate Options

The Customer may choose from the following rate options:

- .a AT&T Unlimited Nationwide Calling^{SM1} formerly known as National Connections

¹This Service is no longer available to new Customers or to existing Customers at new locations effective March 1, 2007

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

- .b California Connections¹

¹This Service is no longer available to new Customers or existing Customers at new locations effective July 13, 2003.

For a MRC, the Customer receives unlimited intrastate one plus (1+) Direct-Dialed minutes of use. To subscribe to California Connections, the Customer must subscribe to and maintain:

- .i an access line service, CallerID, and a minimum of any two custom calling service features from Group C Large Package from the Company or an Affiliate of the Company; or
- .ii subscribe to and maintain (a) an access line service of the Company or an Affiliate of the Company, (b) any national or home service plan of B Wireless at the same time the Customer places an order to subscribe to one of the Company's AT&T Unlimited Nationwide CallingsSM Services, (c) subscribe to AT&T Internet Services' AT&T DSL Internet access service or Yahoo! Dial Up Internet access service at the same time the Customer places an order to subscribe to one of the Company's AT&T Unlimited Nationwide CallingSM Services, and (d) a minimum of one custom calling product, service or feature from Group C Large Package as defined in Section 6 of this Guidebook from the Company or an Affiliate of the Company.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

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

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The Customer may choose from the following rate options:

- .1 AT&T Unlimited Nationwide Calling^{SM1} formerly known as National Connections^{SM1}, AT&T Unlimited Nationwide CallingSM Plus¹, and National ConnectionsSM Plus¹

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(C)

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

- .2 California Connections²

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For a MRC, the Customer receives unlimited intrastate one plus (1+) Direct-Dialed minutes of use. To subscribe to California Connections, the Customer must subscribe to and maintain:

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¹This Service is no longer available to new Customers or to existing Customers at new locations effective March 1, 2007

²This Service is no longer available to new Customers or existing Customers at new locations effective July 13, 2003.

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SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

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

The Customer may choose from the following rate options:

.1 Reserved for Future Use (C)

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.2 California Connections¹ (C)

For a MRC, the Customer receives unlimited intrastate one plus (1+) Direct-Dialed minutes of use. To subscribe to California Connections, the Customer must subscribe to and maintain:

¹This Service is no longer available to new Customers or existing Customers at new locations effective July 13, 2003.

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SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

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

The Customer may choose from the following rate options:

.1 Reserved for Future Use

.2 Reserved for Future Use

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SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

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

.5 Rate Options (continued)

- .c AT&T Unlimited Nationwide Calling Plus^{SM1} formerly known as National Connections Plus

¹This Service is no longer available to new Customers or to existing Customers at new locations effective March 1, 2007

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

- .d AT&T Unlimited Nationwide Calling Basic^{SM2} formerly known as National Connections II

²This Service is no longer available to new Customers or to existing Customers at new locations effective November 14, 2008

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

- .e AT&T Unlimited Nationwide Calling Preferred^{SM1} formerly known as National Connections Preferred

¹This Service is no longer available to new Customers or to existing Customers at new locations effective March 1, 2007

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

SECTION 3 – DESCRIPTION OF SERVICES

- 3.4 Outbound Services-Switched Access (continued)
 - 3.4.3 Consumer Outbound Services (continued)
 - (X) Unlimited Nationwide Calling Service, aka Connections Services (continued) (D)

- .3 AT&T Unlimited Nationwide Calling Basic^{SM1} formerly known as National Connections II (C)

For a MRC, the Customer receives unlimited intrastate and interstate one plus (1+) Direct-Dialed minutes of use. Intrastate AT&T Unlimited Nationwide Calling BasicSM is provided in conjunction with interstate AT&T Unlimited Nationwide Calling BasicSM and is available only to Customers who subscribe to the interstate service provided by the Company. Intrastate AT&T Unlimited Nationwide Calling BasicSM is not available on a stand-alone basis.
- .4 AT&T Unlimited Nationwide Calling Preferred^{SM2} formerly known as National Connections Preferred (C)

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

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

²This Service is no longer available to new Customers or to existing Customers at new locations effective March 1, 2007

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

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

.3 AT&T Unlimited Nationwide Calling Basic^{SM1} formerly known as National Connections II

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

.4 Reserved for Future Use

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

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SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

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

.5 Rate Options (continued)

.f AT&T Unlimited Nationwide Calling Online Select^{SM1} formerly known as National Connections Select

¹This Service is no longer available to new Customers or to existing Customers at new locations effective March 1, 2007

For a MRC, the Customer receives unlimited intrastate and interstate one plus (1+) Direct-Dialed minutes of use. AT&T Unlimited Nationwide Calling Online SelectSM is provided in conjunction with interstate AT&T Unlimited Nationwide Calling Online SelectSM and is available only to Customers who subscribe online and subscribe to the interstate service provided in the Company's Voice Product Reference and Pricing Guide which may be found at the www.att.com/servicepublications website. AT&T Unlimited Nationwide Calling Online SelectSM is not available on a stand-alone basis. Hearing impaired and disabled customers who access the att.com website and are unable to order this plan online may order via text telephone. In the event the Company's on-line ordering system is not functioning or processing orders due to a system outage or malfunction, Customers may call the Company's customer care center or sales representative to request assistance for on-line ordering of the AT&T Unlimited Nationwide Calling Online SelectSM calling plan.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

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

.5 AT&T Unlimited Nationwide Calling Online Select^{SM1} formerly known as National Connections Select (C)

For a MRC, the Customer receives unlimited intrastate and interstate one plus (1+) Direct-Dialed minutes of use. AT&T Unlimited Nationwide Calling Online SelectSM is provided in conjunction with interstate AT&T Unlimited Nationwide Calling Online SelectSM and is available only to Customers who subscribe online and subscribe to the interstate service provided in the Company's Voice Product Reference and Pricing Guide which may be found at the <http://www.att.com/servicepublications> website. AT&T Unlimited Nationwide Calling Online SelectSM is not available on a stand-alone basis. Hearing impaired and disabled customers who access the att.com website and are unable to order this plan online may order via text telephone. In the event the Company's on-line ordering system is not functioning or processing orders due to a system outage or malfunction, Customers may call the Company's customer care center or sales representative to request assistance for on-line ordering of the AT&T Unlimited Nationwide Calling Online SelectSM calling plan.

¹This Service is no longer available to new Customers or to existing Customers at new locations effective March 1, 2007

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

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

.5 Reserved for Future Use

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SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(Y) Value Plus¹

¹This Service is no longer available to new Customers or to existing Customers at new locations effective October 18, 2004

- .1 Value Plus optional calling plans are outbound only plans designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with these optional calling plans. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. All calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute. Flat Rate options and block of time rate options are available. See Section 3.4.3 (Y).4 of this Guidebook for available Flat Rate options and Section 3.4.3 (Y).5 of this Guidebook for block of time rate options.
- .2 Unless otherwise specified in the description of the rate option described in Section 3.4.3 (Y).4 or Section 3.4.3 (Y).5 of this Guidebook, Value Plus optional calling plans are available to new and existing Residential Customers that:
 - .a use Switched Access to reach the long distance network;
 - .b subscribe to an access line service of the Company or an Affiliate of the Company;
 - .c subscribe to the Company for the provision of interstate and intrastate InterLATA Service or subscribe to the Company for the provision of interstate, intrastate InterLATA, and intrastate IntraLATA Service;
 - .d request to be provisioned under this optional calling plan;
- .3 If the Customer uses a Value Plus optional calling plan for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, permanent and semi-permanent internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of any Value Plus optional calling plan, the Company may move the Customer to FallBack and the rates described in Section 4.4.3 (AG) of this Guidebook will apply.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(Y) Value Plus¹ (continued)

¹This Service is no longer available to new Customers or to existing Customers at new locations effective October 18, 2004

.4 Flat Rate Options

.a Value Plus Flat Rate

Guidebook, Customers or Applicants subscribing to Value Plus Flat Rate must have (a) previously subscribed to local dial tone service from the Company or an Affiliate of the Company and have cancelled that service; or (b) previously subscribed to long distance Service from the Company and have cancelled that Service. Customers subscribing to Value Plus Flat Rate are billed a Flat Rate per minute as shown in Section 4.4.3 (Y).1.a of this Guidebook.

.5 Block of Time Rate Options

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

.a Value Plus 60

.i In addition to the requirements in Section 3.4.3 (Y).2 of this Guidebook, Customers or Applicants subscribing to Value Plus 60 must have (a) previously subscribed to local dial tone service from the Company or an Affiliate of the Company and have cancelled that service or (b) previously subscribed to long distance Service from the Company and have cancelled that Service.

.ii For a MRC, the Customer receives a 60 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling. See Section 4.4.3 (Y).2.a of this Guidebook for the per minute rate after the block of time has been used.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(Y) Value Plus Plans (continued)

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Rate Options

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.1 Value Plus Flat Rate¹ formerly known Consumer Long Distance Winback² JustCallSM 8 Cents³, Domestic Saver⁴, Value Saver⁴, AT&T ONE RATE[®] Nationwide 8 Cents Preferred⁴, AT&T ONE RATE[®] Nationwide 7 Cents Preferred⁴ and JustCallSM 7 Cents Preferred⁴

See Section 4.4.3 for plan rates and charges

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

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²This Service is no longer available to new Customers or existing Customers at new locations effective July 1, 2003.

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

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

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SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(Y) Value Plus Plans (continued)

Rate Options

- .1 Value Plus Flat Rate¹ formerly known as Domestic Saver Gold⁴, Consumer Long Distance Winback² JustCallSM 8 Cents³, Domestic Saver⁴, Value Saver⁴, AT&T ONE RATE[®] Nationwide 8 Cents Preferred⁴, AT&T ONE RATE[®] Nationwide 7 Cents Preferred⁴ and JustCallSM 7 Cents Preferred⁴

(C)

See Section 4.4.3 for plan rates and charges

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

²This Service is no longer available to new Customers or existing Customers at new locations effective July 1, 2003.

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

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

SECTION 3 – DESCRIPTION OF SERVICES

- 3.4 Outbound Services-Switched Access (continued)
- 3.4.3 Consumer Outbound Services (continued)
- (Y) Value Plus Plans (continued)

Rate Options

- .1 Value Plus Flat Rate¹ formerly known as Domestic Saver Gold², AT&T ONE RATE[®] Nationwide 8 Cents Preferred², AT&T ONE RATE[®] Nationwide 7 Cents Preferred² and JustCallSM 7 Cents Preferred² (C)
| (D)
See Section 4.4.3 for plan rates and charges (C)

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

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

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SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(Y) Value Plus¹ (continued)

¹This Service is no longer available to new Customers or to existing Customers at new locations effective October 18, 2004

.5 Block of Time Rate Options (continued)

.b Value Plus 200

- .i In addition to the requirements in Section 3.4.3 (Y).2 of this Guidebook, Customers or Applicants subscribing to Value Plus 200 must (a) have previously subscribed to local dial tone service from the Company or an Affiliate of the Company and have cancelled that service or (b) have previously subscribed to long distance Service from the Company and have cancelled that Service or (c) currently subscribe to an additional line service from the Company or an Affiliate of the Company and advise they wish to cancel that additional line service.
- .ii For a MRC, the Customer receives a 200 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling. See Section 4.4.3 (Y).2.b of this Guidebook for the per minute rate after the block of time has been used.

.c Value Plus 500

- .i In addition to the requirements in Section 3.4.3 (Y).2 of this Guidebook, Customers or Applicants subscribing to Value Plus 500 must (a) have previously subscribed to local dial tone service from the Company or an Affiliate of the Company and have cancelled that service or (b) have previously subscribed to long distance Service from the Company and have cancelled that Service or (c) currently subscribe to an additional line service from the Company or an Affiliate of the Company and advise they wish to cancel that additional line service.
- .ii For a MRC, the Customer receives a 500 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling. See Section 4.4.3 (Y).2.c of this Guidebook for the per minute rate after the block of time has been used.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(Y) Value Plus Plans (continued)

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Rate Options (continued)

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.2 Value Plus 200¹ formerly known as JustCall 200 Preferred²

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For a MRC, the Customer receives a 200 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling. See Section 4.4.3 of this Guidebook for the per minute rate after the block of time has been used.

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.3 Value Plus 500¹ formerly known as 500 Block of Time³ and Long Distance Block of Time 500 Minutes³

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

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

(C)

²This Service is no longer available to new Customers or existing Customers at new locations effective January 19, 2006.

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³This Service is no longer available to new Customers or existing Customers at new locations effective February 15, 2007.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(Y) Value Plus Plans (continued)

Rate Options (continued)

- .2 Value Plus 200¹ formerly known as JustCall 200 Preferred², 200 Block of Time⁴, 150 Block of Time⁴, 200 Block of Time Gold⁵, 150 Block of Time Gold⁵, and 200 Block of Time II³ (C)
| (C)

For a MRC, the Customer receives a 200 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling. See Section 4.4.3 of this Guidebook for the per minute rate after the block of time has been used.

- .3 Value Plus 500¹ formerly known as 500 Block of Time³ Long Distance, 500 Block of Time Gold³, and 200 Block of Time II³ (C)
(C)

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

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

²This Service is no longer available to new Customers or existing Customers at new locations effective January 19, 2006.

³This Service is no longer available to new Customers or existing Customers at new locations effective February 15, 2007.

⁴This Service is no longer available to new Customers or existing Customers at new locations effective September 15, 2003.

⁵This Service is no longer available to new Customers or existing Customers at new locations effective July 1, 2003.

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SECTION 3 – DESCRIPTION OF SERVICES

- 3.4 Outbound Services-Switched Access (continued)
3.4.3 Consumer Outbound Services (continued)
(Y) Value Plus Plans (continued)

Rate Options (continued)

- .2 Value Plus 200¹ formerly known as JustCall 200 Preferred², 200 Block of Time⁴, 150 Block of Time⁴, 200 Block of Time Gold⁵, 150 Block of Time Gold⁵, 200 Block of Time Platinum³, and 200 Block of Time II³

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For a MRC, the Customer receives a 200 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling. See Section 4.4.3 of this Guidebook for the per minute rate after the block of time has been used.

- .3 Value Plus 500¹ formerly known as 500 Block of Time³ Long Distance, 500 Block of Time Gold³, and 200 Block of Time II³

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

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

²This Service is no longer available to new Customers or existing Customers at new locations effective January 19, 2006.

³This Service is no longer available to new Customers or existing Customers at new locations effective February 15, 2007.

⁴This Service is no longer available to new Customers or existing Customers at new locations effective September 15, 2003.

⁵This Service is no longer available to new Customers or existing Customers at new locations effective July 1, 2003.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(Y) Value Plus Plans (continued)

Rate Options (continued)

- .2 Value Plus 300¹, formerly known as Value Plus 200¹, JustCall 200 Preferred², 200 Block of Time⁴, 150 Block of Time⁴, 200 Block of Time Gold⁵, 150 Block of Time Gold⁵, 200 Block of Time Platinum³, and 200 Block of Time II³ (C)
- For a MRC, the Customer receives a 300MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling. See Section 4.4.3 of this Guidebook for the per minute rate after the block of time has been used. (C)
- .3 Value Plus 500¹ formerly known 500 Block of Time³ Long Distance, 500 Block of Time Gold³, and 200 Block of Time II³, 500 Block of Time Platinum⁶, JustCallSM 400⁷, JustCallSM 400 Preferred⁸, JustCallSM 400 Standard II⁷, JustCallSM 400 Standard⁷, and 400 Block of Time (C)
- For a MRC, the Customer receives a 500 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling. See Section 4.4.3 of this Guidebook for the per minute rate after the block of time has been used. (C)

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

²This Service is no longer available to new Customers or existing Customers at new locations effective January 19, 2006.

³This Service is no longer available to new Customers or existing Customers at new locations effective February 15, 2007.

⁴This Service is no longer available to new Customers or existing Customers at new locations effective September 15, 2003.

⁵This Service is no longer available to new Customers or existing Customers at new locations effective July 1, 2003.

⁶This service is no longer available to new Customers or existing Customers at new locations effective April 12, 2007

⁷This Service is no longer available to new Customers or existing Customers at new locations effective October 12, 2005.

⁸This Service is no longer available to new Customers or existing Customers at new locations effective January 16, 2006.

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SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(Y) Value Plus Plans (continued)

Rate Options (continued)

- .2 Value Plus 300¹, formerly known as Value Plus 200¹ (C)
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For a MRC, the Customer receives a 300MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling. See Section 4.4.3 of this Guidebook for the per minute rate after the block of time has been used.

- .3 Value Plus 500¹ formerly known 500 Block of Time² Long Distance, 500 Block of Time Gold², and 200 Block of Time II², 500 Block of Time Platinum³, JustCallSM 400⁴, JustCallSM 400 Preferred⁵, JustCallSM400 Standard II⁴, JustCallSM400 Standard⁴, and 400 Block of Time (C)
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(C)

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

¹This Service is no longer available to new Customers or existing Customers at new locations effective April 1, 2004. (D)

²This Service is no longer available to new Customers or existing Customers at new locations effective February 15, 2007. (D)
(D)

³This service is no longer available to new Customers or existing Customers at new locations effective April 12, 2007 (C)

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

⁵This Service is no longer available to new Customers or existing Customers at new locations effective January 16, 2006. (C)

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(Y) Value Plus Plans (continued)

Rate Options (continued)

.2 Value Plus 300¹, formerly known as Value Plus 200¹

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

.3 Value Plus 500¹ formerly known as 500 Block of Time², 500 Block of Time Platinum³, JustCallSM 400⁴, JustCallSM 400 Preferred⁵, and JustCallSM 400 Standard⁴

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

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

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

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

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

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

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(Z) Block of Time II¹

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

- .1 Block of Time II plans are outbound only long distance optional calling plans available to Residential Customers that (1) use Switched Access to reach the long distance network and (2) subscribe to the Company for the provision of interstate long distance service. Customers or End Users can access the Service by dialing 1 + the area code + the called telephone number. All calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute.
- .2 The optional pricing plans are established at the BTN level. The Customer may only subscribe to one block of time per BTN. If a Customer selects a different price plan for specific WTN(s), the Customer is required to establish a separate BTN for each variation.
- .3 For a specified MRC, the Customer receives a specific amount (block) of time for placing one plus (1+) Direct-Dialed intrastate and/or interstate outbound calls that originate from a line presubscribed to the Company. All usage in excess of the selected block of time will be billed at a fixed rate per minute. Any minutes not used in a billing cycle will not be carried over to the next billing cycle. No credits will be given for any unused minutes.
- .4 The block of time selected at the time the Customer's order is processed will remain in effect until cancelled or changed by the Customer. Changes to a block of time plan will be effective on the day the Customer's change order is processed. If an existing Customer initially subscribes to Block of Time II in the middle of its billing cycle, the change will be effective on the first day after the Customer's change order is processed.
- .5 Rate Options
 - .a 60 Block of Time II
For the MRC specified in Section 4.4.3 (Z).1 of this Guidebook, the Customer receives a 60 minute block of time for placing one plus (1+) Direct-Dialed intrastate and/or interstate outbound calls that originate from a line presubscribed to the Company. See Section 4.4.3 (Z).5.a of this Guidebook for the per minute rate after the block of time has been used.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(Z) Block of Time II¹

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

- .1 Block of Time II plans are outbound only long distance optional calling plans available to Residential Customers that (1) use Switched Access to reach the long distance network and (2) subscribe to the Company for the provision of interstate long distance service. Customers or End Users can access the Service by dialing 1 + the area code + the called telephone number. All calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute.
- .2 The optional pricing plans are established at the BTN level. The Customer may only subscribe to one block of time per BTN. If a Customer selects a different price plan for specific WTN(s), the Customer is required to establish a separate BTN for each variation.
- .3 For a specified MRC, the Customer receives a specific amount (block) of time for placing one plus (1+) Direct-Dialed intrastate and/or interstate outbound calls that originate from a line presubscribed to the Company. All usage in excess of the selected block of time will be billed at a fixed rate per minute. Any minutes not used in a billing cycle will not be carried over to the next billing cycle. No credits will be given for any unused minutes.
- .4 The block of time selected at the time the Customer's order is processed will remain in effect until cancelled or changed by the Customer. Changes to a block of time plan will be effective on the day the Customer's change order is processed. If an existing Customer initially subscribes to Block of Time II in the middle of its billing cycle, the change will be effective on the first day after the Customer's change order is processed.
- .5 Rate Options
 - .a Reserved for future use

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SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(Z) Block of Time II¹ (continued)

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

.b 200 Block of Time II

For the MRC specified in Section 4.4.3 (Z).2 of this Guidebook, the Customer receives a 200 minute block of time for placing one plus (1+) Direct-Dialed intrastate and/or interstate outbound calls that originate from a line presubscribed to the Company. See Section 4.4.3 (Z).5.b of this Guidebook for the per minute rate after the block of time has been used.

.c 500 Block of Time II

For the MRC specified in Section 4.4.3 (Z).3 of this Guidebook, the Customer receives a 500 minute block of time for placing one plus (1+) Direct-Dialed intrastate and/or interstate outbound calls that originate from a line presubscribed to the Company. See Section 4.4.3 (Z).5.c of this Guidebook for the per minute rate after the block of time has been used.

(AA) AT&T Worldwide & US Calling^{SM1} formerly known as JustCallSM Global

¹This Service is no longer available to new Customers or existing Customers at new locations effective November 21, 2008

AT&T Worldwide & US CallingSM is an outbound only long distance optional calling plan designed for Residential Customers with a single BTN who select the AT&T Worldwide & US CallingSM, as set forth in Section 8.4.2 (AC) of Company's Voice Reference and Product Pricing Guidebook. Multiple BTN Aggregation is not available with this optional calling plan. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. All calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute. Intrastate AT&T Worldwide & US CallingSM is not available on a stand-alone basis. See Section 4.4.3 (AA) of this Guidebook for rates and charges.

SECTION 3 – DESCRIPTION OF SERVICES

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

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- (AA) AT&T Worldwide & US Calling^{SM1} formerly known as JustCallSM Global

¹This Service is no longer available to new Customers or existing Customers at new locations effective November 21, 2008

AT&T Worldwide & US CallingSM is an outbound only long distance optional calling plan designed for Residential Customers with a single BTN who select the AT&T Worldwide & US CallingSM, as set forth in Section 8.4.2 (AC) of Company's Voice Reference and Product Pricing Guidebook. Multiple BTN Aggregation is not available with this optional calling plan. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. All calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute. Intrastate AT&T Worldwide & US CallingSM is not available on a stand-alone basis. See Section 4.4.3 (AA) of this Guidebook for rates and charges.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AA) AT&T Worldwide & US Calling^{SM1} formerly known as JustCallSM Global

¹This Service is no longer available to new Customers or existing Customers at new locations effective November 21, 2008

AT&T Worldwide & US CallingSM is an outbound only long distance optional calling plan designed for Residential Customers with a single BTN who select the AT&T Worldwide & US CallingSM as set forth in Section 15 of the Company's Business and Residential Product Reference and Pricing Guidebook. Multiple BTN Aggregation is not available with this optional calling plan. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. All calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute. Intrastate AT&T Worldwide & US CallingSM is not available on a stand-alone basis. See Section 4.4.3 (AA) of this Guidebook for rates and charges. (C)

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AB) JustCallSM Plus II¹

¹This Service is no longer available to new Customers or to existing Customers at new locations effective June 12, 2005.

- .1 JustCallSM Plus II is an outbound only Service established at the BTN level. If a Customer selects a different price plan for specific WTN(s), the Customer is required to establish a separate BTN for each variation. Multiple BTN Aggregation is not available with this Service.
- .2 Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line.
- .3 All calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute.
- .4 JustCallSM Plus II is available to new and existing Residential Customers that use Switched Access to reach the long distance networkSM and subscribe to and maintain JustCallSM Plus II for the provision of (1) intrastate InterLATA Service and interstate service or (2) intrastate IntraLATA Service, intrastate InterLATA Service, and interstate service. JustCallSM Plus II is provided in conjunction with interstate JustCallSM Plus II and is available only to Customers who subscribe to the interstate service provided in the Company's Voice Product Reference and Pricing Guide which may be found at www.att.com/servicepublications. Intrastate JustCallSM Plus II is not available on a stand-alone basis.
- .5 Customers who cancel Service or whose interstate/intrastate Service is refused, cancelled or discontinued by the Company shall forfeit eligibility for rates under this Service. Customers who fail to maintain the eligibility requirements for interstate service shall forfeit eligibility for rates under this Service. Unless the Customer selects an alternative Service, Customers continuing to presubscribe to the Company will be moved to FallBack and the rates described in Section 4.4.3 (AG) will apply.
- .6 If the Customer subscribes to IntraLATA and InterLATA intrastate Service and discontinues InterLATA Service, the Customer will no longer qualify for JustCallSM Plus II. Customers continuing to presubscribe to the Company will be moved to FallBack and the rates described in Section 4.4.3 (AG) will apply unless the Customer selects an alternative Service.
- .7 If the Customer is moved to FallBack, the rates and charges in Section 4.4.3 (AG) of the Guidebook will apply in lieu of the rates and charges in Section 4.4.3 (AB) of this Guidebook.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AC) Simply TalkSM 5 Cents¹

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

- .1 Simply TalkSM 5 Cents is an outbound only, Flat Rate, long distance optional pricing plan for calls that both originate and terminate within the State.
- .2 This optional calling plan is available to new and existing Residential Customers and Residential Customers that previously subscribed to one of the Company's long distance Service offerings and cancelled Service that (1) use Switched Access to reach the long distance networkSM; (2) subscribe to this optional calling plan for the provision of interstate and intrastate InterLATA calling or the provision of interstate, intrastate InterLATA, and intrastate IntraLATA calling; and (3) request to be provisioned under this optional pricing plan. This optional calling plan is not available on a stand-alone basis for the provision of intrastate IntraLATA calling.
- .3 This optional pricing plan is established at the BTN level. If a Customer selects a different optional calling plan for specific WTN(s), the Customer is required to establish a separate BTN for each variation.
- .4 All calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute.

(AD) JustCallSM Unlimited Weekends¹

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

- .1 JustCallSM Unlimited Weekends is an outbound only long distance optional pricing plan for calls that both originate and terminate within the State.
- .2 This optional calling plan is available to new residential Applicants, existing Residential Customers, and Residential Customers that previously subscribed to one of the Company's long distance Service offerings and cancelled Service that:
 - .a use Switched Access to reach the long distance network;
 - .b subscribe to this optional calling plan for the provision of (a) interstate and intrastate InterLATA calling or (b) interstate, intrastate InterLATA, and intrastate IntraLATA calling;
 - .c demonstrate to the satisfaction of the Company at the time of subscribing to this optional calling plan that the Applicant or Customer also subscribes to an access line service of the Company or an Affiliate of the Company;

SECTION 3 – DESCRIPTION OF SERVICES

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

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(AD) JustCallSM Unlimited Weekends¹

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

- .1 JustCallSM Unlimited Weekends is an outbound only long distance optional pricing plan for calls that both originate and terminate within the State.
- .2 This optional calling plan is available to new residential Applicants, existing Residential Customers, and Residential Customers that previously subscribed to one of the Company's long distance Service offerings and cancelled Service that:
 - .a use Switched Access to reach the long distance network;
 - .b subscribe to this optional calling plan for the provision of (a) interstate and intrastate InterLATA calling or (b) interstate, intrastate InterLATA, and intrastate IntraLATA calling;
 - .c demonstrate to the satisfaction of the Company at the time of subscribing to this optional calling plan that the Applicant or Customer also subscribes to an access line service of the Company or an Affiliate of the Company;

SECTION 3 – DESCRIPTION OF SERVICES

- 3.4 Outbound Services-Switched Access (continued)
- 3.4.3 Consumer Outbound Services (continued)
- (AC) Reserved for future use
 - (AD) Just CallSM Unlimited¹ formerly known as JustCallSM Unlimited Weekends¹ (C)
- .1 This plan is an outbound only long distance optional pricing plan for calls that both originate and terminate within the State. (C)
- .2 This optional calling plan is available to new residential Applicants, existing Residential Customers, and Residential Customers that previously subscribed to one of the Company's long distance Service offerings and cancelled Service that:
- .a use Switched Access to reach the long distance network;
 - .b subscribe to this optional calling plan for the provision of (a) interstate and intrastate InterLATA calling or (b) interstate, intrastate InterLATA, and intrastate IntraLATA calling;
 - .c demonstrate to the satisfaction of the Company at the time of subscribing to this optional calling plan that the Applicant or Customer also subscribes to an access line service of the Company or an Affiliate of the Company;

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

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AC) Reserved for future use

(AD) Just CallSM Unlimited¹ formerly known as JustCallSM Unlimited Weekends¹ and AT&T Unlimited Nationwide CallingSM Basic II² (C)
(C)

- .1 This plan is an outbound only long distance optional pricing plan for calls that both originate and terminate within the State.
- .2 This optional calling plan is available to new residential Applicants, existing Residential Customers, and Residential Customers that previously subscribed to one of the Company's long distance Service offerings and cancelled Service that:
 - .a use Switched Access to reach the long distance network;
 - .b subscribe to this optional calling plan for the provision of (a) interstate and intrastate InterLATA calling or (b) interstate, intrastate InterLATA, and intrastate IntraLATA calling;
 - .c demonstrate to the satisfaction of the Company at the time of subscribing to this optional calling plan that the Applicant or Customer also subscribes to an access line service of the Company or an Affiliate of the Company;

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

²This Service is no longer available to new Customers or to existing Customers at new locations effective November 14, 2008

(N)

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AC) Reserved for future use

(AD) Just CallSM Unlimited¹ formerly known as JustCallSM Unlimited Weekends¹

(C)
(D)

- .1 This plan is an outbound only long distance optional pricing plan for calls that both originate and terminate within the State.
- .2 This optional calling plan is available to new residential Applicants, existing Residential Customers, and Residential Customers that previously subscribed to one of the Company's long distance Service offerings and cancelled Service that:
 - .a use Switched Access to reach the long distance network;
 - .b subscribe to this optional calling plan for the provision of (a) interstate and intrastate InterLATA calling or (b) interstate, intrastate InterLATA, and intrastate IntraLATA calling;
 - .c demonstrate to the satisfaction of the Company at the time of subscribing to this optional calling plan that the Applicant or Customer also subscribes to an access line service of the Company or an Affiliate of the Company;

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

(D)

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AC) Reserved for future use

(AD) Just CallSM Unlimited¹ formerly known as California Connection², and JustCallSM Unlimited Weekends¹ (C)

- .1 This plan is an outbound only long distance optional pricing plan for calls that both originate and terminate within the State.
- .2 This optional calling plan is available to new residential Applicants, existing Residential Customers, and Residential Customers that previously subscribed to one of the Company's long distance Service offerings and cancelled Service that:
 - .a use Switched Access to reach the long distance network;
 - .b subscribe to this optional calling plan for the provision of (a) interstate and intrastate InterLATA calling or (b) interstate, intrastate InterLATA, and intrastate IntraLATA calling;
 - .c demonstrate to the satisfaction of the Company at the time of subscribing to this optional calling plan that the Applicant or Customer also subscribes to an access line service of the Company or an Affiliate of the Company;

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

²This Service is no longer available to new Customers or existing Customers at new locations effective July 13, 2003.

(N)

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AD) JustCallSM Unlimited Weekends¹ (continued)

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

.2 (continued)

.d maintain an access lines service of the Company or an Affiliate of the Company;

.e required to subscribe to this optional calling plan;

limit the use of Service to that which is of a standard, domestic, residential nature;

.f bill the access line service to the same BTN as this optional calling plan; and

.h request to be provisioned under this optional pricing plan.

.3 This optional pricing plan is established at the BTN level. If a Customer selects a different optional calling plan for specific WTN(s), the Customer is required to establish a separate BTN for each variation.

.4 For a MRC, Customers subscribing to this optional calling plan receive an unlimited block of weekend MOU (off-peak rate period). The off-peak rate period is from 12:00 a.m. Saturday to but not including 12:00 a.m. on Monday. The peak rate period applies all other times, and calls are billed a Flat Rate per minute. All calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute.

.5 Customers who cancel or discontinue the Company's Service or the access line of the Company or an Affiliate of the Company or whose Service is refused, cancelled or discontinued by the Company or the Affiliate of the Company shall forfeit eligibility for rates under this optional calling plan. Customers continuing to presubscribe to the Company will be moved to FallBack unless the Customer selects an alternative optional calling plan for which the Customer is eligible.

.6 If the Customer uses this Service for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections, and autodialing; the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to the FallBack unless the Customer selects an alternative optional calling plan for which the Customer is eligible. If the Customer is moved to FallBack, the rates and charges in Section 4.4.3 (AG) of the Guidebook apply. If the Customer is moved off this optional calling plan because of the previously described reason, the Customer may be ineligible to resubscribe to this optional calling plan.

SECTION 3 – DESCRIPTION OF SERVICES

- 3.4 Outbound Services-Switched Access (continued)
- 3.4.3 Consumer Outbound Services (continued)
- (AD) Just CallSM Unlimited¹ formerly known as JustCallSM Unlimited Weekends¹ (continued) (C)
- .2 (continued)
- .d maintain an access lines service of the Company or an Affiliate of the Company;
- .e required to subscribe to this optional calling plan;
limit the use of Service to that which is of a standard, domestic, residential nature;
- .f bill the access line service to the same BTN as this optional calling plan; and
- .h request to be provisioned under this optional pricing plan.
- .3 This optional pricing plan is established at the BTN level. If a Customer selects a different optional calling plan for specific WTN(s), the Customer is required to establish a separate BTN for each variation.
- .4 For a MRC, Customers subscribing to this optional calling plan receive unlimited interstate and/or interstate/intrastate combined long distance calling. (C)
- .5 Customers who cancel or discontinue the Company's Service or the access line of the Company or an Affiliate of the Company or whose Service is refused, cancelled or discontinued by the Company or the Affiliate of the Company shall forfeit eligibility for rates under this optional calling plan. Customers continuing to presubscribe to the Company will be moved to FallBack unless the Customer selects an alternative optional calling plan for which the Customer is eligible.
- .6 If the Customer uses this Service for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections, and autodialing; the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to the FallBack unless the Customer selects an alternative optional calling plan for which the Customer is eligible. If the Customer is moved to FallBack, the rates and charges in Section 4.4.3 (AG) of the Guidebook apply. If the Customer is moved off this optional calling plan because of the previously described reason, the Customer may be ineligible to resubscribe to this optional calling plan.

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

SECTION 3 – DESCRIPTION OF SERVICES

- 3.4 Outbound Services-Switched Access (continued)
- 3.4.3 Consumer Outbound Services (continued)
- (AD) Just CallSM Unlimited¹ formerly known as JustCallSM Unlimited Weekends¹ and AT&T Unlimited Nationwide CallingSM Basic II² (continued) (C)
(C)
- .2 (continued)
- .d maintain an access lines service of the Company or an Affiliate of the Company;
- .e required to subscribe to this optional calling plan;
limit the use of Service to that which is of a standard, domestic, residential nature;
- .f bill the access line service to the same BTN as this optional calling plan; and
- .h request to be provisioned under this optional pricing plan.
- .3 This optional pricing plan is established at the BTN level. If a Customer selects a different optional calling plan for specific WTN(s), the Customer is required to establish a separate BTN for each variation.
- .4 For a MRC, Customers subscribing to this optional calling plan receive unlimited interstate and/or interstate/intrastate combined long distance calling.
- .5 Customers who cancel or discontinue the Company's Service or the access line of the Company or an Affiliate of the Company or whose Service is refused, cancelled or discontinued by the Company or the Affiliate of the Company shall forfeit eligibility for rates under this optional calling plan. Customers continuing to presubscribe to the Company will be moved to FallBack unless the Customer selects an alternative optional calling plan for which the Customer is eligible.
- .6 If the Customer uses this Service for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections, and autodialing; the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to the FallBack unless the Customer selects an alternative optional calling plan for which the Customer is eligible. If the Customer is moved to FallBack, the rates and charges in Section 4.4.3 (AG) of the Guidebook apply. If the Customer is moved off this optional calling plan because of the previously described reason, the Customer may be ineligible to resubscribe to this optional calling plan.

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

²This Service is no longer available to new Customers or to existing Customers at new locations effective November 14, 2008

(N)

SECTION 3 – DESCRIPTION OF SERVICES

- 3.4 Outbound Services-Switched Access (continued)
- 3.4.3 Consumer Outbound Services (continued)
- (AD) Just CallSM Unlimited¹ formerly known as California Connections², and JustCallSM Unlimited Weekends¹ (continued) (C/D)
(C/D)
- .2 (continued)
- .d maintain an access lines service of the Company or an Affiliate of the Company;
- .e required to subscribe to this optional calling plan;
limit the use of Service to that which is of a standard, domestic, residential nature;
- .f bill the access line service to the same BTN as this optional calling plan; and
- .h request to be provisioned under this optional pricing plan.
- .3 This optional pricing plan is established at the BTN level. If a Customer selects a different optional calling plan for specific WTN(s), the Customer is required to establish a separate BTN for each variation.
- .4 For a MRC, Customers subscribing to this optional calling plan receive unlimited interstate and/or interstate/intrastate combined long distance calling.
- .5 Customers who cancel or discontinue the Company's Service or the access line of the Company or an Affiliate of the Company or whose Service is refused, cancelled or discontinued by the Company or the Affiliate of the Company shall forfeit eligibility for rates under this optional calling plan. Customers continuing to presubscribe to the Company will be moved to FallBack unless the Customer selects an alternative optional calling plan for which the Customer is eligible.
- .6 If the Customer uses this Service for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections, and autodialing; the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to the FallBack unless the Customer selects an alternative optional calling plan for which the Customer is eligible. If the Customer is moved to FallBack, the rates and charges in Section 4.4.3 (AG) of the Guidebook apply. If the Customer is moved off this optional calling plan because of the previously described reason, the Customer may be ineligible to resubscribe to this optional calling plan.

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

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

(C)

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AE) Nationwide Calling Services, aka JustCallSM

- .1 Nationwide Calling Services, aka JustCallSM optional calling plans are outbound only plans designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with these optional calling plans. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. All calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute.
- .2 Nationwide Calling Services, aka JustCallSM optional calling plans are provided in conjunction with interstate Nationwide Calling Services, aka JustCallSM optional calling plans and are available only to Customers who subscribe to the interstate service provided in the Company's Voice Product Reference and Pricing Guide which may be found at www.att.com/servicepublications. Intrastate Nationwide Calling Services, aka JustCallSM optional calling plans are not available on a stand-alone basis.
- .3 Unless otherwise specified in the description of the rate options described in this Guidebook, Nationwide Calling Services, aka JustCallSM optional calling plans are available to new and existing Residential Customers that:
 - .a use Switched Access to reach the long distance network;
 - .b subscribe to an access line service of the Company or an Affiliate of the Company;
 - .c subscribe to the Company for the provision of interstate and intrastate InterLATA Service or subscribe to the Company for the provision of interstate, intrastate InterLATA, and intrastate IntraLATA Service;
 - .d provides the Company the same billing name and address for all services required to subscribe to one of the Nationwide Calling Services, aka JustCallSM optional calling plans, as described in this Guidebook in Section 3.4.3 (AE);
 - .e limit the use of Service to that which is of a standard, domestic, residential nature;
 - .f bill the products, services, and/or features as required in these Nationwide Calling Services, aka JustCallSM optional calling plans, as described in this Guidebook in Section 3.4.3 (AE), to the same BTN as the Customer's long distance Service subscribed to this Service; and
 - .g request to be provisioned under this optional calling plan.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AE) Nationwide Calling Services, aka JustCallSM (continued)

- .4 Customers who cancel or discontinue the Company's Service or any of the qualifying services, and/or features as required in these Nationwide Calling Services JustCallSM optional calling plans, as described in this Guidebook in Section 3.4.3 (AG), shall forfeit eligibility for rates under this Service. The rates described in Section 4.4.3 (AE) will apply. Customers who fail to maintain the minimum feature/service requirements for their Nationwide Calling Services JustCallSM optional calling plan and does not select an alternative optional calling plan, the Customer will be moved to the Fallback and the rates as described in Section 4.4.3 (AG) will apply.

If the Customer uses a Nationwide Calling Services JustCallSM optional calling plan for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, permanent and semi-permanent internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customers Service. As a result of non-standard or nonresidential use of any Nationwide Calling Services JustCallSM optional calling plan, the Company may move the Customer to Fallback and the rates described in Section 4.4.3 (AG) of this Guidebook will apply.

.5 Rate Options

- .a AT&T ONE RATE® Nationwide 5 Cents² formerly known as JustCallSM 5 Cents Standard

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

See section 4.4.3(AE).5.a of this Guidebook for rates and charges.

- .b JustCallSM 9 Cents Standard

See section 4.4.3(AE).5.b of this Guidebook for rates and charges.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AE) Nationwide Calling Services, aka JustCallSM (continued)

.4 Customers who cancel or discontinue the Company's Service or any of the qualifying services, and/or features as required in these Nationwide Calling Services JustCallSM optional calling plans, as described in this Guidebook in Section 3.4.3 (AG), shall forfeit eligibility for rates under this Service. The rates described in Section 4.4.3 (AE) will apply. Customers who fail to maintain the minimum feature/service requirements for their Nationwide Calling Services JustCallSM optional calling plan and does not select an alternative optional calling plan, the Customer will be moved to the Fallback and the rates as described in Section 4.4.3 (AG) will apply.

If the Customer uses a Nationwide Calling Services JustCallSM optional calling plan for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, permanent and semi-permanent internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customers Service. As a result of non-standard or nonresidential use of any Nationwide Calling Services JustCallSM optional calling plan, the Company may move the Customer to Fallback and the rates described in Section 4.4.3 (AG) of this Guidebook will apply.

.5 Rate Options

.a AT&T ONE RATE[®] Nationwide 5 Cents² formerly known as JustCallSM 5 Cents Standard

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

See section 4.4.3(AE).5.a of this Guidebook for rates and charges.

.b JustCallSM 9 Cents Standard

Effective March 12, 2011 plan name will change to JustCallSM 10 Cents Standard

See section 4.4.3(AE).5.b of this Guidebook for rates and charges.

C
C

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AE) Nationwide Calling Services, aka JustCallSM (continued)

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

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

.5 Rate Options

.a AT&T ONE RATE[®] Nationwide 5 Cents³formerly known as JustCallSM 5 Cents Standard³, JustCallSM Plus II¹, JustCallSM 3 Cents¹, JustCallSM Standard II², JustCallSM 5 Cents², AT&T ONE RATE[®] Nationwide Plus Preferred³, AT&T ONE RATE[®] 3 Cents Preferred³ and JustCallSM 3 Cents Preferred³ (C)

See section 4.4.3 for plan rates and charges. (C)

.b Reserved for future use (C)

¹This Service is no longer available to new Customers or existing Customers at new locations effective April 1, 2004. (C)

²This Service is no longer available to new Customers or existing Customers at new locations effective October 12, 2005. (C)

³This Service is no longer available to new Customers or existing Customers at new locations effective February 15, 2007 (C)

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AE) Nationwide Calling Services, aka JustCallSM (continued)

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

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

.5 Rate Options

- .a AT&T ONE RATE[®] Nationwide 5 Cents³, Simply Talk 5 Cents³, formerly known as JustCallSM 5 Cents Standard³, JustCallSM Plus II¹, JustCallSM 3 Cents¹, JustCallSM Standard II², JustCallSM 5 Cents², AT&T ONE RATE[®] Nationwide Plus Preferred³, AT&T ONE RATE[®] 3 Cents Preferred³ and JustCallSM 3 Cents Preferred³

(C)

See section 4.4.3 for plan rates and charges.

- .b Reserved for future use

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

²This Service is no longer available to new Customers or existing Customers at new locations effective October 12, 2005.

³This Service is no longer available to new Customers or existing Customers at new locations effective February 15, 2007

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AE) Nationwide Calling Services, aka JustCallSM (continued)

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

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

.5 Rate Options

- .a AT&T ONE RATE[®] Nationwide 5 Cents²formerly known as JustCallSM 5 Cents Standard², JustCallSM 3 Cents¹, AT&T ONE RATE[®] 3 Cents Preferred², and JustCallSM 3 Cents Preferred²

(C/D)
|
(C/D)
(D)

See section 4.4.3 for plan rates and charges.

- .b Reserved for future use

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

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

(D)
(C)

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AE) Nationwide Calling Services, aka JustCallSM (continued)

.5 Rate Options (continued)

.c JustCallSM 100 Standard¹ (formerly known as JustCallSM 60 Standard)

¹This Service is no longer available to new Customers or to existing Customers at new locations effective October 12 2005

.i In addition to the requirements in Section 3.4.3(AE) .2 and Section 3.4.3(AE) .3 of this Guidebook, Customers subscribing to this Service must have previously subscribed to long distance Services of the Company and cancelled that Service.

.ii For a MRC, the Customer receives a 100 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling any time minutes. See Section 4.4.3(AE).5.c of this Guidebook for the MRC and per minute rate after the block of time has been used.

.d JustCallSM 300 Standard¹ (formerly known as JustCallSM 200 Standard)

¹This Service is no longer available to new Customers or to existing Customers at new locations effective October 12 2005

.i In addition to the requirements in Section 3.4.3(AE) .2 and Section 3.4.3(AE) .3 of this Guidebook, Customers subscribing to this Service must have previously subscribed to long distance Services of the Company and have cancelled that Service.

.ii For a MRC, the Customer receives a 300 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling any time minutes. See Section 4.4.3 (AE).6.b of this Guidebook for the MRC and per minute rate after the block of time has been used.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AE) Nationwide Calling Services, aka JustCallSM (continued)

.5 Rate Options (continued)

.c JustCallSM 100 Standard¹ (formerly known as JustCallSM 60 Standard

Effective March 12, 2011 plan name will change to JustCallSM 120 Standard

C

C

¹This Service is no longer available to new Customers or to existing Customers at new locations effective October 12 2005

.i In addition to the requirements in Section 3.4.3(AE) .2 and Section 3.4.3(AE) .3 of this Guidebook, Customers subscribing to this Service must have previously subscribed to long distance Services of the Company and cancelled that Service.

.ii For a MRC, the Customer receives a MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling any time minutes. See Section 4.4.3(AE).5.c of this Guidebook for the MRC and per minute rate after the block of time has been used.

C

.d JustCallSM 300 Standard¹ (formerly known as JustCallSM 200 Standard)

¹This Service is no longer available to new Customers or to existing Customers at new locations effective October 12 2005

.i In addition to the requirements in Section 3.4.3(AE) .2 and Section 3.4.3(AE) .3 of this Guidebook, Customers subscribing to this Service must have previously subscribed to long distance Services of the Company and have cancelled that Service.

.ii For a MRC, the Customer receives a 300 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling any time minutes. See Section 4.4.3 (AE).6.b of this Guidebook for the MRC and per minute rate after the block of time has been used.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AE) Nationwide Calling Services, aka JustCallSM (continued)

.5 Rate Options (continued)

.e JustCallSM 400 Standard¹

¹This Service is no longer available to new Customers or to existing Customers at new locations effective October 12 2005

.i In addition to the requirements in Section 3.4.3(AE) .2 and Section 3.4.3(AE) .3 of this Guidebook, Customers subscribing to this Service must have previously subscribed to long distance Services of the Company and have cancelled that Service.

.ii For a MRC, the Customer receives a 400 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling any time minutes. See Section 4.4.3 (AE).5.e of this Guidebook for the MRC and per minute rate after the block of time has been used.

.f Reserved for future use

.g JustCallSM 100 Standard II¹ (formerly known as JustCallSM 60 Standard II)

¹This Service is no longer available to new Customers or to existing Customers at new locations effective October 12 2005

.i In addition to the requirements in Section 3.4.3(AE) .2 and Section 3.4.3(AE) .3 of this Guidebook, Customers subscribing to this Service must have previously subscribed to long distance Services of the Company and have cancelled that Service.

.ii For a MRC, the Customer receives a 100MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling any time minutes. See Section 4.4.3(AE).5.g of this Guidebook for the MRC and per minute rate after the block of time has been used.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AE) Nationwide Calling Services, aka JustCallSM (continued)

.5 Rate Options (continued)

.e JustCallSM 400 Standard¹

¹This Service is no longer available to new Customers or to existing Customers at new locations effective October 12 2005

.i In addition to the requirements in Section 3.4.3(AE) .2 and Section 3.4.3(AE) .3 of this Guidebook, Customers subscribing to this Service must have previously subscribed to long distance Services of the Company and have cancelled that Service.

.ii For a MRC, the Customer receives a 400 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling any time minutes. See Section 4.4.3 (AE).5.e of this Guidebook for the MRC and per minute rate after the block of time has been used.

.f Reserved for future use

.g JustCallSM 100 Standard II¹ (formerly known as JustCallSM 60 Standard II)

Effective March 12, 2011 plan name will change to JustCallSM 120 Standard II

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¹This Service is no longer available to new Customers or to existing Customers at new locations effective October 12 2005

.i In addition to the requirements in Section 3.4.3(AE) .2 and Section 3.4.3(AE) .3 of this Guidebook, Customers subscribing to this Service must have previously subscribed to long distance Services of the Company and have cancelled that Service.

.ii For a MRC, the Customer receives a MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling any time minutes. See Section 4.4.3(AE).5.g of this Guidebook for the MRC and per minute rate after the block of time has been used.

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SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AE) Nationwide Calling Services, aka JustCallSM (continued)

.5 Rate Options (continued)

.h JustCallSM 300 Standard II¹ (formerly known as JustCallSM 200 Standard II)

¹This Service is no longer available to new Customers or to existing Customers at new locations effective October 12 2005

.i In addition to the requirements in Section 3.4.3(AE) .2 and Section 3.4.3(AE) .3 of this Guidebook, Customers subscribing to this Service must have previously subscribed to long distance Services of the Company and cancelled that Service.

.ii For a MRC, the Customer receives a 300 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling any time minutes. See Section 4.4.3 (AE).5.h of this Guidebook for the MRC and per minute rate after the block of time has been used.

.i JustCallSM 400 Standard II¹

¹This Service is no longer available to new Customers or to existing Customers at new locations effective October 12 2005

.i In addition to the requirements in Section 3.4.3(AE) .2 and Section 3.4.3(AE) .3 of this Guidebook, Customers subscribing to this Service must have previously subscribed to long distance Services of the Company and have cancelled that Service.

.ii For a MRC, the Customer receives a 400 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling any time minutes. See Section 4.4.3 (AE).5.i of this Guidebook for the MRC and per minute rate after the block of time has been used.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AE) Nationwide Calling Services, aka JustCallSM (continued)

.5 Rate Options (continued)

- .j AT&T ONE RATE® Plus Preferred¹ also known as AT&T ONE RATE® 3 Cents Preferred formerly known as JustCallSM 3 Cents Preferred

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

In addition to the requirements in Section 3.4.3 (AE).2 and 3.4.3 (AE).3 of this Guidebook, Customers or Applicants subscribing to AT&T ONE RATE® Plus Preferred must (a) have previously subscribed to local dial tone service from the Company or an Affiliate of the Company and have cancelled that service, or (b) have previously subscribed to long distance Service from the Company and have cancelled that Service, or (c) be a current local telephone customer within the Company or an Affiliate of the Company's local territory that is now moving its dial tone service from a competitor to the local Company or an Affiliate of the Company See section 4.4.3(AE).5.j of this Guidebook for rates and charges.

- (K) AT&T ONE RATE® 7 Cents Preferred¹ formerly known as JustCallSM 7 Cents Preferred

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

In addition to the requirements in Section 3.4.3 (AE).2 and 3.4.3 (AE).3 of this Guidebook, Customers or Applicants subscribing to AT&T ONE RATE® 7 Cents Preferred must have (a) have previously subscribed to local dial tone service from the Company or an Affiliate of the Company and have cancelled that service, or (b) have previously subscribed to long distance Service from the Company and have cancelled that Service, or (c) be a current local telephone customer within the Company's or an Affiliate of the Company's local territory that is now moving its dial tone service from a competitor to the local Company or an Affiliate of the Company. See section 4.4.3(AE).5.k of this Guidebook for rates and charges.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AE) Nationwide Calling Services, aka JustCallSM (continued)

.5 Rate Options (continued)

- .j AT&T ONE RATE[®] Plus Preferred¹ also known as AT&T ONE RATE[®] 3 Cents Preferred formerly known as JustCallSM 3 Cents Preferred

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

In addition to the requirements in Section 3.4.3 (AE).2 and 3.4.3 (AE).3 of this Guidebook, Customers or Applicants subscribing to AT&T ONE RATE[®] Plus Preferred must (a) have previously subscribed to local dial tone service from the Company or an Affiliate of the Company and have cancelled that service, or (b) have previously subscribed to long distance Service from the Company and have cancelled that Service, or (c) be a current local telephone customer within the Company or an Affiliate of the Company's local territory that is now moving its dial tone service from a competitor to the local Company or an Affiliate of the Company See section 4.4.3(AE).5.j of this Guidebook for rates and charges.

- .k AT&T ONE RATE[®] 7 Cents Preferred¹ formerly known as JustCallSM 7 Cents Preferred

Effective April 12, 2011 plan name will change to AT&T ONE RATE[®] 8 Cents Preferred

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

In addition to the requirements in Section 3.4.3 (AE).2 and 3.4.3 (AE).3 of this Guidebook, Customers or Applicants subscribing to this Service must have (a) have previously subscribed to local dial tone service from the Company or an Affiliate of the Company and have cancelled that service, or (b) have previously subscribed to long distance Service from the Company and have cancelled that Service, or (c) be a current local telephone customer within the Company's or an Affiliate of the Company's local territory that is now moving its dial tone service from a competitor to the local Company or an Affiliate of the Company. See section 4.4.3(AE).5.k of this Guidebook for rates and charges.

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SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AE) Nationwide Calling Services, aka JustCallSM (continued)

.5 Rate Options (continued)

.1 JustCallSM 60 Preferred¹

¹This Service is no longer available to new Customers or existing Customers at new locations effective January 16, 2006

.i In addition to the requirements in Section 3.4.3 (AE).2 and 3.4.3 (AE).3 of this Guidebook, Customers or Applicants subscribing to JustCallSM 60 Preferred must have (a) have previously subscribed to local dial tone service from the Company or an Affiliate of the Company and have cancelled that service, or (b) have previously subscribed to long distance Service from the Company and have cancelled that Service, or (c) be a current local telephone customer within the Company's or an Affiliate of the Company's local territory that is now moving its dial tone service from a competitor to the Company or Affiliate of the Company.

.ii For a MRC, the Customer receives a 60 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling any time minutes. See Section 4.4.3 (AE) 5.1 of this Guidebook for the MRC and per minute rate after the block of time has been used.

.m JustCallSM 200 Preferred¹

¹This Service is no longer available to new Customers or existing Customers at new locations effective January 16, 2006

.i In addition to the requirements in Section 3.4.3 (AE).2 and 3.4.3 (AE).3 of this Guidebook, Customers or Applicants subscribing to JustCallSM 200 Preferred must have (a) have previously subscribed to local dial tone service from the Company or an Affiliate of the Company and have cancelled that service or (b) have previously subscribed to long distance Service from the Company and have cancelled that Service, or (c) be a current local telephone customer within the Company's or an Affiliate of the Company's local territory that is now moving its dial tone service from a competitor to the Company or Affiliate of the Company

.ii For a MRC, the Customer receives a 200 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling any time minutes. See Section 4.4.3 (AE).5.m of this Guidebook for the MRC and per minute rate after the block of time has been used.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AE) Nationwide Calling Services, aka JustCallSM (continued)

.5 Rate Options (continued)

.n JustCallSM 400 Preferred¹

¹This Service is no longer available to new Customers or existing Customers at new locations effective January 16, 2006

.i In addition to the requirements in Section 3.4.3 (AE).2 and 3.4.3 (AE).3 of this Guidebook, Customers or Applicants subscribing to JustCallSM 400 Preferred must have (a) have previously subscribed to local dial tone service from the Company or an Affiliate of the Company and have cancelled that service or (b) have previously subscribed to long distance Service from the Company and have cancelled that Service, or (c) be a current local telephone customer within the Company's or Affiliate of the Company's local territory that is now moving its dial tone service from a competitor to the Company or an Affiliate of the Company.

.ii For a MRC, the Customer receives a 400 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling any time minutes. See Section 4.4.3 (AE).5.n of this Guidebook for the MRC and per minute rate after the block of time has been used.

.o JustCallSM 5 Cents¹

¹ This Service is no longer available to new Customers or existing Customers at new locations effective October 12, 2005.

In addition to the requirements in Section 3.4.3 (AE).2 and 3.4.3 (AE).3 of this Guidebook, Customers or Applicants subscribing to JustCallSM 5 Cents must maintain products and/or services from the Company or an Affiliate of the Company, including CallerID, and a minimum of any two custom calling service features from Group C Large Package as described in Section 1 of this Guidebook. See section 4.4.3(AE).11.a of this Guidebook for rates and charge

.p JustCallSM 7 Cents¹

¹ This Service is no longer available to new Customers or existing Customers at new locations effective October 12, 2005.

In addition to the requirements in Section 3.4.3 (AE).2 and 3.4.3 (AE).3 of this Guidebook, Customers or Applicants subscribing to JustCallSM 7 Cents must maintain products and/or services from the Company or an Affiliate of the Company, including CallerID, and a minimum of any two custom calling service features from Group C Large Package as described in Section 1 of this Guidebook.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AE) Nationwide Calling Services, aka JustCallSM (continued)

.5 Rate Options (continued)

.n JustCallSM 400 Preferred¹

¹This Service is no longer available to new Customers or existing Customers at new locations effective January 16, 2006

.i In addition to the requirements in Section 3.4.3 (AE).2 and 3.4.3 (AE).3 of this Guidebook, Customers or Applicants subscribing to JustCallSM 400 Preferred must have (a) have previously subscribed to local dial tone service from the Company or an Affiliate of the Company and have cancelled that service or (b) have previously subscribed to long distance Service from the Company and have cancelled that Service, or (c) be a current local telephone customer within the Company's or Affiliate of the Company's local territory that is now moving its dial tone service from a competitor to the Company or an Affiliate of the Company.

.ii For a MRC, the Customer receives a 400 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling any time minutes. See Section 4.4.3 (AE).5.n of this Guidebook for the MRC and per minute rate after the block of time has been used.

.o JustCallSM 5 Cents¹

¹ This Service is no longer available to new Customers or existing Customers at new locations effective October 12, 2005.

In addition to the requirements in Section 3.4.3 (AE).2 and 3.4.3 (AE).3 of this Guidebook, Customers or Applicants subscribing to JustCallSM 5 Cents must maintain products and/or services from the Company or an Affiliate of the Company, including CallerID, and a minimum of any two custom calling service features from Group C Large Package as described in Section 1 of this Guidebook. See section 4.4.3(AE).11.a of this Guidebook for rates and charge

.p JustCallSM 7 Cents¹

Effective April 12, 2011 plan name will change to JustCallSM 8 Cents¹

¹ This Service is no longer available to new Customers or existing Customers at new locations effective October 12, 2005.

In addition to the requirements in Section 3.4.3 (AE).2 and 3.4.3 (AE). 3 of this Guidebook, Customers or Applicants subscribing to this Service must maintain products and/or services from the Company or an Affiliate of the Company, including CallerID, and a minimum of any two custom calling service features from Group C Large Package as described in Section 1 of this Guidebook.

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SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AE) Nationwide Calling Services, aka JustCallSM (continued)

.5 Rate Options (continued)

.q JustCallSM 100¹ (formerly known as JustCallSM 60)

¹ This Service is no longer available to new Customers or existing Customers at new locations effective October 12, 2005.

.i In addition to the requirements in Section 3.4.3 (AE).2 and 3.4.3 (AE).3 of this Guidebook, Customers or Applicants subscribing to JustCallSM 100 Block of Time must (1) have previously subscribed to long distance Service of the Company and have cancelled that Service and (2) maintain products and/or services from the Company or an Affiliate of the Company's, including CallerID, and a minimum of any two custom calling service features from Group C Large Package as described in Section 1 of this Guidebook.

.ii For a MRC, the Customer receives a 100 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling any time minutes. See Section 4.4.3 (AE).5.q of this Guidebook for the MRC and per minute rate after the block of time has been used.

.r JustCallSM 300¹ (formerly known as JustCallSM 200)

¹This Service is no longer available to new Customers or existing Customers at new locations effective December 12, 2005

.i In addition to the requirements in Section 3.4.3 (AE).2 and 3.4.3 (AE).3 of this Guidebook, Customers or Applicants subscribing to JustCallSM 300 Block of Time must (1) have previously subscribed to long distance Service of the Company and have cancelled that Service and (2) maintain products and/or services from the Company or an Affiliate of the Company, including CallerID, and a minimum of any two custom calling service features from Group C Large Package as described in Section 1 of this Guidebook.

.ii For a MRC, the Customer receives a 300 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling any time minutes. See Section 4.4.3 (AE).5.r of this Guidebook for the MRC and per minute rate after the block of time has been used.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AE) Nationwide Calling Services, aka JustCallSM (continued)

.5 Rate Options (continued)

.q JustCallSM 100¹ (formerly known as JustCallSM 60)

Effective March 12, 2011 plan name will change to JustCallSM 120 Standard

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¹ This Service is no longer available to new Customers or existing Customers at new locations effective October 12, 2005.

.i In addition to the requirements in Section 3.4.3 (AE).2 and 3.4.3 (AE).3 of this Guidebook, Customers or Applicants subscribing to this plan must (1) have previously subscribed to long distance Service of the Company and have cancelled that Service and (2) maintain products and/or services from the Company or an Affiliate of the Company's, including CallerID, and a minimum of any two custom calling service features from Group C Large Package as described in Section 1 of this Guidebook.

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.ii For a MRC, the Customer receives a MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling any time minutes. See Section 4.4.3 (AE).5.q of this Guidebook for the MRC and per minute rate after the block of time has been used.

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.r JustCallSM 300¹ (formerly known as JustCallSM 200)

¹This Service is no longer available to new Customers or existing Customers at new locations effective December 12, 2005

.i In addition to the requirements in Section 3.4.3 (AE).2 and 3.4.3 (AE).3 of this Guidebook, Customers or Applicants subscribing to JustCallSM 300 Block of Time must (1) have previously subscribed to long distance Service of the Company and have cancelled that Service and (2) maintain products and/or services from the Company or an Affiliate of the Company, including CallerID, and a minimum of any two custom calling service features from Group C Large Package as described in Section 1 of this Guidebook.

.ii For a MRC, the Customer receives a 300 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling any time minutes. See Section 4.4.3 (AE).5.r of this Guidebook for the MRC and per minute rate after the block of time has been used.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AE) Nationwide Calling Services, aka JustCallSM (continued)

.5 Rate Options (continued)

.s JustCallSM 400¹

¹This Service is no longer available to new Customers or existing Customers at new locations effective October 12, 2005.

.i In addition to the requirements in Section 3.4.3 (AE).2 and 3.4.3 (AE).3 of this Guidebook, Customers or Applicants subscribing to JustCallSM 400 Block of Time must (1) have previously subscribed to long distance Service of the Company and have cancelled that Service and (2) maintain products and/or services from the Company or an Affiliate of the Company, including CallerID, and a minimum of any to custom calling service features from Group C Large Package as described in Section 1 of this Guidebook.

.ii For a MRC, the Customer receives a 400 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling any time minutes. See Section 4.4.3 (AE).5.s of this Guidebook for the MRC and per minute rate after the block of time has been used.

.t AT&T ONE RATE[®] Nationwide 10 Cents¹ formerly known as JustCallSM Plus

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

AT&T ONE RATE[®] Nationwide 10 is available to new and existing Customers that:

- .i use Switched Access to reach the long distance network;
- .ii subscribe to and maintain an access line from an Affiliated ILEC of the Company
- .iii subscribe to the Company for the provision of interstate and intrastate InterLATA Service and or intrastate IntraLATA Service;
- .iv limit the use of Service to that which is of a standard, domestic, residential nature; and
- .v request to be provisioned under this optional calling plan.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AE) Nationwide Calling Services, aka JustCallSM (continued)

.5 Rate Options (continued)

.s JustCallSM 400¹ formerly known as JustCallSM 400 Preferred², JustCallSM400 Standard II¹, and JustCallSM400 Standard¹

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For a MRC, the Customer receives a 400 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling any time minutes. See Section 4.4.3 of this Guidebook for the MRC and per minute rate after the block of time has been used.

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.t AT&T ONE RATE[®] Nationwide 10 Cents³ formerly known as JustCallSM Plus³, JustCallSM 10 Cents Standard¹, JustCallSM 9 Cents Standard¹ and AT&T ONE RATE[®] Nationwide 10 Cents Preferred³

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See Section 4.4.3 for plan rates and charges

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¹This Service is no longer available to new Customers or existing Customers at new locations effective October 12, 2005.

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²This Service is no longer available to new Customers or existing Customers at new locations effective January 16, 2006.

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

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SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AE) Nationwide Calling Services, aka JustCallSM (continued)

.5 Rate Options (continued)

.s JustCallSM 400¹ formerly known as JustCallSM 400 Preferred², JustCallSM400 Standard II¹, JustCallSM400 Standard¹, and 400 Block of Time (C)

For a MRC, the Customer receives a 400 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling any time minutes. See Section 4.4.3 of this Guidebook for the MRC and per minute rate after the block of time has been used.

.t AT&T ONE RATE[®] Nationwide 10 Cents³ formerly known as JustCallSM Plus³, JustCallSM 10 Cents Standard¹, JustCallSM 9 Cents Standard¹ AT&T ONE RATE[®] Nationwide 10 Cents Preferred³, Consumer Long Distance Winback II⁵, Simple Solutions⁵, and Simple Solutions II⁵ (C)
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See Section 4.4.3 for plan rates and charges (C)

¹This Service is no longer available to new Customers or existing Customers at new locations effective October 12, 2005.

²This Service is no longer available to new Customers or existing Customers at new locations effective January 16, 2006.

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

⁴This Service is no longer available to new Customers or existing Customers at new locations effective July 1, 2003. (C)

⁵This Service is no longer available to new Customers or existing Customers at new locations effective August 1, 2002. (C)

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AE) Nationwide Calling Services, aka JustCallSM (continued)

.5 Rate Options (continued)

- .t AT&T ONE RATE[®] Nationwide 10 Cents¹ formerly known as JustCallSM Plus (continued)

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

- .vi This optional calling plan is used as the fallback plan for Customers that currently subscribe to grandfathered AT&T Unlimited Nationwide Calling Services and fail to maintain the requirements of those optional calling plans. The description of terms and conditions under which the Customer will be moved to AT&T ONE RATE[®] Nationwide 10 Cents are included in the description of Service for the grandfathered AT&T Unlimited Nationwide Calling Service previously selected by the Customer.

- .u AT&T Nationwide Calling 100^{SM1} formerly known as JustCallSM Plus 100

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

For a MRC the Customer receives a 100 MOU (block) per month of intrastate and interstate one plus (1+) Direct-Dialed calling anytime minutes. See Section 4.4.3 (AE).5.u of this Guidebook for the MRC and per minute rate after the block of time has been used.

- .v AT&T Nationwide Calling 300^{SM1} formerly known as JustCallSM Plus 300

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

For a MRC the Customer receives a 300 MOU (block) per month of intrastate and interstate one plus (1+) Direct-Dialed calling anytime minutes. See Section 4.4.3 (AE).5.v of this Guidebook for the MRC and per minute rate after the block of time has been used.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AE) Nationwide Calling Services, aka JustCallSM (continued)

.5 Rate Options (continued)

.t AT&T ONE RATE[®] Nationwide 10 Cents¹ formerly known as JustCallSM Plus (continued)

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

.vi This optional calling plan is used as the fallback plan for Customers that currently subscribe to grandfathered AT&T Unlimited Nationwide Calling Services and fail to maintain the requirements of those optional calling plans. The description of terms and conditions under which the Customer will be moved to AT&T ONE RATE[®] Nationwide 10 Cents are included in the description of Service for the grandfathered AT&T Unlimited Nationwide Calling Service previously selected by the Customer.

.u AT&T Nationwide Calling 100^{SM1} formerly known as JustCallSM Plus 100
Effective March 12, 2011 plan name will change to AT&T Nationwide CallingSM 120

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

For a MRC the Customer receives a MOU (block) per month of intrastate and interstate one plus (1+) Direct-Dialed calling anytime minutes. See Section 4.4.3 (AE).5.u of this Guidebook for the MRC and per minute rate after the block of time has been used.

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.v AT&T Nationwide Calling 300^{SM1} formerly known as JustCallSM Plus 300

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

For a MRC the Customer receives a 300 MOU (block) per month of intrastate and interstate one plus (1+) Direct-Dialed calling anytime minutes. See Section 4.4.3 (AE).5.v of this Guidebook for the MRC and per minute rate after the block of time has been used.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AE) Nationwide Calling Services, aka JustCallSM (continued)

.5 Rate Options (continued)

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.u AT&T Nationwide Calling 120¹ formerly known as AT&T Nationwide Calling 100^{SM4}, JustCallSM Plus 100⁴, JustCallSM 120 Standard II², JustCallSM 100 Standard II², JustCallSM 60 Standard II², JustCallSM 120 Standard³, JustCallSM 100 Standard³, JustCallSM 60³, JustCallSM 120³, JustCallSM 100³ and JustCallSM 60³

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

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.v AT&T Nationwide Calling 300⁴ formerly known as JustCallSM Plus 300⁴, JustCallSM 300 Standard⁴, JustCallSM 200 Standard⁴, JustCallSM 300 Standard II⁴, JustCallSM 200 Standard II⁴, AT&T Nationwide Calling 300 Preferred⁴, JustCallSM 300⁵, JustCallSM 300 Preferred II⁴, and JustCallSM 200⁵

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

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

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

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

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⁴This Service is no longer available to new Customers or existing Customers at new locations effective February 15, 2007.

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⁵This Service is no longer available to new Customers or existing Customers at new locations effective December 12, 2005.

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SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AE) Nationwide Calling Services, aka JustCallSM (continued)

.5 Rate Options (continued)

- .u AT&T Nationwide Calling 120¹ formerly known as AT&T Nationwide Calling 100^{SM4}, JustCallSM Plus 100⁴, JustCallSM 120 Standard II², JustCallSM 100 Standard II², JustCallSM 60 Standard II², JustCallSM 120 Standard³, JustCallSM 100 Standard³, JustCallSM 60³, JustCallSM 120³, JustCallSM 100³ and JustCallSM 60³

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

- .v AT&T Nationwide Calling 300⁴ formerly known as JustCallSM Plus 300⁴, JustCallSM 300 Standard⁴, JustCallSM 200 Standard⁴, JustCallSM 300 Standard II⁴, JustCallSM 200 Standard II⁴, AT&T Nationwide Calling 300 Preferred⁴, JustCallSM 300⁵, JustCallSM 300 Preferred II⁴, and JustCallSM 200⁵ and Block of Time 300⁴

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(C)

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

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

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

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

⁴This Service is no longer available to new Customers or existing Customers at new locations effective February 15, 2007.

⁵This Service is no longer available to new Customers or existing Customers at new locations effective December 12, 2005.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AE) Nationwide Calling Services, aka JustCallSM (continued)

.5 Rate Options (continued)

- .u AT&T Nationwide Calling 120¹ formerly known as 100 Block of Time⁶, 120 Block of Time⁶, AT&T Nationwide Calling 120 Direct⁷, AT&T Nationwide Calling 100^{SM4}, JustCallSM Plus 100⁴, JustCallSM 120 Standard II², JustCallSM 100 Standard II², JustCallSM 60 Standard II², JustCallSM 120 Standard³, JustCallSM 100 Standard³, JustCallSM 60³, JustCallSM 120³, JustCallSM 100³ and JustCallSM 60³ (C)

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

- .v AT&T Nationwide Calling 300⁴ formerly known as 250 Block of Time⁶, JustCallSM Plus 300⁴, JustCallSM 300 Standard⁴, JustCallSM 200 Standard⁴, JustCallSM 300 Standard II⁴, JustCallSM 200 Standard II⁴, AT&T Nationwide Calling 300 Preferred⁴, JustCallSM 300⁵, JustCallSM 300 Preferred II⁴, and JustCallSM 200⁵ and Block of Time 300⁴ (C)

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

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

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

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

⁴This Service is no longer available to new Customers or existing Customers at new locations effective February 15, 2007.

⁵This Service is no longer available to new Customers or existing Customers at new locations effective December 12, 2005.

⁶This Service is no longer available to new Customers or existing Customers at new locations effective July 1, 2003.

⁷This Service is no longer available to new Customers or existing Customers at new locations effective July 12, 2009.

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SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AE) Nationwide Calling Services, aka JustCallSM (continued)

.5 Rate Options (continued)

.u AT&T Nationwide Calling 120¹ formerly known as AT&T Nationwide Calling 120 Direct⁷, AT&T Nationwide Calling 100^{SM4} JustCallSM Plus 100⁴, JustCallSM 60 Standard II², JustCallSM 120 Standard³, JustCallSM 100 Standard³, JustCallSM 60³, AT&T Nationwide CallingSM 120 Preferred¹, and JustCallSM 60³ (D)
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For a MRC the Customer receives a MOU (block) per month of intrastate and interstate one plus (1+) Direct-Dialed calling anytime minutes. See Section 4.4.3 for the MRC and per minute rate after the block of time has been used.

.v AT&T Nationwide Calling 300⁴ formerly known JustCallSM Plus 300⁴, JustCallSM 200 Standard⁴, JustCallSM 300 Standard II⁴, JustCallSM 200 Standard II⁴, JustCallSM 300 Preferred II⁴, and JustCallSM 200⁵ (D)
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For a MRC the Customer receives a 300 MOU (block) per month of intrastate and interstate one plus (1+) Direct-Dialed calling anytime minutes. See Section 4.4.3 of this Guidebook for the MRC and per minute rate after the block of time has been used.

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

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

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

⁴This Service is no longer available to new Customers or existing Customers at new locations effective February 15, 2007.

⁵This Service is no longer available to new Customers or existing Customers at new locations effective December 12, 2005.

⁶This Service is no longer available to new Customers or existing Customers at new locations effective July 1, 2003.

⁷This Service is no longer available to new Customers or existing Customers at new locations effective July 12, 2009.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AE) Nationwide Calling Services, aka JustCallSM (continued)

.5 Rate Options (continued)

.w AT&T Nationwide Calling 60 Preferred^{SM1} formerly known JustCallSM 60 Preferred II

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

.i In addition to the requirements in Section 3.4.3 (AE).3 of this Guidebook, Customers or Applicants subscribing to AT&T Nationwide Calling 60 Preferred SM must; (a) have previously subscribed to local dial tone service from the Company or an Affiliate of the Company and have cancelled that service, or (b) previously subscribed to long distance Service from the Company and have cancelled that Service, or (c) be a current Customer of a local telephone company that is now moving its dial tone service to the Company or an Affiliate of the Company.

.ii For a MRC, the Customer receives a 60 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling any time minutes. See Section 4.4.3 (AE).5.w of this Guidebook for the MRC and per minute rate after the block of time has been used.

.x AT&T Nationwide Calling 300 Preferred ^{SM1} formerly known as JustCallSM 300 Preferred II

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

.i In addition to the requirements in Section 3.4.3 (AE).3 of this Guidebook, Customers or Applicants subscribing to AT&T Nationwide Calling 300 Preferred SM must; (a) have previously subscribed to local dial tone service from the Company or an Affiliate of the Company and have cancelled that service, or (b) previously subscribed to long distance Service from the Company and have cancelled that Service, or (c) be a current Customer of a local telephone company that is now moving its dial tone service to the Company or an Affiliate of the Company.

.ii For a MRC, the Customer receives a 300 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling any time minutes. See Section 4.4.3 (AE).5.x of this Guidebook for the MRC and per minute rate after the block of time has been used.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AE) Nationwide Calling Services, aka JustCallSM (continued)

.5 Rate Options (continued)

.w AT&T Nationwide Calling 60 Preferred¹, formerly known as
JustCallSM 60 Preferred II¹, 60 Block of Time², Value Plus 60³,
JustCallSM 60 Preferred⁴, and 60 Block of Time II¹

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For a MRC, the Customer receives a 60 MOU (block) of intrastate and/or
interstate one plus (1+) Direct-Dialed calling any time minutes. See Section
4.4.3 this Guidebook for the MRC and per minute rate after the block of time
has been used.

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.x Reserved for future use

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

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²This Service is no longer available to new Customers or existing Customers at new locations effective September 15, 2007

³This Service is no longer available to new Customers or existing Customers at new locations effective April 1, 2004.

⁴This Service is no longer available to new Customers or existing Customers at new locations effective January 19, 2006.

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SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AE) Nationwide Calling Services, aka JustCallSM (continued)

.5 Rate Options (continued)

.w AT&T Nationwide Calling 60 Preferred¹, formerly known as
JustCallSM 60 Preferred II¹, Value Plus 60², and JustCallSM 60 Preferred³

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For a MRC, the Customer receives a 60 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling any time minutes. See Section 4.4.3 this Guidebook for the MRC and per minute rate after the block of time has been used.

.x Reserved for future use

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

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

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

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SECTION 3 – DESCRIPTION OF SERVICES

- 3.4 Outbound Services-Switched Access (continued)
 - 3.4.3 Consumer Outbound Services (continued)
 - (AE) Nationwide Calling Services, aka JustCallSM (continued)
 - .5 Rate Options (continued)
 - .w AT&T Nationwide Calling 90 Preferred¹, formerly known as AT&T Nationwide Calling 60 Preferred¹, JustCallSM 60 Preferred II¹, Value Plus 60², and JustCallSM 60 Preferred³ (C)
(C)

For a MRC, the Customer receives a 90 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling any time minutes. See Section 4.4.3 this Guidebook for the MRC and per minute rate after the block of time has been used. (C)
 - .x Reserved for future use

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

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

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

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AF) Simply Talk^{SM1}

¹ This Service is no longer available to new Customers or existing Customers at new locations effective July 1, 2005

- .1 Simply TalkSM is an outbound only, Flat Rate, long distance optional pricing plan available to Residential Customers with a single BTN. Multiple BTN Aggregation is not available with this Service. Simply TalkSM is available to new and existing Residential Customers that (1) use Switched Access to reach the long distance network and (2) request to be provisioned under this optional pricing plan. This optional calling plan is available for the provision of intrastate and interstate calling
- .2 Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line.
- .3 All calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute.

(AG) FallBack Service Options

.1 FallBack 1¹

¹ This Service is no longer available to new Customers or existing Customers not currently on this pricing plan effective July 1, 2005.

- .a FallBack is an outbound only, Flat Rate, long distance optional pricing plan available to Residential Customers with a single BTN. Multiple BTN Aggregation is not available with this Service. This optional calling plan is available for the provision of (1) intrastate InterLATA, intrastate IntraLATA, and interstate calling; (2) intrastate InterLATA and interstate calling only; or (3) intrastate IntraLATA calling on a stand alone basis.
- .b This optional calling plan is available to new and existing Residential Customers that (1) use Switched Access to reach the long distance network and (2) request to be provisioned under this optional pricing plan. Fallback is also available to Customers that initially describe to other optional calling plans of the Company, the Customer fails to maintain the requirements of that Service offering, and the description of that optional calling plan describes the terms and conditions under which the Customer will be moved to Fallback.
- .c Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line.
- .d All calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AG) FallBack Service Options

.2 JustCallSM I¹ (continued)

¹This service is no longer available to new Customers or existing Customers not currently on this optional calling plan effective November 1, 2005.

- .a JustCallSM I is an outbound only, Flat Rate, long distance pricing plan. Calls originate on Switched Access facilities. Customers or End Users can access the Company's long distance Service by dialing 1+ the area code plus the called telephone number from their presubscribed telephone line.
- .b Charges are usage sensitive. Calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute. Calls billed under this pricing plan will not qualify for promotional rates.
- .c This pricing plan is not available to Customers for the provision of intrastate IntraLATA Service on a stand alone basis. Multiple BTN Aggregation is not available with this pricing plan.
- .d This pricing plan is available to existing Customers that request Customer-initiated toll restrictions. When toll restrictions are removed at the request of the Customer, the Customer will continue to be provisioned under this pricing plan until the Customer selects another pricing plan.
- .e This pricing plan is available to new Applicants that subscribe to Service with toll restrictions pursuant to Section 6 of this Guidebook. When toll restrictions are removed, the Customer will continue to be provisioned under this pricing plan until the Customer selects another pricing plan.
- .f the pricing plan is available to Customers that initially subscribe to another pricing plan of the Company that fail to maintain the requirements of that pricing plan are moved to JustCallSM I. The description of the terms and conditions under which the Customer will be moved to JustCallSM I are included in the description of Service for the pricing plan previously selected by the Customer.

.3 AT&T ONE RATE® Nationwide 10 Cents² formerly known as JustCallSM Plus

²This Service is no longer available to new Customers or existing Customers at new locations effective November 14, 2008.

See Section 3.4.3 (AE).5.t of this Guidebook for the description of this optional calling plan.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AG) FallBack Service Options

.2 JustCallSM I¹ (continued)

¹This service is no longer available to new Customers or existing Customers not currently on this optional calling plan effective November 1, 2005.

- .a JustCallSM I is an outbound only, Flat Rate, long distance pricing plan. Calls originate on Switched Access facilities. Customers or End Users can access the Company's long distance Service by dialing 1+ the area code plus the called telephone number from their presubscribed telephone line.
- .b Charges are usage sensitive. Calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute. Calls billed under this pricing plan will not qualify for promotional rates.
- .c This pricing plan is not available to Customers for the provision of intrastate IntraLATA Service on a stand alone basis. Multiple BTN Aggregation is not available with this pricing plan.
- .d This pricing plan is available to existing Customers that request Customer-initiated toll restrictions. When toll restrictions are removed at the request of the Customer, the Customer will continue to be provisioned under this pricing plan until the Customer selects another pricing plan.
- .e This pricing plan is available to new Applicants that subscribe to Service with toll restrictions pursuant to Section 6 of this Guidebook. When toll restrictions are removed, the Customer will continue to be provisioned under this pricing plan until the Customer selects another pricing plan.
- .f the pricing plan is available to Customers that initially subscribe to another pricing plan of the Company that fail to maintain the requirements of that pricing plan are moved to JustCallSM I. The description of the terms and conditions under which the Customer will be moved to JustCallSM I are included in the description of Service for the pricing plan previously selected by the Customer.

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SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.4 Business Outbound Services

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

(A) Business Default Plan for Hierarchical Billing -Switched

The Business Default Plan for Hierarchical Billing is a long distance Service available to Customers seven (7) days per week, twenty-four (24) hours per day, 365 days per year. With Business Default Plan for Hierarchical Billing, calls are originated from other than a public or semipublic coin telephone. The desired telephone number is dialed, the call is completed without assistance of a live or automated operator, and the call may not be billed to a number other than the originating number. Calls are originated on switched or dedicated facilities provided by LECs, CLECs, or authorized providers. This Service is available for Customers utilizing Switched Access to reach the long distance network. For Customers utilizing Dedicated Access to reach the long distance network, see Section 3.5.1 of this Guidebook.

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

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

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

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services – Dedicated Access

3.5.1 Business Default Plan for Hierarchical Billing - Dedicated

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

Business Default Plan for Hierarchical Billing is available to Business Customers that resubscribe to the Company for long distance Service and have a Hierarchical Billing account, as defined in Section 1 of this Guidebook. If the Customer subscribes to the Company for the provision of outbound long distance Service and requests a Hierarchical Billing account and does not select one of the Company's Business Optional Calling Plans, the Company will provision the Business Default Plan for Hierarchical Billing Service on the Customer's initial order for Service. Calls are billed with a thirty (30) second initial period and six (6) second subsequent periods. Calls billed under this Service offering will not qualify for promotional offerings.

SECTION 3 – DESCRIPTION OF SERVICES

3.4 Outbound Services – Dedicated Access

Effective June 30, 2011 this Service will be discontinued pursuant to Title 47, Section 63.19 of the code of Federal Regulations. If your current term agreement has not expired, you will need to replace this Service on or before the expiration date of your current term agreement. If you are currently on a month-to-month arrangement, you will need to replace this Service on or before June 30, 2011.

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3.5.1 Business Default Plan for Hierarchical Billing - Dedicated

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

Business Default Plan for Hierarchical Billing is available to Business Customers that resubscribe to the Company for long distance Service and have a Hierarchical Billing account, as defined in Section 1 of this Guidebook. If the Customer subscribes to the Company for the provision of outbound long distance Service and requests a Hierarchical Billing account and does not select one of the Company's Business Optional Calling Plans, the Company will provision the Business Default Plan for Hierarchical Billing Service on the Customer's initial order for Service. Calls are billed with a thirty (30) second initial period and six (6) second subsequent periods. Calls billed under this Service offering will not qualify for promotional offerings.

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Toll Free Services¹

¹Effective November 12, 2007, the dedicated service offering associated with Toll Free Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis.

3.6.1 General

- (A) AT&T Toll Free Service is a reverse billed Service that allows the Customer to pay for incoming calls. It permits calls to be completed to the Customer's location without charge to the calling party. Business Customers may subscribe to TFS with or without the ability to receive intrastate IntraLATA Service from the Company.
- (B) For Business Customers TFS includes: (1) a TFS Number that can be selected by the Customer or randomly generated by the SMS/800 database; (2) an Area of Service selected by the Customer; and (3) various optional features. For Residential Customer, TFS includes: (1) a TFS Number randomly generated by the SMS/800 database and (2) an Area of Service selected by the Customer.
- (C) For Residential Customers, the Company will serve as the Customer's Resp Org. If the Business Customer does not advise the Company of its choice of a specific Resp Org, the Company will determine which Resp Org will be used.

3.6.2 Availability

(A) Area of Service

Area of Service allows a TFS Customer to block or allow calls to a given TFS Number based on the originating area of the caller. Area of Service blocking is dependent on valid ANI being delivered in the network. Calls placed from outside the Customer's Area of Service will receive an announcement informing the caller that calls cannot be completed from the caller's location. The call will then be terminated. For TFS terminating via Dedicated Access, the Customer's minimum area of service must include at least one interstate area of service. For TFS terminating via Switched Access, the Customer's minimum area of service is one intrastate area of service.

(B) Originating and Terminating Access

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

(C) Termination of TFS

TFS may terminate in the state where Dedicated Access or Switched Access are available.

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Toll Free Services¹

¹Effective November 12, 2007, the dedicated service offering associated with Toll Free Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis.

3.6.1 General

- (A) AT&T Toll Free Service is a reverse billed Service that allows the Customer to pay for incoming calls. It permits calls to be completed to the Customer's location without charge to the calling party. Business Customers may subscribe to TFS with or without the ability to receive intrastate IntraLATA Service from the Company.
- (B) For Business Customers TFS includes: (1) a TFS Number that can be selected by the Customer or randomly generated by the SMS/800 database; (2) an Area of Service selected by the Customer; and (3) various optional features. For Residential Customer, TFS includes: (1) a TFS Number randomly generated by the SMS/800 database and (2) an Area of Service selected by the Customer.
- (C) For Residential Customers, the Company will serve as the Customer's Resp Org. If the Business Customer does not advise the Company of its choice of a specific Resp Org, the Company will determine which Resp Org will be used.

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(1) – Material moved to original Page 85.2

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Long Distance Toll FreeSM Services¹ C

¹Effective November 12, 2007, the dedicated service offering associated with AT&T Long Distance Toll FreeSM Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis. C
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3.6.1 General

- (A) This Service is a reverse billed Service that allows the Customer to pay for incoming calls. It permits calls to be completed to the Customer's location without charge to the calling party. Business Customers may subscribe to TFS with or without the ability to receive intrastate IntraLATA Service from the Company. C
- (B) For Business Customers TFS includes: (1) a TFS Number that can be selected by the Customer or randomly generated by the SMS/800 database; (2) an Area of Service selected by the Customer; and (3) various optional features. For Residential Customer, TFS includes: (1) a TFS Number randomly generated by the SMS/800 database and (2) an Area of Service selected by the Customer.
- (C) For Residential Customers, the Company will serve as the Customer's Resp Org. If the Business Customer does not advise the Company of its choice of a specific Resp Org, the Company will determine which Resp Org will be used.

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Long Distance Toll FreeSM Services

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Effective June 30, 2011 the dedicated access service offering Associated with AT&T Long Distance Toll FreeSM Service will be discontinued pursuant to Title 47, Section 63.19 of the code of Federal Regulations. If your current term agreement has not expired, you will need to replace dedicated access on or before the expiration date of your current term agreement. If you are currently on a month-to-month arrangement, you will need to replace dedicated access on or before June 30, 2011.

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3.6.1 General

- (A) This Service is a reverse billed Service that allows the Customer to pay for incoming calls. It permits calls to be completed to the Customer's location without charge to the calling party. Business Customers may subscribe to TFS with or without the ability to receive intrastate IntraLATA Service from the Company.
- (B) For Business Customers TFS includes: (1) a TFS Number that can be selected by the Customer or randomly generated by the SMS/800 database; (2) an Area of Service selected by the Customer; and (3) various optional features. For Residential Customer, TFS includes: (1) a TFS Number randomly generated by the SMS/800 database and (2) an Area of Service selected by the Customer.
- (C) For Residential Customers, the Company will serve as the Customer's Resp Org. If the Business Customer does not advise the Company of its choice of a specific Resp Org, the Company will determine which Resp Org will be used.

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Long Distance Toll FreeSM Services

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3.6.1 General

- (A) This Service is a reverse billed Service that allows the Customer to pay for incoming calls. It permits calls to be completed to the Customer's location without charge to the calling party. Business Customers may subscribe to TFS with or without the ability to receive intrastate IntraLATA Service from the Company.
- (B) For Business Customers TFS includes: (1) a TFS Number that can be selected by the Customer or randomly generated by the SMS/800 database; (2) an Area of Service selected by the Customer; and (3) various optional features. For Residential Customer, TFS includes: (1) a TFS Number randomly generated by the SMS/800 database and (2) an Area of Service selected by the Customer.
- (C) For Residential Customers, the Company will serve as the Customer's Resp Org. If the Business Customer does not advise the Company of its choice of a specific Resp Org, the Company will determine which Resp Org will be used.

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Toll Free Services¹

¹Effective November 12, 2007, the dedicated service offering associated with Toll Free Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis.

3.6.2 Availability

(A) Area of Service

Area of Service allows a TFS Customer to block or allow calls to a given TFS Number based on the originating area of the caller. Area of Service blocking is dependent on valid ANI being delivered in the network. Calls placed from outside the Customer's Area of Service will receive an announcement informing the caller that calls cannot be completed from the caller's location. The call will then be terminated. For TFS terminating via Dedicated Access, the Customer's minimum area of service must include at least one interstate area of service. For TFS terminating via Switched Access, the Customer's minimum area of service is one intrastate area of service.

(B) Originating and Terminating Access

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

(C) Termination of TFS

TFS may terminate in the state where Dedicated Access or Switched Access are available.

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(1) - Material moved from 1st Revised page 85

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Toll Free Services¹

¹Effective November 12, 2007, the dedicated service offering associated with Toll Free Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis.

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SECTION 3 – DESCRIPTION OF SERVICES

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

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3.6.2 Availability

(A) Area of Service

Area of Service allows a TFS Customer to block or allow calls to a given TFS Number based on the originating area of the caller. Area of Service blocking is dependent on valid ANI being delivered in the network. Calls placed from outside the Customer's Area of Service will receive an announcement informing the caller that calls cannot be completed from the caller's location. The call will then be terminated. For TFS terminating via Dedicated Access, the Customer's minimum area of service must include at least one interstate area of service. For TFS terminating via Switched Access, the Customer's minimum area of service is one intrastate area of service.

(B) Originating and Terminating Access

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

(C) Termination of TFS

TFS may terminate in the state where Dedicated Access or Switched Access are available.

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Toll Free Services¹ (continued)

¹Effective November 12, 2007, the dedicated service offering associated with Toll Free Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis.

3.6.3 Optional Features

(A) Availability

Unless otherwise indicated in this Guidebook, the optional features described below are available with all TFS offerings.

(B) Reserve for Future Use

(C) TFS National Directory Assistance Listing (800-555-1212)

(D) Toll Free Call Routing

Toll Free Call Routing enables a TFS Customer to route or block calls to a single TFS Number to multiple locations based on several routing variables. The routing features may be combined to create a customized routing plan for a given TFS Number. The Toll Free Call Routing features that may be combined in any routing plan are: Area Code Routing, Area Code/Exchange Routing, Time of Day Routing, Day of Week Routing, Day of Year Routing, and Percent Allocation. Toll Free Alternate Routing plans may be activated by placing a call to Company-designated personnel.

.1 Area Code Routing

This feature permits the Customer to have calls to the same TFS Number routed differently based upon the originating NPA of the caller.

.a Permissible area codes include all area codes in Canada, the United States, and the U.S. territories of Puerto Rico, the U.S. Virgin Islands, Guam, and Commonwealth of Northern Mariana Islands.

.b On request, the Company will update a Customer's Area Code Routing feature at no charge if the update is due to an area code split or a new area code being added to the North American Numbering Plan.

.c The proper usage rate based on point of call origination will be applied to each call.

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Long Distance Toll Free Services¹ (continued)

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¹Effective November 12, 2007, the dedicated service offering associated with AT&T Long Distance Toll FreeSM Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis.

C

3.6.3 Optional Features

(A) Availability

Unless otherwise indicated in this Guidebook, the optional features described below are available with all TFS offerings.

(B) Reserve for Future Use

(C) TFS National Directory Assistance Listing (800-555-1212)

(D) Toll Free Call Routing

Toll Free Call Routing enables a TFS Customer to route or block calls to a single TFS Number to multiple locations based on several routing variables. The routing features may be combined to create a customized routing plan for a given TFS Number. The Toll Free Call Routing features that may be combined in any routing plan are: Area Code Routing, Area Code/Exchange Routing, Time of Day Routing, Day of Week Routing, Day of Year Routing, and Percent Allocation. Toll Free Alternate Routing plans may be activated by placing a call to Company-designated personnel.

.1 Area Code Routing

This feature permits the Customer to have calls to the same TFS Number routed differently based upon the originating NPA of the caller.

.a Permissible area codes include all area codes in Canada, the United States, and the U.S. territories of Puerto Rico, the U.S. Virgin Islands, Guam, and Commonwealth of Northern Mariana Islands.

.b On request, the Company will update a Customer's Area Code Routing feature at no charge if the update is due to an area code split or a new area code being added to the North American Numbering Plan.

.c The proper usage rate based on point of call origination will be applied to each call.

SECTION 3 – DESCRIPTION OF SERVICES

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

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3.6.3 Optional Features

(A) Availability

Unless otherwise indicated in this Guidebook, the optional features described below are available with all TFS offerings.

(B) Reserve for Future Use

(C) TFS National Directory Assistance Listing (800-555-1212)

(D) Toll Free Call Routing

Toll Free Call Routing enables a TFS Customer to route or block calls to a single TFS Number to multiple locations based on several routing variables. The routing features may be combined to create a customized routing plan for a given TFS Number. The Toll Free Call Routing features that may be combined in any routing plan are: Area Code Routing, Area Code/Exchange Routing, Time of Day Routing, Day of Week Routing, Day of Year Routing, and Percent Allocation. Toll Free Alternate Routing plans may be activated by placing a call to Company-designated personnel.

.1 Area Code Routing

This feature permits the Customer to have calls to the same TFS Number routed differently based upon the originating NPA of the caller.

.a Permissible area codes include all area codes in Canada, the United States, and the U.S. territories of Puerto Rico, the U.S. Virgin Islands, Guam, and Commonwealth of Northern Mariana Islands.

.b On request, the Company will update a Customer's Area Code Routing feature at no charge if the update is due to an area code split or a new area code being added to the North American Numbering Plan.

.c The proper usage rate based on point of call origination will be applied to each call.

SECTION 3 – DESCRIPTION OF SERVICES

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

3.6.3 Optional Features

(A) Availability

Unless otherwise indicated in this Guidebook, the optional features described below are available with all TFS offerings.

(B) Reserve for Future Use

(C) TFS National Directory Assistance Listing (800-555-1212)

(D) Toll Free Call Routing¹

(T)

Toll Free Call Routing enables a TFS Customer to route or block calls to a single TFS Number to multiple locations based on several routing variables. The routing features may be combined to create a customized routing plan for a given TFS Number. The Toll Free Call Routing features that may be combined in any routing plan are: Area Code Routing, Area Code/Exchange Routing, Time of Day Routing, Day of Week Routing, Day of Year Routing, and Percent Allocation. Toll Free Alternate Routing plans may be activated by placing a call to Company-designated personnel.

.1 Area Code Routing

This feature permits the Customer to have calls to the same TFS Number routed differently based upon the originating NPA of the caller.

- .a Permissible area codes include all area codes in Canada, the United States, and the U.S. territories of Puerto Rico, the U.S. Virgin Islands, Guam, and Commonwealth of Northern Mariana Islands.
- .b On request, the Company will update a Customer's Area Code Routing feature at no charge if the update is due to an area code split or a new area code being added to the North American Numbering Plan.
- .c The proper usage rate based on point of call origination will be applied to each call.

¹This optional feature is no longer available to: (a) new Customers; (b) existing Customers at new locations; or (c) on new toll free numbers effective November 12, 2013. Existing customers may retain current call routing arrangements but adds, moves, or changes will not be permitted.

(N)
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SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Toll Free Services¹ (continued)

¹Effective November 12, 2007, the dedicated service offering associated with Toll Free Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis.

3.6.3 Optional Features (continued)

(D) (continued)

.2 Area Code/Exchange Routing

This feature permits the Customer to have calls to the same TFS Number routed differently based upon the originating NPA and NXX of the caller. Exchanges cannot be divided for routing purposes.

- .a Default routing is required for Area Code/Exchange Routing. The subscriber will specify routing for calls without full 10-digit ANI delivered.
- .b Permissible area codes include all area code/exchanges in the United States and the U.S. territories of Puerto Rico, the U.S. Virgin Islands, Guam, and Commonwealth of Northern Mariana Islands.
- .c This feature supports default routing on an area code basis only for calls originating from Canada.

.3 Time of Day Routing

This feature allows the Customer to have calls to the same TFS Number routed to different locations based on the time of the day.

- .a Time of Day routing will follow the national observance of daylight savings time.
- .b The day may be divided into fifteen (15) minute increments, with up to ninety-six (96) intervals per twenty-four (24) hour period. All time intervals must begin on the quarter clock hour.
- .c The Customer's time of day schedule must include the entire twenty-four (24) hour day.

.4 Day of Week Routing

This feature permits the Customer to have calls to the same TFS Number routed to different locations based upon the day of the week. Day of Week Routing will follow the national observance of daylight savings time.

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Long Distance Toll Free Services¹ (continued) C

¹Effective November 12, 2007, the dedicated service offering associated with AT&T Long Distance Toll FreeSM Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis. C

3.6.3 Optional Features (continued)

(D) (continued)

.2 Area Code/Exchange Routing

This feature permits the Customer to have calls to the same TFS Number routed differently based upon the originating NPA and NXX of the caller. Exchanges cannot be divided for routing purposes.

- .a Default routing is required for Area Code/Exchange Routing. The subscriber will specify routing for calls without full 10-digit ANI delivered.
- .b Permissible area codes include all area code/exchanges in the United States and the U.S. territories of Puerto Rico, the U.S. Virgin Islands, Guam, and Commonwealth of Northern Mariana Islands.
- .c This feature supports default routing on an area code basis only for calls originating from Canada.

.3 Time of Day Routing

This feature allows the Customer to have calls to the same TFS Number routed to different locations based on the time of the day.

- .a Time of Day routing will follow the national observance of daylight savings time.
- .b The day may be divided into fifteen (15) minute increments, with up to ninety-six (96) intervals per twenty-four (24) hour period. All time intervals must begin on the quarter clock hour.
- .c The Customer's time of day schedule must include the entire twenty-four (24) hour day.

.4 Day of Week Routing

This feature permits the Customer to have calls to the same TFS Number routed to different locations based upon the day of the week. Day of Week Routing will follow the national observance of daylight savings time.

SECTION 3 – DESCRIPTION OF SERVICES

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

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3.6.3 Optional Features (continued)

(D) (continued)

.2 Area Code/Exchange Routing

This feature permits the Customer to have calls to the same TFS Number routed differently based upon the originating NPA and NXX of the caller. Exchanges cannot be divided for routing purposes.

- .a Default routing is required for Area Code/Exchange Routing. The subscriber will specify routing for calls without full 10-digit ANI delivered.
- .b Permissible area codes include all area code/exchanges in the United States and the U.S. territories of Puerto Rico, the U.S. Virgin Islands, Guam, and Commonwealth of Northern Mariana Islands.
- .c This feature supports default routing on an area code basis only for calls originating from Canada.

.3 Time of Day Routing

This feature allows the Customer to have calls to the same TFS Number routed to different locations based on the time of the day.

- .a Time of Day routing will follow the national observance of daylight savings time.
- .b The day may be divided into fifteen (15) minute increments, with up to ninety-six (96) intervals per twenty-four (24) hour period. All time intervals must begin on the quarter clock hour.
- .c The Customer's time of day schedule must include the entire twenty-four (24) hour day.

.4 Day of Week Routing

This feature permits the Customer to have calls to the same TFS Number routed to different locations based upon the day of the week. Day of Week Routing will follow the national observance of daylight savings time.

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Toll Free Services¹ (continued)

¹Effective November 12, 2007, the dedicated service offering associated with Toll Free Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis.

3.6.3 Optional Features (continued)

(D) (continued)

.5 Day of Year Routing

This feature allows the Customer to have calls to the same TFS Number routed to different locations on specified days of the year. Dates are stored in a month/day format. It is the responsibility of the Customer to revise day of year routing schedules annually. Day of Year Routing is limited to sixty (60) days to be identified.

.6 Percent Allocation

This feature permits the Customer to define routing of calls made to the same TFS Number on a percentage basis so that calls can be allocated to multiple locations. Percentages must be defined in whole numbers, with 1% (one percent) as the smallest allocation percentage to any location. ***The total of all percentages must be 100%.*** The algorithm used to allocate calls to different destinations is based on random number generation, so allocation will be not necessarily be exact, especially with smaller numbers of calls.

.7 Toll Free Alternate Routing

.a This feature enables a Customer to define one or more alternate call routing profiles as described in Section 3.6.3 (D) of this Guidebook. The Customer may define up to ninety-nine (99) separate routing plans per TFS Number. Routing plans must be loaded in the network before they are available for activation on request. Toll Free Alternate Routing allows the Customer to activate a different routing plan on request by placing one telephone call to Company-designated personnel.

.b This feature is available to any Customer with a TFS Number with more than one routing plan

(E) Reserve for future use

(F) Reserve for future use

(G) Reserve for future use

(H) Reserved for future use

(I) Reserved for future use

(J) Reserved for future use

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Long Distance Toll Free Services¹ (continued) C

¹Effective November 12, 2007, the dedicated service offering associated with AT&T Long Distance Toll FreeSM Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis.

basis.

3.6.3 Optional Features (continued)

(D) (continued)

.5 Day of Year Routing

This feature allows the Customer to have calls to the same TFS Number routed to different locations on specified days of the year. Dates are stored in a month/day format. It is the responsibility of the Customer to revise day of year routing schedules annually. Day of Year Routing is limited to sixty (60) days to be identified.

.6 Percent Allocation

This feature permits the Customer to define routing of calls made to the same TFS Number on a percentage basis so that calls can be allocated to multiple locations. Percentages must be defined in whole numbers, with 1% (one percent) as the smallest allocation percentage to any location. ***The total of all percentages must be 100%.*** The algorithm used to allocate calls to different destinations is based on random number generation, so allocation will be not necessarily be exact, especially with smaller numbers of calls.

.7 Toll Free Alternate Routing

.a This feature enables a Customer to define one or more alternate call routing profiles as described in Section 3.6.3 (D) of this Guidebook. The Customer may define up to ninety-nine (99) separate routing plans per TFS Number. Routing plans must be loaded in the network before they are available for activation on request. Toll Free Alternate Routing allows the Customer to activate a different routing plan on request by placing one telephone call to Company-designated personnel.

.b This feature is available to any Customer with a TFS Number with more than one routing plan

(E) Reserve for future use

(F) Reserve for future use

(G) Reserve for future use

(H) Reserved for future use

(I) Reserved for future use

(J) Reserved for future use

SECTION 3 – DESCRIPTION OF SERVICES

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

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3.6.3 Optional Features (continued)

(D) (continued)

.5 Day of Year Routing

This feature allows the Customer to have calls to the same TFS Number routed to different locations on specified days of the year. Dates are stored in a month/day format. It is the responsibility of the Customer to revise day of year routing schedules annually. Day of Year Routing is limited to sixty (60) days to be identified.

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This feature permits the Customer to define routing of calls made to the same TFS Number on a percentage basis so that calls can be allocated to multiple locations. Percentages must be defined in whole numbers, with 1% (one percent) as the smallest allocation percentage to any location. **The total of all percentages must be 100%.** The algorithm used to allocate calls to different destinations is based on random number generation, so allocation will be not necessarily be exact, especially with smaller numbers of calls.

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.b This feature is available to any Customer with a TFS Number with more than one routing plan

(E) Reserve for future use

(F) Reserve for future use

(G) Reserve for future use

(H) Reserved for future use

(I) Reserved for future use

(J) Reserved for future use

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Toll Free Services¹ (continued)

¹Effective November 12, 2007, the dedicated service offering associated with Toll Free Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis.

3.6.3 Optional Features (continued)

(K) Area of Service Selections

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

3.6.4 Rules and Regulations

(A) General

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

(B) Limitations on Service

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

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Long Distance Toll Free Services¹ (continued) C

¹Effective November 12, 2007, the dedicated service offering associated with AT&T Long Distance Toll FreeSM Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis. C

3.6.3 Optional Features (continued)

(K) Area of Service Selections

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

3.6.4 Rules and Regulations

(A) General

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

(B) Limitations on Service

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

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Toll Free Services¹ (continued)

¹Effective November 12, 2007, the dedicated service offering associated with Toll Free Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis.

3.6.4 Rules and Regulations (continued)

(B) (continued)

- .5 If a TFS Customer is found to be non-compliant in passing back appropriate answer supervision, the Company reserves the right to suspend Service temporarily and/or deny requests for additional Service without liability. The Company will give the Customer ten (10) calendar days' written notice via certified U.S. Mail of intent to suspend or deny Service due to such non-compliance.
- .6 The Company may terminate or refuse to furnish TFS to any Applicant or Customer, without incurring any liability, if the use of the Service would interfere with or impair any Service offered by the Company.

(C) Use of Service

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

(D) Obligations of the Customer

- .1 The Company reserves the right to require Business Customer(s) requesting TFS to supply the following information when requesting Service: an initial traffic forecast, identification of anticipated busy hour, identification of its geographical marketing target areas, and a schedule of marketing and promotional activities. A new traffic forecast may be required quarterly after Service is initiated.
- .2 A Business Customer subscribing to TFS will provide not less than ten (10) business days' notice prior to implementation of special advertising or other new promotions likely to stimulate usage. The Company reserves the right to request traffic data, which depending on the forecast, may delay Service due to the addition of facilities.
- .3 With respect to any Resp Org service or SMS Resp Org changes the Company provides to the TFS Customer, the Customer will indemnify and hold the Company harmless against any third party claims arising out of the execution of changes requested by the Customer.

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Long Distance Toll Free Services¹ (continued)

C

¹Effective November 12, 2007, the dedicated service offering associated with AT&T Long Distance Toll FreeSM Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis.

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3.6.4 Rules and Regulations (continued)

(B) (continued)

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

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

(C) Use of Service

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

(D) Obligations of the Customer

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

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

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

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Toll Free Services¹ (continued)

¹Effective November 12, 2007, the dedicated service offering associated with Toll Free Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis.

3.6.4 Rules and Regulations (continued)

(E) Reservation of Number(s) for AT&T Toll Free Service

.1 The Company will accept a request from a prospective Business Customer for a particular TFS Number and will reserve such number on a first come, first serve basis. A TFS Number so requested, if found to be available, will be reserved for and furnished to the eligible Business Customer, providing the Business Customer:

- .a subscribes to AT&T Toll Free Service within forty-five (45) days of the reservation of said number; and
- .b provides acceptable credit information; and
- .c uses the Service within an additional ninety (90) day period.

If a Business Customer who has received a Toll Free Number does not subscribe to and use the Service within the ninety (90) day period specified above, the Company reserves the right to make the number available for use by another Customer in accordance with the terms in this section.

.2 If a TFS Number is changed by the Company for conditions beyond its reasonable control, nothing in any provision of this Guidebook or in any marketing materials issued by the Company or in any agreement between the Customer and the Company shall give any Customer, Applicant, assignee or transferees any ownership interest or proprietary right in any given TFS Number. An Applicant includes a prospective customer who has reserved a toll free telephone number hereunder.

.3 A Customer who sells an ongoing operating business for which a TFS Number has been in use may transfer the right to continue to use the TFS Number(s) as long as (1) the Company is able to transfer such number under the Company's servicing agreement with vendors who provide a portion of the Service the Company offers to its Customer and (2) the transferee establishes credit pursuant to Section 6 of this Guidebook.

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Long Distance Toll Free Services¹ (continued) C

¹Effective November 12, 2007, the dedicated service offering associated with AT&T Long Distance Toll FreeSM Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis. C

3.6.4 Rules and Regulations (continued)

(E) Reservation of Number(s) C

.1 The Company will accept a request from a prospective Business Customer for a particular TFS Number and will reserve such number on a first come, first serve basis. A TFS Number so requested, if found to be available, will be reserved for and furnished to the eligible Business Customer, providing the Business Customer:

- .a subscribes to AT&T Long Distance Toll FreeSM Service within forty-five (45) days of the reservation of said number; and C
- .b provides acceptable credit information; and
- .c uses the Service within an additional ninety (90) day period.

If a Business Customer who has received a Toll Free Number does not subscribe to and use the Service within the ninety (90) day period specified above, the Company reserves the right to make the number available for use by another Customer in accordance with the terms in this section.

.2 If a TFS Number is changed by the Company for conditions beyond its reasonable control, nothing in any provision of this Guidebook or in any marketing materials issued by the Company or in any agreement between the Customer and the Company shall give any Customer, Applicant, assignee or transferees any ownership interest or proprietary right in any given TFS Number. An Applicant includes a prospective customer who has reserved a toll free telephone number hereunder.

.3 A Customer who sells an ongoing operating business for which a TFS Number has been in use may transfer the right to continue to use the TFS Number(s) as long as (1) the Company is able to transfer such number under the Company's servicing agreement with vendors who provide a portion of the Service the Company offers to its Customer and (2) the transferee establishes credit pursuant to Section 6 of this Guidebook.

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Toll Free Services¹ (continued)

¹Effective November 12, 2007, the dedicated service offering associated with Toll Free Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis.

3.6.4 Rules and Regulations (continued)

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

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

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Long Distance Toll Free Services¹ (continued) C

¹Effective November 12, 2007, the dedicated service offering associated with AT&T Long Distance Toll FreeSM Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis. C

3.6.4 Rules and Regulations (continued)

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

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

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Toll Free Services¹ (continued)

¹Effective November 12, 2007, the dedicated service offering associated with Toll Free Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis.

3.6.4 Rules and Regulations (continued)

(G) Minimum Service Period

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

(H) Termination of TFS By Company

- .1 If Service is terminated by the Company for violation of this Guidebook, the nationalSMS/800 data base allows the Company to retain control of all TFS Numbers disconnected for up to a 4-month period. If the Customer rectifies the violation to the satisfaction of the Company, the Company may, in its sole discretion, return the number to the control of the Customer. If the Customer does not rectify the violation within three (3) months, the Company may refuse to:
 - .a reconnect the disconnected number for the previous Customer;
 - .b transfer disconnected Customer to a third party identified by the Customer; and
 - .c process any request to change the Resp Org from the disconnected Customer except as indicated in Section 3.6.4 (F) of this Guidebook.
- .2 Reserved for future use.
- .3 Customers that are direct-billed must provide the Company updated information within fifteen (15) days of a change in billing address and/or contact information. If the Customer fails to timely provide such updated information, the Company reserves the right to terminate Service on ten (10) days written notice to last know address/contact, and the Customer shall be responsible for any and all cancellation penalties.

(I) Application of Charges

Rates and charges are associated with the Customer's BTN. For an existing Customer who subscribes to TFS in the middle of a billing cycle, monthly recurring charges are prorated based on the amount of time the plan is in effect prior to the first bill. Calls terminating to Switched Access will be rated with switched rates. Calls terminating to Dedicated Access will be rated with the dedicated rates. Actual rates will vary based on the plan selected by the Customer. Unless otherwise indicated in this Guidebook, if a Customer subscribes to any of the optional features described in Section 3.6.3 of this Guidebook, the rates and charges for those optional features are per TFS Number.

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Long Distance Toll Free Services¹ (continued)

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¹Effective November 12, 2007, the dedicated service offering associated with AT&T Long Distance Toll FreeSM Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis.

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3.6.4 Rules and Regulations (continued)

(G) Minimum Service Period

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

(H) Termination of TFS By Company

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

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

.2 Reserved for future use.

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

(I) Application of Charges

Rates and charges are associated with the Customer's BTN. For an existing Customer who subscribes to TFS in the middle of a billing cycle, monthly recurring charges are prorated based on the amount of time the plan is in effect prior to the first bill. Calls terminating to Switched Access will be rated with switched rates. Calls terminating to Dedicated Access will be rated with the dedicated rates. Actual rates will vary based on the plan selected by the Customer. Unless otherwise indicated in this Guidebook, if a Customer subscribes to any of the optional features described in Section 3.6.3 of this Guidebook, the rates and charges for those optional features are per TFS Number.

SECTION 3 – DESCRIPTION OF SERVICES

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

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3.6.4 Rules and Regulations (continued)

(G) Minimum Service Period

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

(H) Termination of TFS By Company

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

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

.2 Reserved for future use.

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

(I) Application of Charges

Rates and charges are associated with the Customer's BTN. For an existing Customer who subscribes to TFS in the middle of a billing cycle, monthly recurring charges are prorated based on the amount of time the plan is in effect prior to the first bill. Calls terminating to Switched Access will be rated with switched rates. Calls terminating to Dedicated Access will be rated with the dedicated rates. Actual rates will vary based on the plan selected by the Customer. Unless otherwise indicated in this Guidebook, if a Customer subscribes to any of the optional features described in Section 3.6.3 of this Guidebook, the rates and charges for those optional features are per TFS Number.

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Toll Free Services¹ (continued)

¹Effective November 12, 2007, the dedicated service offering associated with Toll Free Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis.

3.6.5 AT&T Toll Free Service-Switched

(A) General

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

(B) Availability

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

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Long Distance Toll Free Services¹ (continued) C

¹Effective November 12, 2007, the dedicated service offering associated with AT&T Long Distance Toll FreeSM Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis. C

3.6.5 Switched Access C

(A) General

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

(B) Availability

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

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Toll Free Services¹ (continued)

¹Effective November 12, 2007, the dedicated service offering associated with Toll Free Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis.

3.6.5 AT&T Toll Free Service-Switched (continued)

(C) Billing

.1 Customer Subscribes to Any of the Company's High Volume Toll Free Calling Plans

Customers subscribing to any of the Company's High Volume Toll Free Calling plans will be direct-billed.

.2 Customer Subscribes to All Other TFS Requiring Switched Access To Reach the Long Distance Network

.a To enable the Company to bill the Customer for TFS on a LEC or CLEC bill, at least one of the Customer's WTNs associated with the Customer's TFS must be presubscribed to the Company for the provision of 1+ outbound long distance Service and the BAN for the TFS must be the same BAN as the WTN number associated with TFS.

.b The Customer will be LEC-billed if the Customer's local service is provided by an Affiliated LEC and CLEC-billed if the Customer's local service is provided by an Affiliated CLEC. The Customer will be direct-billed if the Customer's local service is provided by a non-Affiliated LEC or a non-Affiliated CLEC or if TFS is the only Service the Customer has.

(D) Consumer AT&T Toll Free Services

.1 AT&T Toll Free 800SM formerly known as Simply Toll Free

.a AT&T Toll Free 800SM is a TFS for Customers that utilize Switched Access to receive calls from the long distance network without charge to the calling party. See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS.

.b AT&T Toll Free 800SM is available to Residential Customers that subscribe to and maintain any of the Company's outbound interstate residential services other than MTS. For Residential Customers subscribing to MTS, see Section 3.6.5 (D).2 of this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Toll Free Services¹ (continued)

¹Effective November 12, 2007, the dedicated service offering associated with Toll Free Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis.

3.6.5 AT&T Toll Free Service-Switched (continued)

(C) Billing

.1 Customer Subscribes to Any of the Company's High Volume Toll Free Calling Plans

Customers subscribing to any of the Company's High Volume Toll Free Calling plans will be direct-billed.

.2 Customer Subscribes to All Other TFS Requiring Switched Access To Reach the Long Distance Network

.a To enable the Company to bill the Customer for TFS on a LEC or CLEC bill, at least one of the Customer's WTNs associated with the Customer's TFS must be presubscribed to the Company for the provision of 1+ outbound long distance Service and the BAN for the TFS must be the same BAN as the WTN number associated with TFS.

.b The Customer will be LEC-billed if the Customer's local service is provided by an Affiliated LEC and CLEC-billed if the Customer's local service is provided by an Affiliated CLEC. The Customer will be direct-billed if the Customer's local service is provided by a non-Affiliated LEC or a non-Affiliated CLEC or if TFS is the only Service the Customer has.

(D) Consumer AT&T Toll Free Services¹

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

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.1 AT&T Toll Free 800SM formerly known as Simply Toll Free

.a AT&T Toll Free 800SM is a TFS for Customers that utilize Switched Access to receive calls from the long distance network without charge to the calling party. See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS.

.b AT&T Toll Free 800SM is available to Residential Customers that subscribe to and maintain any of the Company's outbound interstate residential services other than MTS. For Residential Customers subscribing to MTS, see Section 3.6.5 (D).2 of this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Long Distance Toll Free Services¹ (continued) C

¹Effective November 12, 2007, the dedicated service offering associated with AT&T Long Distance Toll FreeSM Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis. C

3.6.5 Switched Access (continued) C

(C) Billing

.1 Customer Subscribes to Any of the Company's High Volume Toll Free Calling Plans

Customers subscribing to any of the Company's High Volume Toll Free Calling plans will be direct-billed.

.2 Customer Subscribes to All Other TFS Requiring Switched Access To Reach the Long Distance Network

.a To enable the Company to bill the Customer for TFS on a LEC or CLEC bill, at least one of the Customer's WTNs associated with the Customer's TFS must be presubscribed to the Company for the provision of 1+ outbound long distance Service and the BAN for the TFS must be the same BAN as the WTN number associated with TFS.

.b The Customer will be LEC-billed if the Customer's local service is provided by an Affiliated LEC and CLEC-billed if the Customer's local service is provided by an Affiliated CLEC. The Customer will be direct-billed if the Customer's local service is provided by a non-Affiliated LEC or a non-Affiliated CLEC or if TFS is the only Service the Customer has.

(D) Consumer C

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

.1 AT&T Toll Free 800SM formerly known as Simply Toll Free

.a AT&T Toll Free 800SM is a TFS for Customers that utilize Switched Access to receive calls from the long distance network without charge to the calling party. See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS.

.b AT&T Toll Free 800SM is available to Residential Customers that subscribe to and maintain any of the Company's outbound interstate residential services other than MTS. For Residential Customers subscribing to MTS, see Section 3.6.5 (D).2 of this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

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

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3.6.5 Switched Access (continued)

(C) Billing

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

(D) Consumer

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

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

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Toll Free Services¹ (continued)

¹Effective November 12, 2007, the dedicated service offering associated with Toll Free Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis.

3.6.5 AT&T Toll Free Service-Switched (continued)

(D) Consumer AT&T Toll Free Services (continued)

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

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

.2 Toll Free Default

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

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

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

.3 Simply Toll Free Plus¹

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

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

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

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Toll Free Services¹ (continued)

¹Effective November 12, 2007, the dedicated service offering associated with Toll Free Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis.

3.6.5 AT&T Toll Free Service-Switched (continued)

(D) Consumer AT&T Toll Free Services¹ (continued)

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

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.1 (continued)

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

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

.2 Toll Free Default

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

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

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

.3 Simply Toll Free Plus¹

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

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

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

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Long Distance Toll Free Services¹ (continued) C

¹Effective November 12, 2007, the dedicated service offering associated with AT&T Long Distance Toll FreeSM Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis. C

3.6.5 Switched Access (continued) C

(D) Consumer¹ (continued) C

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

.1 (continued)

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

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

.2 Toll Free Default

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

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

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

.3 Simply Toll Free Plus¹

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

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

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

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Toll Free Services¹ (continued)

¹Effective November 12, 2007, the dedicated service offering associated with Toll Free Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis.

3.6.5 AT&T Toll Free Service-Switched (continued)

(D) Consumer AT&T Toll Free Services (continued)

.3 Simply Toll Free Plus¹ (continued)

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

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

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Toll Free Services¹ (continued)

¹Effective November 12, 2007, the dedicated service offering associated with Toll Free Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis.

3.6.5 AT&T Toll Free Service-Switched (continued)

(D) Consumer AT&T Toll Free Services¹ (continued)

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

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.3 Simply Toll Free Plus¹ (continued)

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

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

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Long Distance Toll Free Services¹ (continued) C

¹Effective November 12, 2007, the dedicated service offering associated with AT&T Long Distance Toll FreeSM Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis. C

3.6.5 Switched Access (continued) C

(D) Consumer¹ (continued) C

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

.3 Simply Toll Free Plus¹ (continued)

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

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

.d If a Customer cancels the block of time or unlimited usage optional calling plans referenced in Section 3.6.5 (A).3.b of this Guidebook, the Customer will no longer qualify for Simply Toll Free Plus and will be moved to Simply Toll Free. If the Customer is moved to Simply Toll Free, the rates and charges in Section 4.6.1 (A).1 of the Guidebook will apply in lieu of the rates and charges in Section 4.6.1 (A).3 of this Guidebook.

.e If a Customer cancels the Company's 1+ outbound Service for the POTS telephone number associated with the TFS, the Customer will no longer qualify for Simply Toll Free Plus and Service will be terminated pursuant to Section 6 of this Guidebook.

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Toll Free Services¹ (continued)

¹Effective November 12, 2007, the dedicated service offering associated with Toll Free Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis

3.6.6 AT&T Enhanced Toll Free Services¹

¹This Service is no longer available for new Customer term plan agreements effective July 9, 2007. Existing Customers may add, move, remove, or change lines and/or locations for the duration of their current term plan agreement. This Service is no longer available to existing Customers upon expiration of the Customer's Term Plan

(A) General

AT&T Enhanced Toll Free Services is a suite of complex features that allow Business Customers to route, manage and track calls for complex routing or call center applications. The majority of the AT&T Enhanced Toll Free Service features are controlled via an Internet-based Web Tool so the Customer can make changes or additions to their routing plans on an as-needed basis without interacting with the Company. AT&T Enhanced Toll Free Services provide the ability for a TFS Customer to route calls based on caller-selected menu choices.

(B) Availability

AT&T Enhanced Toll Free Services are add-on Services available to Customers that (1) subscribe to any of the Company's High Volume Calling Business Optional Calling Plans for the provision of AT&T Toll Free Service that sign a term plan agreement for one (1), two (2) or three (3) years.

(C) Billing In Advance of Service

Monthly recurring and non-recurring charges for Service components are billed in advance of Service and reflect the rates in effect as of the date of the invoice (e.g., bills generated in February will cover the month of March). A Customer's first invoice may contain charges from previous periods for Service provided from the date of installation through the current invoice period. An Applicant for Service may be required to pay in advance of the establishment of Service the applicable nonrecurring charges together with the fixed charges applicable for the first month.

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Long Distance Toll Free Services¹ (continued)

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¹Effective November 12, 2007, the dedicated service offering associated with AT&T Long Distance Toll FreeSM Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis.

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3.6.6 AT&T Enhanced Toll Free Services¹

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(B) Availability

AT&T Enhanced Toll Free Services are add-on Services available to Customers that (1) subscribe to any of the Company's High Volume Calling Business Optional Calling Plans for the provision of AT&T Toll Free Service that sign a term plan agreement for one (1), two (2) or three (3) years.

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SECTION 3 – DESCRIPTION OF SERVICES

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

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3.6.6 AT&T Enhanced Toll Free Services

Effective June 30, 2011 this Service will be discontinued pursuant to Title 47, Section 63.19 of the code of Federal Regulations. If your current term agreement has not expired, you will need to replace this Service on or before the expiration date of your current term agreement. If you are currently on a month-to-month arrangement, you will need to replace this Service on or before June 30, 2011.

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(A) General

AT&T Enhanced Toll Free Services is a suite of complex features that allow Business Customers to route, manage and track calls for complex routing or call center applications. The majority of the AT&T Enhanced Toll Free Service features are controlled via an Internet-based Web Tool so the Customer can make changes or additions to their routing plans on an as-needed basis without interacting with the Company. AT&T Enhanced Toll Free Services provide the ability for a TFS Customer to route calls based on caller-selected menu choices.

(B) Availability

AT&T Enhanced Toll Free Services are add-on Services available to Customers that (1) subscribe to any of the Company's High Volume Calling Business Optional Calling Plans for the provision of AT&T Toll Free Service that sign a term plan agreement for one (1), two (2) or three (3) years.

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SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Toll Free Services¹ (continued)

¹Effective November 12, 2007, the dedicated service offering associated with Toll Free Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis

3.6.6 AT&T Enhanced Toll Free Services¹ (continued)

¹This Service is no longer available for new Customer term plan agreements effective July 9, 2007. Existing Customers may add, move, remove, or change lines and/or locations for the duration of their current term plan agreement. This Service is no longer available to existing Customers upon expiration of the Customer's Term Plan

(D) Service Features

.1 Alternate Routing

Alternate routing allows the Customer to make alternative routing changes at the phone group level affecting multiple Toll Free Numbers.

.2 Authorization Code

The authorization code feature allows the Customer to restrict access to the Customer's TFS by prompting callers to enter one of the valued authorization codes the Customer has defined for the Customer's TFS.

.3 Busy/No Answer Overflow

The busy/no answer overflow feature allows a Customer to define multiple routes in the event that the first or subsequent routes are busy or do not answer.

.4 Call Routing

.a Time Dependent Routing

With time dependent routing, the incoming call is screened based on the time of the call and is time zone adjusted. Time is measured in military time in one minute increments or ranges.

.b Day of Week Routing

The day of week routing feature permits the Customer to have calls to same Toll Free Number routed to different locations based upon the day of the week. Day of week routing will follow the national observance of daylight savings time.

.c Day of Year Routing

The day of year routing feature allows the Customer to have calls to the same Toll Free Number routed to different locations on specified day of the year. Dates are stored in a month/day format. It is the responsibility of the Customer to revise day of year routing schedules annually.

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Long Distance Toll Free Services¹ (continued) C

¹Effective November 12, 2007, the dedicated service offering associated with AT&T Long Distance Toll FreeSM Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis. C

3.6.6 AT&T Enhanced Toll Free Services¹ (continued)

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SECTION 3 – DESCRIPTION OF SERVICES

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

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3.6.6 AT&T Enhanced Toll Free Services (continued)

(D) Service Features

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SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Toll Free Services¹ (continued)

¹Effective November 12, 2007, the dedicated service offering associated with Toll Free Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis

3.6.6 AT&T Enhanced Toll Free Services¹ (continued)

¹This Service is no longer available for new Customer term plan agreements effective July 9, 2007. Existing Customers may add, move, remove, or change lines and/or locations for the duration of their current term plan agreement. This Service is no longer available to existing Customers upon expiration of the Customer's Term Plan

(D) (continued)

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.d Holiday Routing

With holiday routing, incoming calls are routed based on a pre-defined list of holidays defined by the Customer.

.e Single Termination

With single termination, calls are directly routed to a termination without special routing.

.f Percent Allocation

The percent allocation routing feature permits the Customer to define routing of calls made to the same Toll Free Number on a percentage basis so that calls can be allocated to multiple locations. Percentages must be defined in whole number, with 1% (one percent) the smallest allocation percentage to any location. The total of all percentage allocations must be 100%.

.g Service Area Routing

With service area routing, origin dependent routings are grouped to allow Customer defined serving areas.

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Long Distance Toll Free Services¹ (continued) C

¹Effective November 12, 2007, the dedicated service offering associated with AT&T Long Distance Toll FreeSM Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis. C

3.6.6 AT&T Enhanced Toll Free Services¹ (continued)

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SECTION 3 – DESCRIPTION OF SERVICES

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

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3.6.6 AT&T Enhanced Toll Free Services (continued)

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SECTION 3 – DESCRIPTION OF SERVICES

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(D) (continued)

.5 CTS Features

CTS features allow an agent to hand off a caller to a second agent at a different destination. This can be done with or without the first agent staying on the call.

.a Call Transfer

With call transfer, the caller can be transferred to another destination.

.b Call Transfer Consult

This arrangement allows the Customer to place the caller on hold, hear call progress (ie. ringing or busy signal) and either; (1) transfer the caller to the target party without remaining on the call or (2) terminate the redirection and return to the caller for further call handling.

.c Call Transfer Conference

This arrangement allows the Customer to conference with the target party and the caller. The Customer may consult with the target party prior to adding the caller to the three way conference. Following the three way conference, the caller may remain connected to the Customer or to the target party. If the target party is busy or does not answer, the Customer may return to the caller and may attempt another transfer.

.d Menu Again Unattended

This arrangement allows the Customer to return to the original menu for choices of Service without agent assistance.

.e Menu Again Attended

This arrangement allows the Customer to return to the original menu for choices of Service with agent assistance.

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Long Distance Toll Free Services¹ (continued)

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¹Effective November 12, 2007, the dedicated service offering associated with AT&T Long Distance Toll FreeSM Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis.

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3.6.6 AT&T Enhanced Toll Free Services¹ (continued)

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(D) (continued)

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SECTION 3 – DESCRIPTION OF SERVICES

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

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3.6.6 AT&T Enhanced Toll Free Services (continued)

(D) (continued)

.5 CTS Features

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SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Toll Free Services¹ (continued)

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(D) (continued)

.5 (continued)

.f Redirection Attempt

With redirection attempt the caller is charged for a redirection attempt to another location.

.g Complete Call

With complete call the caller is charged for a complete call to another location.

.6 Continuation of Business

The continuation of business message feature allows the TFS Customer to toggle an on/off an outage/disaster/congestion notification announcement.

.7 DTMF Cut-Through Toggle

DTMF Cut-Through toggle allows callers familiar with the menu prompts to enter menu responses before completion of the menu prompts. The Customer can toggle this feature on and off at different menu prompts.

.8 Extension Routing

Extension routing routes a call based on the caller's touch-tone entry of an extension number.

.9 Locator Service

Locator Service allows the subscriber to route the caller to the nearest facility based on the entered zip code, NPA-NXX or incoming ANI.

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Long Distance Toll Free Services¹ (continued) C

¹Effective November 12, 2007, the dedicated service offering associated with AT&T Long Distance Toll FreeSM Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis. C

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SECTION 3 – DESCRIPTION OF SERVICES

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

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3.6.6 AT&T Enhanced Toll Free Services (continued)

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SECTION 3 – DESCRIPTION OF SERVICES

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(D) (continued)

.10 Menu Routing

The menu routing feature allows a Customer to define an automated voice menu with custom or pre-recorded voice prompts.

.a Menu Routing Up To 2 Tier

This routing feature supports up to two (2) levels of caller announcement instructions. This feature allows the caller to select from a pre-programmed audio menu choices in which each menu selection is associated to a specific routing path and destination.

.b Menu Routing n-Tier

This routing feature supports up to ten (10) levels of caller announcement instructions. This feature allows the caller to select from a pre-programmed audio menu of choices in which each menu selection is associated to a specific routing path and destination.

.11 Network Call Center Available Routing

Network call center available routing allows the Customer to add/change/delete their hunting patterns and maximum threshold values for calls allowed, removed a termination point from sequence and add/change final routing paths.

.12 Network Queuing

Network queuing is used only in conjunction with call center availability routing. As a call routes into a Toll Free Number, the maximum call threshold functionality determines if all the trunks are busy, if so, programmable messages or music is played while the call is in queue.

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Long Distance Toll Free Services¹ (continued) C

¹Effective November 12, 2007, the dedicated service offering associated with AT&T Long Distance Toll FreeSM Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis. C

3.6.6 AT&T Enhanced Toll Free Services¹ (continued)

¹This Service is no longer available for new Customer term plan agreements effective July 9, 2007. Existing Customers may add, move, remove, or change lines and/or locations for the duration of their current term plan agreement. This Service is no longer available to existing Customers upon expiration of the Customer's Term Plan

(D) (continued)

.10 Menu Routing

The menu routing feature allows a Customer to define an automated voice menu with custom or pre-recorded voice prompts.

.a Menu Routing Up To 2 Tier

This routing feature supports up to two (2) levels of caller announcement instructions. This feature allows the caller to select from a pre-programmed audio menu choices in which each menu selection is associated to a specific routing path and destination.

.b Menu Routing n-Tier

This routing feature supports up to ten (10) levels of caller announcement instructions. This feature allows the caller to select from a pre-programmed audio menu of choices in which each menu selection is associated to a specific routing path and destination.

.11 Network Call Center Available Routing

Network call center available routing allows the Customer to add/change/delete their hunting patterns and maximum threshold values for calls allowed, removed a termination point from sequence and add/change final routing paths.

.12 Network Queuing

Network queuing is used only in conjunction with call center availability routing. As a call routes into a Toll Free Number, the maximum call threshold functionality determines if all the trunks are busy, if so, programmable messages or music is played while the call is in queue.

SECTION 3 – DESCRIPTION OF SERVICES

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

3.6.6 AT&T Enhanced Toll Free Services (continued)

¹This Service is no longer available for new Customer term plan agreements effective July 9, 2007. Existing Customers may add, move, remove, or change lines and/or locations for the duration of their current term plan agreement. This Service is no longer available to existing Customers upon expiration of the Customer's Term Plan

(D) (continued)

.10 Menu Routing

The menu routing feature allows a Customer to define an automated voice menu with custom or pre-recorded voice prompts.

.a Menu Routing Up To 2 Tier

This routing feature supports up to two (2) levels of caller announcement instructions. This feature allows the caller to select from a pre-programmed audio menu choices in which each menu selection is associated to a specific routing path and destination.

.b Menu Routing n-Tier

This routing feature supports up to ten (10) levels of caller announcement instructions. This feature allows the caller to select from a pre-programmed audio menu of choices in which each menu selection is associated to a specific routing path and destination.

.11 Network Call Center Available Routing

Network call center available routing allows the Customer to add/change/delete their hunting patterns and maximum threshold values for calls allowed, removed a termination point from sequence and add/change final routing paths.

.12 Network Queuing

Network queuing is used only in conjunction with call center availability routing. As a call routes into a Toll Free Number, the maximum call threshold functionality determines if all the trunks are busy, if so, programmable messages or music is played while the call is in queue.

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SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Toll Free Services¹ (continued)

¹Effective November 12, 2007, the dedicated service offering associated with Toll Free Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis

3.6.6 AT&T Enhanced Toll Free Services¹ (continued)

¹This Service is no longer available for new Customer term plan agreements effective July 9, 2007. Existing Customers may add, move, remove, or change lines and/or locations for the duration of their current term plan agreement. This Service is no longer available to existing Customers upon expiration of the Customer's Term Plan

(D) (continued)

.13 Origin Dependent Routing

The origin dependent routing feature permits the TFS Customer to have calls to the same Toll Free Number routed differently based upon the calling party's geographic location. Calls may be routed based on state, NPA, NPA-NXX, NPA-NXX-XXXX or 10 digit numbers. Permissible NPAs include all area codes/exchanges in the United States, the Extended Area, and Canada. Except for call from Canada, International TFS cannot be divided for routing purposes.

.14 Play Announcement Feature

The play announcement feature allows the Customer to play a single announcement either during a call flow or at the end of the call flow. A call may be terminated at a predetermined location and a custom or standard announcement played.

.15 Unlimited Storage Blocks

With unlimited storage blocks, a AT&T Toll Free Service Customer may store an unlimited number of caller announcement instructions.

.16 Text-to-Speech

Text-to-speech allows the Customer to create announcements by uploading .wav files from their computers or create a text-to-speech announcement.

(E) Custom Features

Custom features provide the Customer with features that are customized to the Customer's unique requirements for AT&T Enhanced Toll Free Services.

.1 Speech Recognition

Speech recognition allows the caller to navigate through menu routing options using speech to make selections.

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Long Distance Toll Free Services¹ (continued) C

¹Effective November 12, 2007, the dedicated service offering associated with AT&T Long Distance Toll FreeSM Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis. C

3.6.6 AT&T Enhanced Toll Free Services¹ (continued)

¹This Service is no longer available for new Customer term plan agreements effective July 9, 2007. Existing Customers may add, move, remove, or change lines and/or locations for the duration of their current term plan agreement. This Service is no longer available to existing Customers upon expiration of the Customer's Term Plan

(D) (continued)

.13 Origin Dependent Routing

The origin dependent routing feature permits the TFS Customer to have calls to the same Toll Free Number routed differently based upon the calling party's geographic location. Calls may be routed based on state, NPA, NPA-NXX, NPA-NXX-XXXX or 10 digit numbers. Permissible NPAs include all area codes/exchanges in the United States, the Extended Area, and Canada. Except for call from Canada, International TFS cannot be divided for routing purposes.

.14 Play Announcement Feature

The play announcement feature allows the Customer to play a single announcement either during a call flow or at the end of the call flow. A call may be terminated at a predetermined location and a custom or standard announcement played.

.15 Unlimited Storage Blocks

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.16 Text-to-Speech

Text-to-speech allows the Customer to create announcements by uploading .wav files from their computers or create a text-to-speech announcement.

(E) Custom Features

Custom features provide the Customer with features that are customized to the Customer's unique requirements for AT&T Enhanced Toll Free Services.

.1 Speech Recognition

Speech recognition allows the caller to navigate through menu routing options using speech to make selections.

SECTION 3 – DESCRIPTION OF SERVICES

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

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3.6.6 AT&T Enhanced Toll Free Services (continued)

(D) (continued)

.13 Origin Dependent Routing

The origin dependent routing feature permits the TFS Customer to have calls to the same Toll Free Number routed differently based upon the calling party's geographic location. Calls may be routed based on state, NPA, NPA-NXX, NPA-NXX-XXXX or 10 digit numbers. Permissible NPAs include all area codes/exchanges in the United States, the Extended Area, and Canada. Except for call from Canada, International TFS cannot be divided for routing purposes.

.14 Play Announcement Feature

The play announcement feature allows the Customer to play a single announcement either during a call flow or at the end of the call flow. A call may be terminated at a predetermined location and a custom or standard announcement played.

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With unlimited storage blocks, a AT&T Toll Free Service Customer may store an unlimited number of caller announcement instructions.

.16 Text-to-Speech

Text-to-speech allows the Customer to create announcements by uploading .wav files from their computers or create a text-to-speech announcement.

(E) Custom Features

Custom features provide the Customer with features that are customized to the Customer's unique requirements for AT&T Enhanced Toll Free Services.

.1 Speech Recognition

Speech recognition allows the caller to navigate through menu routing options using speech to make selections.

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Toll Free Services¹ (continued)

¹Effective November 12, 2007, the dedicated service offering associated with Toll Free Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis

3.6.6 AT&T Enhanced Toll Free Services¹ (continued)

¹This Service is no longer available for new Customer term plan agreements effective July 9, 2007. Existing Customers may add, move, remove, or change lines and/or locations for the duration of their current term plan agreement. This Service is no longer available to existing Customers upon expiration of the Customer's Term Plan

(F) Reserved for future use.

(G) Feature Billing Options

.1 General

There are four feature billing options available to Customers that subscribe to AT&T Enhanced Toll Free Services. For all available feature billing options, the usage charges, MRCs, and non-recurring charges apply as specified for the High Volume Calling Business Optional Calling Plan selected by the Customer. MRCs and NRCs for Toll Free Numbers apply as applicable. The following feature billing options are available to new and existing Customers of AT&T Enhanced Toll Free Services.

.2 Combined Transport and Usage Billing¹ (also known as CMR)

¹This billing option is no longer available to new Customers effective August 15, 2005.

.a General

With Combined Transport and Usage Billing, the per minute usage charge associated with the High Volume Calling Business Optional Calling Plan selected by the Customer and the per minute feature charge are totaled and appear as one line item on the Customer's bill on a per call basis. The per minute feature charge is billed based on the length of time one or more features are activated on the TFS platform. The initial period and additional period for the feature per minute charge is the same as for the High Volume Calling Business Optional Calling Plan selected by the Customer.

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Long Distance Toll Free Services¹ (continued)

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¹Effective November 12, 2007, the dedicated service offering associated with AT&T Long Distance Toll FreeSM Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis.

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3.6.6 AT&T Enhanced Toll Free Services¹ (continued)

¹This Service is no longer available for new Customer term plan agreements effective July 9, 2007. Existing Customers may add, move, remove, or change lines and/or locations for the duration of their current term plan agreement. This Service is no longer available to existing Customers upon expiration of the Customer's Term Plan

(F) Reserved for future use.

(G) Feature Billing Options

.1 General

There are four feature billing options available to Customers that subscribe to AT&T Enhanced Toll Free Services. For all available feature billing options, the usage charges, MRCs, and non-recurring charges apply as specified for the High Volume Calling Business Optional Calling Plan selected by the Customer. MRCs and NRCs for Toll Free Numbers apply as applicable. The following feature billing options are available to new and existing Customers of AT&T Enhanced Toll Free Services.

.2 Combined Transport and Usage Billing¹ (also known as CMR)

¹This billing option is no longer available to new Customers effective August 15, 2005.

.a General

With Combined Transport and Usage Billing, the per minute usage charge associated with the High Volume Calling Business Optional Calling Plan selected by the Customer and the per minute feature charge are totaled and appear as one line item on the Customer's bill on a per call basis. The per minute feature charge is billed based on the length of time one or more features are activated on the TFS platform. The initial period and additional period for the feature per minute charge is the same as for the High Volume Calling Business Optional Calling Plan selected by the Customer.

SECTION 3 – DESCRIPTION OF SERVICES

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

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3.6.6 AT&T Enhanced Toll Free Services (continued)

(F) Reserved for future use.

(G) Feature Billing Options

.1 General

There are four feature billing options available to Customers that subscribe to AT&T Enhanced Toll Free Services. For all available feature billing options, the usage charges, MRCs, and non-recurring charges apply as specified for the High Volume Calling Business Optional Calling Plan selected by the Customer. MRCs and NRCs for Toll Free Numbers apply as applicable. The following feature billing options are available to new and existing Customers of AT&T Enhanced Toll Free Services.

.2 Combined Transport and Usage Billing¹ (also known as CMR)

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.a General

With Combined Transport and Usage Billing, the per minute usage charge associated with the High Volume Calling Business Optional Calling Plan selected by the Customer and the per minute feature charge are totaled and appear as one line item on the Customer's bill on a per call basis. The per minute feature charge is billed based on the length of time one or more features are activated on the TFS platform. The initial period and additional period for the feature per minute charge is the same as for the High Volume Calling Business Optional Calling Plan selected by the Customer.

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Toll Free Services¹ (continued)

¹Effective November 12, 2007, the dedicated service offering associated with Toll Free Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis

3.6.6 AT&T Enhanced Toll Free Services¹ (continued)

¹This Service is no longer available for new Customer term plan agreements effective July 9, 2007. Existing Customers may add, move, remove, or change lines and/or locations for the duration of their current term plan agreement. This Service is no longer available to existing Customers upon expiration of the Customer's Term Plan

(G) (continued)

.2 Combined Transport and Usage Billing¹ (also known as CMR) (continued)

¹This billing option is no longer available to new Customers effective August 15, 2005.

.b Standard Features

For Customers selecting the combined transport and usage billing option, the following standard features are automatically available with AT&T Enhanced Toll Free Service:

- Call Routing (all features)
- Busy/Ring No Answer Overflow
- Origin Dependent Routing
- Authorization Codes
- Extension Routing
- Play Announcement
- Continuation of Business Announcements
- Alternate Routing
- DTMF Cut-Through Toggle
- Menu Routing up to 2 Tier
- Unlimited Storage Blocks
- Standard Reports
- Web tool Access
- Text-to-Speech

.c Optional Features

For Customers selecting the combined transport and usage billing option, the following features are available at the request of the Customer:

- CTS (call transfer, call transfer consult, call transfer conference, menu again unattended, and menu again attended)

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Long Distance Toll Free Services¹ (continued) C

¹Effective November 12, 2007, the dedicated service offering associated with AT&T Long Distance Toll FreeSM Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis. C

3.6.6 AT&T Enhanced Toll Free Services¹ (continued)

¹This Service is no longer available for new Customer term plan agreements effective July 9, 2007. Existing Customers may add, move, remove, or change lines and/or locations for the duration of their current term plan agreement. This Service is no longer available to existing Customers upon expiration of the Customer's Term Plan

(G) (continued)

.2 Combined Transport and Usage Billing¹ (also known as CMR) (continued)

¹This billing option is no longer available to new Customers effective August 15, 2005.

.b Standard Features

For Customers selecting the combined transport and usage billing option, the following standard features are automatically available with AT&T Enhanced Toll Free Service:

- Call Routing (all features)
- Busy/Ring No Answer Overflow
- Origin Dependent Routing
- Authorization Codes
- Extension Routing
- Play Announcement
- Continuation of Business Announcements
- Alternate Routing
- DTMF Cut-Through Toggle
- Menu Routing up to 2 Tier
- Unlimited Storage Blocks
- Standard Reports
- Web tool Access
- Text-to-Speech

.c Optional Features

For Customers selecting the combined transport and usage billing option, the following features are available at the request of the Customer:

- CTS (call transfer, call transfer consult, call transfer conference, menu again unattended, and menu again attended)

SECTION 3 – DESCRIPTION OF SERVICES

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

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3.6.6 AT&T Enhanced Toll Free Services (continued)

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.2 Combined Transport and Usage Billing¹ (also known as CMR) (continued)

¹This billing option is no longer available to new Customers effective August 15, 2005.

.b Standard Features

For Customers selecting the combined transport and usage billing option, the following standard features are automatically available with AT&T Enhanced Toll Free Service:

- Call Routing (all features)
- Busy/Ring No Answer Overflow
- Origin Dependent Routing
- Authorization Codes
- Extension Routing
- Play Announcement
- Continuation of Business Announcements
- Alternate Routing
- DTMF Cut-Through Toggle
- Menu Routing up to 2 Tier
- Unlimited Storage Blocks
- Standard Reports
- Web tool Access
- Text-to-Speech

.c Optional Features

For Customers selecting the combined transport and usage billing option, the following features are available at the request of the Customer:

- CTS (call transfer, call transfer consult, call transfer conference, menu again unattended, and menu again attended)

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Toll Free Services¹ (continued)

¹Effective November 12, 2007, the dedicated service offering associated with Toll Free Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis

3.6.6 AT&T Enhanced Toll Free Services¹ (continued)

¹This Service is no longer available for new Customer term plan agreements effective July 9, 2007. Existing Customers may add, move, remove, or change lines and/or locations for the duration of their current term plan agreement. This Service is no longer available to existing Customers upon expiration of the Customer's Term Plan

(G) (continued)

.2 Combined Transport and Usage Billing¹ (also known as CMR) (continued)

¹This billing option is no longer available to new Customers effective August 15, 2005.

.c Optional Features

- Locator Services
- Menu Routing n-Tier
- Network Call Center Availability Routing
- Network Queuing
- Speech Recognition.

.3 Per Minute Feature Billing

.a General

With Per Minute Feature Billing, the per minute usage charge associated with the High Volume Calling Business Optional Calling Plan selected by the Customer and the per minute feature specified in Section 4.6.6 (B) of this Guidebook appear as two separate line items on the Customer's bill on a per call basis. The per minute feature charge is billed based on the length of time one or more AT&T Enhanced Toll Free Services features are activated on the TFS platform. The initial period and additional period for the feature per minute charge is the same as for the High Volume Calling Business Optional Calling Plan selected by the Customer.

.b Standard Features

The standard features are the same as described in Section 3.6.6 (G).2.b of this Guidebook.

.c Optional Features

The optional features are the same as described in Section 3.6.6 (G).2.c of this Guidebook.

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Long Distance Toll Free Services¹ (continued) C

¹Effective November 12, 2007, the dedicated service offering associated with AT&T Long Distance Toll FreeSM Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis. C

3.6.6 AT&T Enhanced Toll Free Services¹ (continued)

¹This Service is no longer available for new Customer term plan agreements effective July 9, 2007. Existing Customers may add, move, remove, or change lines and/or locations for the duration of their current term plan agreement. This Service is no longer available to existing Customers upon expiration of the Customer's Term Plan

(G) (continued)

.2 Combined Transport and Usage Billing¹ (also known as CMR) (continued)

¹This billing option is no longer available to new Customers effective August 15, 2005.

.c Optional Features

- Locator Services
- Menu Routing n-Tier
- Network Call Center Availability Routing
- Network Queuing
- Speech Recognition.

.3 Per Minute Feature Billing

.a General

With Per Minute Feature Billing, the per minute usage charge associated with the High Volume Calling Business Optional Calling Plan selected by the Customer and the per minute feature specified in Section 4.6.6 (B) of this Guidebook appear as two separate line items on the Customer's bill on a per call basis. The per minute feature charge is billed based on the length of time one or more AT&T Enhanced Toll Free Services features are activated on the TFS platform. The initial period and additional period for the feature per minute charge is the same as for the High Volume Calling Business Optional Calling Plan selected by the Customer.

.b Standard Features

The standard features are the same as described in Section 3.6.6 (G).2.b of this Guidebook.

.c Optional Features

The optional features are the same as described in Section 3.6.6 (G).2.c of this Guidebook.

SECTION 3 – DESCRIPTION OF SERVICES

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

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3.6.6 AT&T Enhanced Toll Free Services (continued)

(G) (continued)

.2 Combined Transport and Usage Billing¹ (also known as CMR) (continued)

¹This billing option is no longer available to new Customers effective August 15, 2005.

.c Optional Features

- Locator Services
- Menu Routing n-Tier
- Network Call Center Availability Routing
- Network Queuing
- Speech Recognition.

.3 Per Minute Feature Billing

.a General

With Per Minute Feature Billing, the per minute usage charge associated with the High Volume Calling Business Optional Calling Plan selected by the Customer and the per minute feature specified in Section 4.6.6 (B) of this Guidebook appear as two separate line items on the Customer's bill on a per call basis. The per minute feature charge is billed based on the length of time one or more AT&T Enhanced Toll Free Services features are activated on the TFS platform. The initial period and additional period for the feature per minute charge is the same as for the High Volume Calling Business Optional Calling Plan selected by the Customer.

.b Standard Features

The standard features are the same as described in Section 3.6.6 (G).2.b of this Guidebook.

.c Optional Features

The optional features are the same as described in Section 3.6.6 (G).2.c of this Guidebook.

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Toll Free Services¹ (continued)

¹Effective November 12, 2007, the dedicated service offering associated with Toll Free Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis

3.6.6 AT&T Enhanced Toll Free Services¹ (continued)

¹This Service is no longer available for new Customer term plan agreements effective July 9, 2007. Existing Customers may add, move, remove, or change lines and/or locations for the duration of their current term plan agreement. This Service is no longer available to existing Customers upon expiration of the Customer's Term Plan

(G) (continued)

.4 Per Feature Billing

.a General

The Customer will be charged a per occurrence charge each time a feature is activated on the Company's TFS platform. The Customer's bill will list the number of times a particular feature is used, the charge per feature, and the total amount of feature charges.

.b Standard Features

For Customers selecting the per feature billing option, the following standard features are automatically available with AT&T Enhanced Toll Free Service:

- CTS (call transfer, call transfer consult, call transfer conference, menu again unattended, and menu again attended)
- Call Routing (all features)
- Busy/Ring No Answer Overflow
- Origin Dependent Routing
- Authorization Codes
- Extension Routing
- Play Announcement
- Continuation of Business Announcements
- Locator Service
- Alternate Routing
- DTMF Cut-Through Toggle
- Menu Routing up to 2 Tier
- Unlimited Storage Blocks
- Text-to-Speech

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Long Distance Toll Free Services¹ (continued) C

¹Effective November 12, 2007, the dedicated service offering associated with AT&T Long Distance Toll FreeSM Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis. C

3.6.6 AT&T Enhanced Toll Free Services¹ (continued)

¹This Service is no longer available for new Customer term plan agreements effective July 9, 2007. Existing Customers may add, move, remove, or change lines and/or locations for the duration of their current term plan agreement. This Service is no longer available to existing Customers upon expiration of the Customer's Term Plan

(G) (continued)

.4 Per Feature Billing

.a General

The Customer will be charged a per occurrence charge each time a feature is activated on the Company's TFS platform. The Customer's bill will list the number of times a particular feature is used, the charge per feature, and the total amount of feature charges.

.b Standard Features

For Customers selecting the per feature billing option, the following standard features are automatically available with AT&T Enhanced Toll Free Service:

- CTS (call transfer, call transfer consult, call transfer conference, menu again unattended, and menu again attended)
- Call Routing (all features)
- Busy/Ring No Answer Overflow
- Origin Dependent Routing
- Authorization Codes
- Extension Routing
- Play Announcement
- Continuation of Business Announcements
- Locator Service
- Alternate Routing
- DTMF Cut-Through Toggle
- Menu Routing up to 2 Tier
- Unlimited Storage Blocks
- Text-to-Speech

SECTION 3 – DESCRIPTION OF SERVICES

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

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3.6.6 AT&T Enhanced Toll Free Services (continued)

(G) (continued)

.4 Per Feature Billing

.a General

The Customer will be charged a per occurrence charge each time a feature is activated on the Company's TFS platform. The Customer's bill will list the number of times a particular feature is used, the charge per feature, and the total amount of feature charges.

.b Standard Features

For Customers selecting the per feature billing option, the following standard features are automatically available with AT&T Enhanced Toll Free Service:

- CTS (call transfer, call transfer consult, call transfer conference, menu again unattended, and menu again attended)
- Call Routing (all features)
- Busy/Ring No Answer Overflow
- Origin Dependent Routing
- Authorization Codes
- Extension Routing
- Play Announcement
- Continuation of Business Announcements
- Locator Service
- Alternate Routing
- DTMF Cut-Through Toggle
- Menu Routing up to 2 Tier
- Unlimited Storage Blocks
- Text-to-Speech

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Toll Free Services¹ (continued)

¹Effective November 12, 2007, the dedicated service offering associated with Toll Free Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis

3.6.6 AT&T Enhanced Toll Free Services¹ (continued)

¹This Service is no longer available for new Customer term plan agreements effective July 9, 2007. Existing Customers may add, move, remove, or change lines and/or locations for the duration of their current term plan agreement. This Service is no longer available to existing Customers upon expiration of the Customer's Term Plan

(G) (continued)

.4 Per Feature Billing

.c Optional Features

For Customers selecting the per feature billing option, the following features are available at the request of the Customer:

- Menu Routing n-Tier
- Network Call Center Availability Routing
- Network Queuing
- Speech Recognition

.5 Enhanced Per Feature Billing:

.a General

The Customer will be charged a per occurrence charge each time a feature is activated on the Company's TFS platform. The Customer's bill will list the number of times a particular feature is used, the charge per feature, and the total amount of feature charges.

.b Standard Features

For Customers selecting the enhanced per feature billing option, the following standard features are automatically available with AT&T Enhanced Toll Free Service:

- CTS (redirection attempt and completed call)
- Call Routing (all features)
- Busy/Ring No Answer Overflow
- Origin Dependent Routing
- Authorization Codes
- Extension Routing
- Play Announcement
- Continuation of Business Announcements
- Locator Service

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Long Distance Toll Free Services¹ (continued) C

¹Effective November 12, 2007, the dedicated service offering associated with AT&T Long Distance Toll FreeSM Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis. C

3.6.6 AT&T Enhanced Toll Free Services¹ (continued)

¹This Service is no longer available for new Customer term plan agreements effective July 9, 2007. Existing Customers may add, move, remove, or change lines and/or locations for the duration of their current term plan agreement. This Service is no longer available to existing Customers upon expiration of the Customer's Term Plan

(G) (continued)

.4 Per Feature Billing

.c Optional Features

For Customers selecting the per feature billing option, the following features are available at the request of the Customer:

- Menu Routing n-Tier
- Network Call Center Availability Routing
- Network Queuing
- Speech Recognition

.5 Enhanced Per Feature Billing:

.a General

The Customer will be charged a per occurrence charge each time a feature is activated on the Company's TFS platform. The Customer's bill will list the number of times a particular feature is used, the charge per feature, and the total amount of feature charges.

.b Standard Features

For Customers selecting the enhanced per feature billing option, the following standard features are automatically available with AT&T Enhanced Toll Free Service:

- CTS (redirection attempt and completed call)
- Call Routing (all features)
- Busy/Ring No Answer Overflow
- Origin Dependent Routing
- Authorization Codes
- Extension Routing
- Play Announcement
- Continuation of Business Announcements
- Locator Service

SECTION 3 – DESCRIPTION OF SERVICES

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

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3.6.6 AT&T Enhanced Toll Free Services (continued)

(G) (continued)

.4 Per Feature Billing

.c Optional Features

For Customers selecting the per feature billing option, the following features are available at the request of the Customer:

- Menu Routing n-Tier
- Network Call Center Availability Routing
- Network Queuing
- Speech Recognition

.5 Enhanced Per Feature Billing:

.a General

The Customer will be charged a per occurrence charge each time a feature is activated on the Company's TFS platform. The Customer's bill will list the number of times a particular feature is used, the charge per feature, and the total amount of feature charges.

.b Standard Features

For Customers selecting the enhanced per feature billing option, the following standard features are automatically available with AT&T Enhanced Toll Free Service:

- CTS (redirection attempt and completed call)
- Call Routing (all features)
- Busy/Ring No Answer Overflow
- Origin Dependent Routing
- Authorization Codes
- Extension Routing
- Play Announcement
- Continuation of Business Announcements
- Locator Service

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Toll Free Services¹ (continued)

¹Effective November 12, 2007, the dedicated service offering associated with Toll Free Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis

3.6.6 AT&T Enhanced Toll Free Services¹ (continued)

¹This Service is no longer available for new Customer term plan agreements effective July 9, 2007. Existing Customers may add, move, remove, or change lines and/or locations for the duration of their current term plan agreement. This Service is no longer available to existing Customers upon expiration of the Customer's Term Plan

(G) (continued)

.5 (continued)

.b Standard Features

- Alternate Routing
- DTMF Cut-Through Toggle
- Menu Routing up to 2 Tier
- Unlimited Storage Blocks
- Fixed Storage Block
- Text-to-Speech

c Optional Features

For Customers selecting the enhanced per feature billing option, the following features are available at the request of the Customer:

- Menu Routing n-Tier
- Network Call Center Availability Routing
- Network Queuing

(H) Minimum and Maximum Per Call Charges

.1 Minimum

For Customers subscribing to the per feature billing option or the enhance per feature billing option a minimum per call platform charge applies as follows: (1) after totaling the per call feature charge, if the charge is less than the minimum per call charge specified for that billing option, the Customer will be billed the minimum feature charge for that call; or (2) if the caller accesses the TFS platform and fails to utilize a service feature or a custom feature, the Customer will be billed the minimum feature charge for that call; or (3) if the Customer accesses the TFS platform and utilizes only features without a feature charge, the Customer will be billed the minimum per charge for that call.

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Long Distance Toll Free Services¹ (continued) C

¹Effective November 12, 2007, the dedicated service offering associated with AT&T Long Distance Toll FreeSM Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis. C

3.6.6 AT&T Enhanced Toll Free Services¹ (continued)

¹This Service is no longer available for new Customer term plan agreements effective July 9, 2007. Existing Customers may add, move, remove, or change lines and/or locations for the duration of their current term plan agreement. This Service is no longer available to existing Customers upon expiration of the Customer's Term Plan

(G) (continued)

.5 (continued)

.b Standard Features

- Alternate Routing
- DTMF Cut-Through Toggle
- Menu Routing up to 2 Tier
- Unlimited Storage Blocks
- Fixed Storage Block
- Text-to-Speech

c Optional Features

For Customers selecting the enhanced per feature billing option, the following features are available at the request of the Customer:

- Menu Routing n-Tier
- Network Call Center Availability Routing
- Network Queuing

(H) Minimum and Maximum Per Call Charges

.1 Minimum

For Customers subscribing to the per feature billing option or the enhance per feature billing option a minimum per call platform charge applies as follows: (1) after totaling the per call feature charge, if the charge is less than the minimum per call charge specified for that billing option, the Customer will be billed the minimum feature charge for that call; or (2) if the caller accesses the TFS platform and fails to utilize a service feature or a custom feature, the Customer will be billed the minimum feature charge for that call; or (3) if the Customer accesses the TFS platform and utilizes only features without a feature charge, the Customer will be billed the minimum per charge for that call.

SECTION 3 – DESCRIPTION OF SERVICES

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

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3.6.6 AT&T Enhanced Toll Free Services (continued)

(G) (continued)

.5 (continued)

.b Standard Features

- Alternate Routing
- DTMF Cut-Through Toggle
- Menu Routing up to 2 Tier
- Unlimited Storage Blocks
- Fixed Storage Block
- Text-to-Speech

c Optional Features

For Customers selecting the enhanced per feature billing option, the following features are available at the request of the Customer:

- Menu Routing n-Tier
- Network Call Center Availability Routing
- Network Queuing

(H) Minimum and Maximum Per Call Charges

.1 Minimum

For Customers subscribing to the per feature billing option or the enhance per feature billing option a minimum per call platform charge applies as follows: (1) after totaling the per call feature charge, if the charge is less than the minimum per call charge specified for that billing option, the Customer will be billed the minimum feature charge for that call; or (2) if the caller accesses the TFS platform and fails to utilize a service feature or a custom feature, the Customer will be billed the minimum feature charge for that call; or (3) if the Customer accesses the TFS platform and utilizes only features without a feature charge, the Customer will be billed the minimum per charge for that call.

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Toll Free Services¹ (continued)

¹Effective November 12, 2007, the dedicated service offering associated with Toll Free Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis

3.6.6 AT&T Enhanced Toll Free Services¹ (continued)

¹This Service is no longer available for new Customer term plan agreements effective July 9, 2007. Existing Customers may add, move, remove, or change lines and/or locations for the duration of their current term plan agreement. This Service is no longer available to existing Customers upon expiration of the Customer's Term Plan

(H) (continued)

.2 Maximum

For Customers subscribing to the per feature billing option or the enhance per feature billing option a maximum per call feature charge applies as follows: after totalling the per call feature charge, if the charge is greater than the maximum per call charge specified for that billing option, the Customer will receive a credit for the difference between the per call charge and the maximum per call charge specified for that billing option.

(I) TFS Reporting

Standard Reports provide call data on a daily, weekly or monthly basis. Standard reports are available to the Customer without charge.

SECTION 3 – DESCRIPTION OF SERVICES

3.6 AT&T Long Distance Toll Free Services¹ (continued) C

¹Effective November 12, 2007, the dedicated service offering associated with AT&T Long Distance Toll FreeSM Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis. C

3.6.6 AT&T Enhanced Toll Free Services¹ (continued)

¹This Service is no longer available for new Customer term plan agreements effective July 9, 2007. Existing Customers may add, move, remove, or change lines and/or locations for the duration of their current term plan agreement. This Service is no longer available to existing Customers upon expiration of the Customer's Term Plan

(H) (continued)

.2 Maximum

For Customers subscribing to the per feature billing option or the enhance per feature billing option a maximum per call feature charge applies as follows: after totalling the per call feature charge, if the charge is greater than the maximum per call charge specified for that billing option, the Customer will receive a credit for the difference between the per call charge and the maximum per call charge specified for that billing option.

(I) TFS Reporting

Standard Reports provide call data on a daily, weekly or monthly basis. Standard reports are available to the Customer without charge.

SECTION 3 – DESCRIPTION OF SERVICES

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

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3.6.6 AT&T Enhanced Toll Free Services (continued)

(H) (continued)

.2 Maximum

For Customers subscribing to the per feature billing option or the enhance per feature billing option a maximum per call feature charge applies as follows: after totaling the per call feature charge, if the charge is greater than the maximum per call charge specified for that billing option, the Customer will receive a credit for the difference between the per call charge and the maximum per call charge specified for that billing option.

(I) TFS Reporting

Standard Reports provide call data on a daily, weekly or monthly basis. Standard reports are available to the Customer without charge.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services

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

Except for SBC Long Distance Virtual Private Network (VPN), Business Customers subscribing to a Custom Business Service offering described in Section 3.7 of this Guidebook may subscribe to the Calling Card - Option 2 or an Option 2 category as specified in the specific Service offering, and as described in Section 3.1.5 (A).2 of this Guidebook. Unless otherwise indicated in this Guidebook, the following rules and regulations regarding the Calling Card - Option 2 and Option 2 categories apply to all Custom Business Services described in Section 3.7 of this Guidebook except for SBC Long Distance Virtual Private Network (VPN):

Operator assisted, operator dialed, and fully automated calling card calls billed to the Calling Card - Option 2 and Option 2 categories are rated at the usage rates specified in Section 4 of this Guidebook for the Custom Business Service subscribed to by the Customer in lieu of the rates and charges specified in Section 4.1.1 (B).2.b and Section 4.1.2 (A) of this Guidebook for Operator Toll Assistance Service. A per call charge applies in addition to the initial period and additional period charges applicable to the call. For fully automated, operator assisted, and operator dialed calls billed to the Calling Card - Option 2 and Option 2 categories, see Section 4.1.1 (B).2.a, Section 4.1.2 (B) and Section 4.1.2 (C) of this Guidebook for per call charges.

For Customers that subscribe to one of the Company's Custom Business Service offerings described in Section 3.7 of this Guidebook that also subscribe to the Calling Card - Option 2 or an Option 2 category, the billing increments (including the minimum connect time) for fully automated, operator assisted, and operator dialed calls billed to the Calling Card are the same as the billing increments for 1+ outbound calls rated under the Custom Business Service subscribed to by the Customer unless indicated otherwise..

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services

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

Business Customers subscribing to a Custom Business Service offering described in Section 3.7 of this Guidebook may subscribe to the Calling Card - Option 2 or an Option 2 category as specified in the specific Service offering, and as described in Section 3.1.5 (A).2 of this Guidebook. Unless otherwise indicated in this Guidebook, the following rules and regulations regarding the Calling Card - Option 2 and Option 2 categories apply to all Custom Business Services described in Section 3.7 of this Guidebook:

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Operator assisted, operator dialed, and fully automated calling card calls billed to the Calling Card - Option 2 and Option 2 categories are rated at the usage rates specified in Section 4 of this Guidebook for the Custom Business Service subscribed to by the Customer in lieu of the rates and charges specified in Section 4.1.1 (B).2.b and Section 4.1.2 (A) of this Guidebook for Operator Toll Assistance Service. A per call charge applies in addition to the initial period and additional period charges applicable to the call. For fully automated, operator assisted, and operator dialed calls billed to the Calling Card - Option 2 and Option 2 categories, see Section 4.1.1 (B).2.a, Section 4.1.2 (B) and Section 4.1.2 (C) of this Guidebook for per call charges.

For Customers that subscribe to one of the Company's Custom Business Service offerings described in Section 3.7 of this Guidebook that also subscribe to the Calling Card - Option 2 or an Option 2 category, the billing increments (including the minimum connect time) for fully automated, operator assisted, and operator dialed calls billed to the Calling Card are the same as the billing increments for 1+ outbound calls rated under the Custom Business Service subscribed to by the Customer unless indicated otherwise..

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.1 High Volume Calling I¹

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

(A) General

- .1 High Volume Calling I is a custom combination Flat Rate optional pricing plan. There are four Service offerings available under this optional calling plan. High Volume Outbound Calling I is an outbound calling plan for Customers that utilize Switched Access to reach the long distance network. High Volume Toll Free Calling I is a TFS for Customers that utilize Switched Access to receive calls from the long distance network. High Volume Dedicated Outbound Calling I is an outbound calling plan for Customers that utilize Dedicated Access to reach the long distance network. High Volume Dedicated Toll Free Calling I is a TFS for Customers that utilize Dedicated Access to receive calls from the long distance network. The Customer may subscribe to High Volume Calling I for outbound Service only, TFS only or for both outbound and TFS.
- .2 See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS. For Customers utilizing DVA facilities for TFS, High Volume Dedicated Toll Free Calling I allows Customers with TFS Number(s) to terminate inbound calls to a Customer-designated DVA facility. Toll free calls may originate on any type of access and are terminated via Switched Access or DVA lines to the Customer's location.
- .3 Customers subscribing to High Volume Toll Free Calling I and/or High Volume Dedicated Toll Free Calling I under a term plan arrangement may also subscribe to the Company's interstate CMR service which is an arrangement consisting of routing, control, and announcement features. A detailed description of the CMR service and the associated interstate usage charges and monthly recurring and non-recurring charges may be found in the Company's interstate Voice Product Reference and Pricing Guide.

(B) Availability

- .1 This optional calling plan is designed for Business Customers that utilize DVA and/or Switched Access arrangements to reach the long distance network. Outbound Service is available to Customers that utilize Switched Access and/or Dedicated Access. TFS is available for termination to a Customer's Switched Access or DVA lines. The Customer may subscribe to High Volume Calling I for outbound Service only, TFS only, or both outbound and TFS.

Customers subscribing to High Volume Outbound Calling I or High Volume Dedicated Outbound Calling I may also subscribe to the Calling Card - Option 3, category 21, described in Section 3.1.5 (A).2 of this Guidebook.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.1 High Volume Calling I¹

Effective June 30, 2011 the dedicated service offering associated with this Service will be discontinued pursuant to Title 47, Section 63.19 of the code of Federal Regulations. If your current dedicated term agreement has not expired, you will need to replace the dedicated Service on or before the expiration date of your current term agreement. If you are currently on a month-to-month arrangement, you will need to replace the dedicated Service on or before June 30, 2011.

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

(A) General

- .1 High Volume Calling I is a custom combination Flat Rate optional pricing plan. There are four Service offerings available under this optional calling plan. High Volume Outbound Calling I is an outbound calling plan for Customers that utilize Switched Access to reach the long distance network. High Volume Toll Free Calling I is a TFS for Customers that utilize Switched Access to receive calls from the long distance network. High Volume Dedicated Outbound Calling I is an outbound calling plan for Customers that utilize Dedicated Access to reach the long distance network. High Volume Dedicated Toll Free Calling I is a TFS for Customers that utilize Dedicated Access to receive calls from the long distance network. The Customer may subscribe to High Volume Calling I for outbound Service only, TFS only or for both outbound and TFS.
- .2 See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS. For Customers utilizing DVA facilities for TFS, High Volume Dedicated Toll Free Calling I allows Customers with TFS Number(s) to terminate inbound calls to a Customer-designated DVA facility. Toll free calls may originate on any type of access and are terminated via Switched Access or DVA lines to the Customer's location.
- .3 Customers subscribing to High Volume Toll Free Calling I and/or High Volume Dedicated Toll Free Calling I under a term plan arrangement may also subscribe to the Company's interstate CMR service which is an arrangement consisting of routing, control, and announcement features. A detailed description of the CMR service and the associated interstate usage charges and monthly recurring and non-recurring charges may be found in the Company's interstate Voice Product Reference and Pricing Guide.

(B) Availability

- .1 This optional calling plan is designed for Business Customers that utilize DVA and/or Switched Access arrangements to reach the long distance network. Outbound Service is available to Customers that utilize Switched Access and/or Dedicated Access. TFS is available for termination to a Customer's Switched Access or DVA lines. The Customer may subscribe to High Volume Calling I for outbound Service only, TFS only, or both outbound and TFS.

Customers subscribing to High Volume Outbound Calling I or High Volume Dedicated Outbound Calling I may also subscribe to the Calling Card - Option 3, category 21, described in Section 3.1.5 (A).2 of this Guidebook.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.1 High Volume Calling I¹

(A) General

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

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The Customer may subscribe to High Volume Calling I for outbound Service only, TFS only or for both outbound and TFS.

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

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(B) Availability

.1 This optional calling plan is designed for Business Customers that utilize Switched Access arrangements to reach the long distance network. Outbound Service is available to Customers that utilize Switched Access. TFS is available for termination to a Customer's Switched Access lines. The Customer may subscribe to High Volume Calling I for outbound Service only, TFS only, or both outbound and TFS.

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Customers subscribing to High Volume Outbound Calling may also subscribe to the Calling Card - Option 3, category 21, described in Section 3.1.5 (A).2 of this Guidebook.

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

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.1 High Volume Calling I¹ (continued)

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

(B) (continued)

.2 The High Volume Calling I plan is available to Business Customers that (1) request to be provisioned under this optional pricing plan; (2) make a MAC of at least \$600 per year and sign a term plan agreement for one (1), two (2) or three (3) years or commit to an MMC of at least \$50 per month without signing a term plan; and subscribe to High Volume Calling I for the provision of interstate service.

.3 If a Centrex Customer with terminals subscribes to High Volume Outbound Calling I, all lines associated with the Centrex terminals must be presubscribed to the Company.

.4 For Business Customers that subscribe to High Volume Dedicated Outbound Calling I or High Volume Dedicated Toll Free Calling I, the Customer must (1) use either DS1 Local Access or DS3 Local Access to reach the Company-designated POP and (2) authorize the Company to act as the Customer's agent for ordering the required DVA arrangements.

(C) MACs, MMCs, and Term Plan Agreements

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

(D) IntraLATA and InterLATA Service Options

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

.2 For TFS, Customers may subscribe to TFS with or without the ability to receive intrastate IntraLATA Service from the Company.

.3 If the Customer wishes to restrict IntraLATA calling for outbound Service provided via DVA arrangements, it is the Customer's responsibility to route those calls via other access facilities not associated with High Volume Calling I.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.1 High Volume Calling I¹ (continued)

- (B) (continued) (1)
- .2 The High Volume Calling I plan is available to Business Customers that (1) request to be provisioned under this optional pricing plan; (2) make a MAC of at least \$600 per year and sign a term plan agreement for one (1), two (2) or three (3) years or commit to an MMC of at least \$50 per month without signing a term plan; and subscribe to High Volume Calling I for the provision of interstate service. (1)
- .3 If a Centrex Customer with terminals subscribes to High Volume Outbound Calling I, all lines associated with the Centrex terminals must be presubscribed to the Company.
- .4 For Business Customers that subscribe to High Volume Dedicated Outbound Calling I or High Volume Dedicated Toll Free Calling I, the Customer must (1) use either DS1 Local Access or DS3 Local Access to reach the Company-designated POP and (2) authorize the Company to act as the Customer's agent for ordering the required DVA arrangements.
- (C) MACs, MMCs, and Term Plan Agreements
- .1 Customers that subscribe to this service and who wish to: (1) change MAC or MMC; (2) change the length of their term; or; (3) change to another High Volume Calling Plan; customers must cancel their current term plan agreement and sign a new term plan agreement with new begin/end dates unless otherwise indicated in this Guidebook. (N)
- .2 The Company will not charge an early termination fee and/or under utilization fee (ETF/UUF) when a Customer cancels an existing term plan agreement with a MAC if at the same time the Customer agrees to replace some or all of their existing service with Internet Protocol (IP) service, Wireless, or any functionally equivalent service from an Affiliate of the Company for the purpose of placing outbound and/or inbound live voice communications outside of the customer's local calling area. (C)

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

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¹This Service is no longer available to new Customers or existing Customers at new locations effective August 1, 2003 (1)

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.1 High Volume Calling I¹ (continued)

(B) (continued)

- .2 The High Volume Calling I plan is available to Business Customers that (1) request to be provisioned under this optional pricing plan; (2) make a MAC of at least \$600 per year and sign a term plan agreement for one (1), two (2) or three (3) years or commit to an MMC of at least \$50 per month without signing a term plan; and subscribe to High Volume Calling I for the provision of interstate service.
- .3 If a Centrex Customer with terminals subscribes to High Volume Outbound Calling I, all lines associated with the Centrex terminals must be presubscribed to the Company.
- .4 For Business Customers that subscribe to High Volume Dedicated Outbound Calling I or High Volume Dedicated Toll Free Calling I, the Customer must (1) use either DS1 Local Access or DS3 Local Access to reach the Company-designated POP and (2) authorize the Company to act as the Customer's agent for ordering the required DVA arrangements.

(C) MACs, MMCs, and Term Plan Agreements

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

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

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

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.1 High Volume Calling I¹ (continued)

(B) (continued)

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

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(C) MACs, MMCs, and Term Plan Agreements

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

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

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

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.1 High Volume Calling I¹ (continued)

(D) IntraLATA and InterLATA Service Options

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

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

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.1 High Volume Calling I¹ (continued)

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

(E) Rating Inbound and Outbound Calls and Calls Billed To The Calling Card - Option 3, Category 21

.1 Usage Rates

The Customer's usage rate for each call is based on (1) whether the call is outbound or inbound TFS; (2) type of originating access (Switched Access or DVA) for outbound calls; (3) type of terminating access (Switched Access or DVA) for TFS calls; (4) the Customer's MMC or MAC; and (5) the length of the Customer's term plan (1-Year, 2-Years, or 3-Years). An additional usage charge applies for TFS calls if the Customer has subscribed to CMR service. For fully automated, operator assisted or operator dialed calls billed to the Calling Card - Option 3, category 21, the usage rate is the same as the usage rates for 1+ outbound calls rated under this Service offering.

.2 Billing Increments

.a Outbound, TFS Provided Without CMR, and Calls Billed to the Calling Card - Option 3, Category 21

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

.b TFS Provided With CMR

For TFS calls, all calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute.

.3 Per Call Charges

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

(F) Billing

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

(G) Transfer of an Existing TFS to High Volume Toll Free Calling I

A Customer request to transfer TFS to the High Volume Toll Free Calling I will be processed as a request to cancel the Customer's existing TFS optional calling plan. To transfer TFS, the Customer must meet the availability requirements for the High Volume Toll Free Calling I plan. Customer shall be responsible for any and all early termination charges.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.1 High Volume Calling I¹ (continued)

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

(E) Rating Inbound and Outbound Calls and Calls Billed To The Calling Card - Option 3, Category 21

.1 Usage Rates

The Customer's usage rate for each call is based on (1) whether the call is outbound or inbound TFS; (2) type of originating access (Switched Access or DVA) for outbound calls; (3) type of terminating access (Switched Access or DVA) for TFS calls; (4) the Customer's MMC or MAC; and (5) the length of the Customer's term plan (1-Year, 2-Years, or 3-Years).

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For fully automated, operator assisted or operator dialed calls billed to the Calling Card - Option 3, category 21, the usage rate is the same as the usage rates for 1+ outbound calls rated under this Service offering.

.2 Billing Increments

Outbound, TFS and calls Billed to the Calling Card - Option 3, Category 21

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

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.3 Per Call Charges

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

(F) Billing

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

(G) Transfer of an Existing TFS to High Volume Toll Free Calling I

A Customer request to transfer TFS to the High Volume Toll Free Calling I will be processed as a request to cancel the Customer's existing TFS optional calling plan. To transfer TFS, the Customer must meet the availability requirements for the High Volume Toll Free Calling I plan. Customer shall be responsible for any and all early termination charges.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.1 High Volume Calling I¹ (continued)

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

(E) Rating Inbound and Outbound Calls and Calls Billed To The Calling Card - Option 3, Category 21

.1 Usage Rates

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

For fully automated, operator assisted or operator dialed calls billed to the Calling Card - Option 3, category 21, the usage rate is the same as the usage rates for 1+ outbound calls rated under this Service offering. (C)

.2 Billing Increments

Outbound, TFS and calls Billed to the Calling Card - Option 3, Category 21

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

.3 Per Call Charges

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

(F) Billing

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

(G) Transfer of an Existing TFS to High Volume Toll Free Calling I

A Customer request to transfer TFS to the High Volume Toll Free Calling I will be processed as a request to cancel the Customer's existing TFS optional calling plan. To transfer TFS, the Customer must meet the availability requirements for the High Volume Toll Free Calling I plan. Customer shall be responsible for any and all early termination charges.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.1 High Volume Calling I¹ (continued)

- (C) Rating Inbound and Outbound Calls and Calls Billed To The Calling Card - Option 3, Category 21 (C)
 - .1 Usage Rates (1)
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 - The Customer's usage rate for each call is based on (1) whether the call is outbound or inbound TFS; (2) the Customer's MMC or MAC; and (3) the length of the Customer's term plan (1-Year, 2-Years, or 3-Years).
 - For fully automated, operator assisted or operator dialed calls billed to the Calling Card - Option 3, category 21, the usage rate is the same as the usage rates for 1+ outbound calls rated under this Service offering.
 - .2 Billing Increments (C)
 - Outbound, TFS and calls Billed to the Calling Card - Option 3, Category 21
 - For Customers with an MMC, calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of eighteen (18) seconds. For Customers with a MAC, calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of eighteen (18) seconds. This optional pricing plan is rated on an Aggregation ID basis if multiple BTNs are involved.
 - .3 Per Call Charges (C)
 - For per call charges, see Section 4.1.1 (B).2 of this Guidebook.
- (D) Billing (D)
 - Customers subscribing to any of the High Volume Calling I plans will be direct-billed.

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¹This Service is no longer available to new Customers or existing Customers at new locations effective August 1, 2003. (1)

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.2 AT&T High Volume Calling II¹

¹Effective November 12, 2007, the Dedicated Service Offering associated with High Volume Calling will no longer be available to new Customers.

(A) General

- .1 AT&T High Volume Calling II is a custom combination Flat Rate optional pricing plan. There are four Service offerings available under this optional calling plan. AT&T High Volume Outbound Calling II is an outbound calling plan for Customers that utilize Switched Access to reach the long distance network. AT&T High Volume Toll Free Calling II is a TFS for Customers that utilize Switched Access to receive calls from the long distance network. AT&T High Volume Dedicated Outbound Calling II is an outbound calling plan for Customers that utilize Dedicated Access to reach the long distance network. AT&T High Volume Dedicated Toll Free Calling II is a TFS for Customers that utilize Dedicated Access to receive calls from the long distance network. The Customer may subscribe to AT&T High Volume Calling II for outbound Service only, TFS only or for both outbound and TFS.
- .2 See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS. For Customers utilizing DVA facilities for TFS, AT&T High Volume Dedicated Toll Free Calling II allows Customers with TFS Number(s) to terminate inbound calls to a Customer-designated DVA facility. Toll free calls may originate on any type of access and are terminated via Switched Access or DVA lines to the Customer's location.
- .3 Customers subscribing to AT&T High Volume Toll Free Calling II and/or AT&T High Volume Dedicated Toll Free Calling II under a term plan arrangement may also subscribe to the Company's interstate CMR service which is an arrangement consisting of routing, control, and announcement features. A detailed description of the CMR service and the associated interstate usage charges and monthly recurring and non-recurring charges may be found in the Company's interstate Voice Product Reference and Pricing Guide.

(B) Availability

- .1 This optional calling plan is designed for Business Customers that utilize DVA and/or Switched Access arrangements to reach the long distance network. Outbound Service is available to Customers that utilize Switched Access and/or Dedicated Access. TFS is available for termination to a Customer's Switched Access or DVA lines. The Customer may subscribe to AT&T High Volume Calling II for outbound Service only, TFS only, or both outbound and TFS. Customers subscribing to AT&T High Volume Outbound Calling II or AT&T High Volume Dedicated Outbound Calling II may also subscribe to the Calling Card - Option 3, category 21, described in Section 3.1.5 (A).2 of this Guidebook.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.2 AT&T High Volume Calling II

Effective June 30, 2011 the dedicated service offering associated with this Service will be discontinued pursuant to Title 47, Section 63.19 of the code of Federal Regulations. If your current dedicated term agreement has not expired, you will need to replace the dedicated Service on or before the expiration date of your current term agreement. If you are currently on a month-to-month arrangement, you will need to replace the dedicated Service on or before June 30, 2011.

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(A) General

- .1 AT&T High Volume Calling II is a custom combination Flat Rate optional pricing plan. There are four Service offerings available under this optional calling plan. AT&T High Volume Outbound Calling II is an outbound calling plan for Customers that utilize Switched Access to reach the long distance network. AT&T High Volume Toll Free Calling II is a TFS for Customers that utilize Switched Access to receive calls from the long distance network. AT&T High Volume Dedicated Outbound Calling II is an outbound calling plan for Customers that utilize Dedicated Access to reach the long distance network. AT&T High Volume Dedicated Toll Free Calling II is a TFS for Customers that utilize Dedicated Access to receive calls from the long distance network. The Customer may subscribe to AT&T High Volume Calling II for outbound Service only, TFS only or for both outbound and TFS.
- .2 See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS. For Customers utilizing DVA facilities for TFS, AT&T High Volume Dedicated Toll Free Calling II allows Customers with TFS Number(s) to terminate inbound calls to a Customer-designated DVA facility. Toll free calls may originate on any type of access and are terminated via Switched Access or DVA lines to the Customer's location.
- .3 Customers subscribing to AT&T High Volume Toll Free Calling II and/or AT&T High Volume Dedicated Toll Free Calling II under a term plan arrangement may also subscribe to the Company's interstate CMR service which is an arrangement consisting of routing, control, and announcement features. A detailed description of the CMR service and the associated interstate usage charges and monthly recurring and non-recurring charges may be found in the Company's interstate Voice Product Reference and Pricing Guide.

(B) Availability

- .1 This optional calling plan is designed for Business Customers that utilize DVA and/or Switched Access arrangements to reach the long distance network. Outbound Service is available to Customers that utilize Switched Access and/or Dedicated Access. TFS is available for termination to a Customer's Switched Access or DVA lines. The Customer may subscribe to AT&T High Volume Calling II for outbound Service only, TFS only, or both outbound and TFS. Customers subscribing to AT&T High Volume Outbound Calling II or AT&T High Volume Dedicated Outbound Calling II may also subscribe to the Calling Card - Option 3, category 21, described in Section 3.1.5 (A).2 of this Guidebook.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.2 AT&T High Volume Calling II

Effective June 30, 2011 the dedicated service offering associated with this Service will be discontinued pursuant to Title 47, Section 63.19 of the code of Federal Regulations. If your current dedicated term agreement has not expired, you will need to replace the dedicated Service on or before the expiration date of your current term agreement. If you are currently on a month-to-month arrangement, you will need to replace the dedicated Service on or before June 30, 2011.

(A) General

- .1 AT&T High Volume Calling II is a custom combination Flat Rate optional pricing plan. There are four Service offerings available under this optional calling plan. AT&T High Volume Outbound Calling II is an outbound calling plan for Customers that utilize Switched Access to reach the long distance network. AT&T High Volume Toll Free Calling II is a TFS for Customers that utilize Switched Access to receive calls from the long distance network. AT&T High Volume Dedicated Outbound Calling II is an outbound calling plan for Customers that utilize Dedicated Access to reach the long distance network. AT&T High Volume Dedicated Toll Free Calling II is a TFS for Customers that utilize Dedicated Access to receive calls from the long distance network. The Customer may subscribe to AT&T High Volume Calling II for outbound Service only, TFS only or for both outbound and TFS.
- .2 See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS. For Customers utilizing DVA facilities for TFS, AT&T High Volume Dedicated Toll Free Calling II allows Customers with TFS Number(s) to terminate inbound calls to a Customer-designated DVA facility. Toll free calls may originate on any type of access and are terminated via Switched Access or DVA lines to the Customer's location.

(B) Availability

- .1 This optional calling plan is designed for Business Customers that utilize DVA and/or Switched Access arrangements to reach the long distance network. Outbound Service is available to Customers that utilize Switched Access and/or Dedicated Access. TFS is available for termination to a Customer's Switched Access or DVA lines. The Customer may subscribe to AT&T High Volume Calling II for outbound Service only, TFS only, or both outbound and TFS. Customers subscribing to AT&T High Volume Outbound Calling II or AT&T High Volume Dedicated Outbound Calling II may also subscribe to the Calling Card - Option 3, category 21, described in Section 3.1.5 (A).2 of this Guidebook.

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.2 AT&T High Volume Calling II

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(A) General

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

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

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

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

(C)

(B) Availability

.1 This optional calling plan is designed for Business Customers that utilize Switched Access arrangements to reach the long distance network. Outbound Service is available to Customers that utilize Switched Access. TFS is available for termination to a Customer's Switched Access lines. The Customer may subscribe to AT&T High Volume Calling II for outbound Service only, TFS only, or both outbound and TFS. Customers subscribing to AT&T High Volume Outbound Calling II may also subscribe to the Calling Card - Option 3, category 21, described in Section 3.1.5 (A).2 of this Guidebook.

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.2 AT&T High Volume Calling II

(A) General

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

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

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

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

(B) Availability

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

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.2 AT&T High Volume Calling II¹ (continued)

¹Effective November 12, 2007, the Dedicated Service Offering associated with High Volume Calling will no longer be available to new Customers.

(B) (continued)

- .2 The AT&T High Volume Calling II plan is available to Business Customers that (1) request to be provisioned under this optional pricing plan; (2) make a MAC of at least \$600 per year and sign a term plan agreement for one (1), two (2) or three (3) years or commit to an MMC of at least \$50 per month without signing a term plan; and subscribe to AT&T High Volume Calling II for the provision of interstate service.
- .3 If a Centrex Customer with terminals subscribes to AT&T High Volume Outbound Calling II, all lines associated with the Centrex terminals must be presubscribed to the Company.
- .4 For Business Customers that subscribe to AT&T High Volume Dedicated Outbound Calling II or AT&T High Volume Dedicated Toll Free Calling II, the Customer must (1) use either DS1 Local Access or DS3 Local Access to reach the Company-designated POP and (2) authorize the Company to act as the Customer's agent for ordering the required DVA arrangements.

(C) MACs, MMCs, and Term Plan Agreements

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

(D) IntraLATA and InterLATA Service Options

- .1 For outbound Services provided via a Switched Access arrangement, Business Customers may subscribe to any of the Company's outbound Service offerings for the provision of (1) intrastate InterLATA and intrastate IntraLATA calling; (2) intrastate InterLATA calling only and select another company for the provision of the Customer's intrastate IntraLATA calling; or (3) intrastate IntraLATA calling only and select another company for the provision of the Customers's intrastate InterLATA calling.
- .2 For TFS, Customers may subscribe to TFS with or without the ability to receive intrastate IntraLATA Service from the Company.
- .3 If the Customer wishes to restrict IntraLATA calling for outbound Service provided via DVA arrangements, it is the Customer's responsibility to route those calls via other access facilities not associated with AT&T High Volume Calling II.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.2 AT&T High Volume Calling II (continued)

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(B) (continued)

- .2 The AT&T High Volume Calling II plan is available to Business Customers that (1) request to be provisioned under this optional pricing plan; (2) make a MAC of at least \$600 per year and sign a term plan agreement for one (1), two (2) or three (3) years or commit to an MMC of at least \$50 per month without signing a term plan; and subscribe to AT&T High Volume Calling II for the provision of interstate service.
- .3 If a Centrex Customer with terminals subscribes to AT&T High Volume Outbound Calling II, all lines associated with the Centrex terminals must be presubscribed to the Company.
- .4 For Business Customers that subscribe to AT&T High Volume Dedicated Outbound Calling II or AT&T High Volume Dedicated Toll Free Calling II, the Customer must (1) use either DS1 Local Access or DS3 Local Access to reach the Company-designated POP and (2) authorize the Company to act as the Customer's agent for ordering the required DVA arrangements.

(C) MACs, MMCs, and Term Plan Agreements

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

(D) IntraLATA and InterLATA Service Options

- .1 For outbound Services provided via a Switched Access arrangement, Business Customers may subscribe to any of the Company's outbound Service offerings for the provision of (1) intrastate InterLATA and intrastate IntraLATA calling; (2) intrastate InterLATA calling only and select another company for the provision of the Customer's intrastate IntraLATA calling; or (3) intrastate IntraLATA calling only and select another company for the provision of the Customers's intrastate InterLATA calling.
- .2 For TFS, Customers may subscribe to TFS with or without the ability to receive intrastate IntraLATA Service from the Company.
- .3 If the Customer wishes to restrict IntraLATA calling for outbound Service provided via DVA arrangements, it is the Customer's responsibility to route those calls via other access facilities not associated with AT&T High Volume Calling II.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.2 AT&T High Volume Calling II (continued)

(B) (continued)

- .2 The AT&T High Volume Calling II plan is available to Business Customers that (1) request to be provisioned under this optional pricing plan; (2) make a MAC of at least \$600 per year and sign a term plan agreement for one (1), two (2) or three (3) years or commit to an MMC of at least \$50 per month without signing a term plan; and subscribe to AT&T High Volume Calling II for the provision of interstate service.
- .3 If a Centrex Customer with terminals subscribes to AT&T High Volume Outbound Calling II, all lines associated with the Centrex terminals must be presubscribed to the Company.
- .4 For Business Customers that subscribe to AT&T High Volume Dedicated Outbound Calling II or AT&T High Volume Dedicated Toll Free Calling II, the Customer must (1) use either DS1 Local Access or DS3 Local Access to reach the Company-designated POP and (2) authorize the Company to act as the Customer's agent for ordering the required DVA arrangements.

(C) MACs, MMCs, and Term Plan Agreements

At the end of a Customer's term plan agreement, if the Customer does not renew for a new term, or cancel Services, they may continue with this Service on a month-to-month basis at the out of term rates defined Section 4.7 of this Guidebook. See Section 6 of this Guidebook for additional rules and regulations applicable to MACs, MMCs and term plan agreements.

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(D) IntraLATA and InterLATA Service Options

- .1 For outbound Services provided via a Switched Access arrangement, Business Customers may subscribe to any of the Company's outbound Service offerings for the provision of (1) intrastate InterLATA and intrastate IntraLATA calling; (2) intrastate InterLATA calling only and select another company for the provision of the Customer's intrastate IntraLATA calling; or (3) intrastate IntraLATA calling only and select another company for the provision of the Customers's intrastate InterLATA calling.
- .2 For TFS, Customers may subscribe to TFS with or without the ability to receive intrastate IntraLATA Service from the Company.
- .3 If the Customer wishes to restrict IntraLATA calling for outbound Service provided via DVA arrangements, it is the Customer's responsibility to route those calls via other access facilities not associated with AT&T High Volume Calling II.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.2 AT&T High Volume Calling II (continued)

(B) (continued)

- .2 The AT&T High Volume Calling II plan is available to Business Customers that (1) request to be provisioned under this optional pricing plan; (2) make a MAC of at least \$600 per year and sign a term plan agreement for one (1), two (2) or three (3) years or commit to an MMC of at least \$50 per month without signing a term plan; and subscribe to AT&T High Volume Calling II for the provision of interstate service.
- .3 If a Centrex Customer with terminals subscribes to AT&T High Volume Outbound Calling II, all lines associated with the Centrex terminals must be presubscribed to the Company.
- .4 For Business Customers that subscribe to AT&T High Volume Dedicated Outbound Calling II or AT&T High Volume Dedicated Toll Free Calling II, the Customer must (1) use either DS1 Local Access or DS3 Local Access to reach the Company-designated POP and (2) authorize the Company to act as the Customer's agent for ordering the required DVA arrangements.

(C) MACs, MMCs, and Term Plan Agreements

- .1 The Company will not charge an early termination fee and/or under utilization fee when a Customer cancels an existing term plan agreement with a MAC if at the same time: (a) the Customer signs a new term plan agreement or; (b) has an existing agreement for a functionally equivalent service from an Affiliate of the Company with a term that is equal to or longer than the remainder of the current term revenue commitment that is equal to or greater than the unpaid portion of the Customer's Total Revenue Commitment on the Customer's current term plan agreement that is being cancelled at the request of the Customer. (N)
- .2 At the end of a Customer's term plan agreement, if the Customer does not renew for a new term, or cancel Services, they may continue with this Service on a month-to-month basis at the out of term rates defined Section 4.7 of this Guidebook.
- .3 See Section 6 of this Guidebook for additional rules and regulations applicable to MACs, MMCs and term plan agreements. (N)

(D) IntraLATA and InterLATA Service Options

- .1 For outbound Services provided via a Switched Access arrangement, Business Customers may subscribe to any of the Company's outbound Service offerings for the provision of (1) intrastate InterLATA and intrastate IntraLATA calling; (2) intrastate InterLATA calling only and select another company for the provision of the Customer's intrastate IntraLATA calling; or (3) intrastate IntraLATA calling only and select another company for the provision of the Customers's intrastate InterLATA calling.
- .2 For TFS, Customers may subscribe to TFS with or without the ability to receive intrastate IntraLATA Service from the Company.
- .3 If the Customer wishes to restrict IntraLATA calling for outbound Service provided via DVA arrangements, it is the Customer's responsibility to route those calls via other access facilities not associated with AT&T High Volume Calling II.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.2 AT&T High Volume Calling II (continued)

(B) (continued)

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

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(C) MACs, MMCs, and Term Plan Agreements

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

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

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.2 AT&T High Volume Calling II (continued)

(B) (continued)

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

(C) MACs, MMCs, and Term Plan Agreements

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

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

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.2 AT&T High Volume Calling II (continued)

(D) IntraLATA and InterLATA Service Options

- .1 For outbound Services provided via a Switched Access arrangement, Business Customers may subscribe to any of the Company's outbound Service offerings for the provision of (1) intrastate InterLATA and intrastate IntraLATA calling; (2) intrastate InterLATA calling only and select another company for the provision of the Customer's intrastate IntraLATA calling; or (3) intrastate IntraLATA calling only and select another company for the provision of the Customers's intrastate InterLATA calling.
- .2 For TFS, Customers may subscribe to TFS with or without the ability to receive intrastate IntraLATA Service from the Company.
- .3 If the Customer wishes to restrict IntraLATA calling for outbound Service provided via DVA arrangements, it is the Customer's responsibility to route those calls via other access facilities not associated with AT&T High Volume Calling II.

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.2 AT&T High Volume Calling II (continued)

(D) IntraLATA and InterLATA Service Options

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

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.2 AT&T High Volume Calling II¹ (continued)

¹Effective November 12, 2007, the Dedicated Service Offering associated with High Volume Calling will no longer be available to new Customers.

(D) IntraLATA and InterLATA Service Options

(E) Rating Inbound and Outbound Calls and Calls Billed To The Calling Card - Option 3, Category 21

.1 Usage Rates

The Customer's usage rate for each call is based on (1) whether the call is outbound or inbound TFS; (2) type of originating access (Switched Access or DVA) for outbound calls; (3) type of terminating access (Switched Access or DVA) for TFS calls; (4) the Customer's MMC or MAC; and (5) the length of the Customer's term plan (1-Year, 2-Years, or 3-Years). An additional usage charge applies for TFS calls if the Customer has subscribed to CMR service. For fully automated, operator assisted or operator dialed calls billed to the Calling Card - Option 3, category 21, the usage rate is the same as the usage rates for 1+ outbound calls rated under this Service offering.

.2 Billing Increments

.a Outbound, TFS Provided Without CMR, and Calls Billed to the Calling Card - Option 3, Category 21

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

.b TFS Provided With CMR

For TFS calls, all calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute.

.3 Per Call Charges

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

(F) Billing

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

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

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

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.2 AT&T High Volume Calling II (continued)

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(D) IntraLATA and InterLATA Service Options

(E) Rating Inbound and Outbound Calls and Calls Billed To The Calling Card - Option 3, Category 21

.1 Usage Rates

The Customer's usage rate for each call is based on (1) whether the call is outbound or inbound TFS; (2) type of originating access (Switched Access or DVA) for outbound calls; (3) type of terminating access (Switched Access or DVA) for TFS calls; (4) the Customer's MMC or MAC; and (5) the length of the Customer's term plan (1-Year, 2-Years, or 3-Years). An additional usage charge applies for TFS calls if the Customer has subscribed to CMR service. For fully automated, operator assisted or operator dialed calls billed to the Calling Card - Option 3, category 21, the usage rate is the same as the usage rates for 1+ outbound calls rated under this Service offering.

.2 Billing Increments

.a Outbound, TFS Provided Without CMR, and Calls Billed to the Calling Card - Option 3, Category 21

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

.b TFS Provided With CMR

For TFS calls, all calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute.

.3 Per Call Charges

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

(F) Billing

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

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

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

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.2 AT&T High Volume Calling II (continued)

(D) IntraLATA and InterLATA Service Options

(E) Rating Inbound and Outbound Calls and Calls Billed To The Calling Card - Option 3, Category 21

.1 Usage Rates

The Customer's usage rate for each call is based on (1) whether the call is outbound or inbound TFS; (2) type of originating access (Switched Access or DVA) for outbound calls; (3) type of terminating access (Switched Access or DVA) for TFS calls; (4) the Customer's MMC or MAC; and (5) the length of the Customer's term plan (1-Year, 2-Years, or 3-Years).

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For fully automated, operator assisted or operator dialed calls billed to the Calling Card - Option 3, category 21, the usage rate is the same as the usage rates for 1+ outbound calls rated under this Service offering.

.2 Billing Increments

Outbound, TFS and Calls Billed to the Calling Card - Option 3, Category 21

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

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.3 Per Call Charges

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

(F) Billing

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

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

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

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.2 AT&T High Volume Calling II (continued)

(D) IntraLATA and InterLATA Service Options

(E) Rating Inbound and Outbound Calls and Calls Billed To The Calling Card - Option 3, Category 21

.1 Usage Rates

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

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For fully automated, operator assisted or operator dialed calls billed to the Calling Card - Option 3, category 21, the usage rate is the same as the usage rates for 1+ outbound calls rated under this Service offering.

.2 Billing Increments

Outbound, TFS and Calls Billed to the Calling Card - Option 3, Category 21

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

.3 Per Call Charges

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

(F) Billing

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

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

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

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.2 AT&T High Volume Calling II (continued)

(D) IntraLATA and InterLATA Service Options

(E) Rating Inbound and Outbound Calls

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.1 Usage Rates

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

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.2 Billing Increments

Outbound and TFS Calls

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

.3 Per Call Charges

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

(F) Billing

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

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

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

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.2 AT&T High Volume Calling II (continued)

(D) IntraLATA and InterLATA Service Options

(E) Rating Inbound and Outbound Calls

.1 Usage Rates

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

.2 Billing Increments

Outbound and TFS Calls

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

.3 Per Call Charges

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

(F) Billing

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

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

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

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.3 High Volume Calling Connections I¹

¹ This service is no longer available to new Customers or existing Customers at new locations effective June 17, 2005.

(A) General

- .1 High Volume Calling Connections I is a custom combination Flat Rate optional pricing plan. There are four Service offerings available under this optional calling plan. High Volume Outbound Calling Connections I is an outbound calling plan for Customers that utilize Switched Access to reach the long distance network. High Volume Toll Free Calling Connections I is a TFS for Customers that utilize Switched Access to receive calls from the long distance network. High Volume Dedicated Outbound Calling Connections I is an outbound calling plan for Customers that utilize Dedicated Access to reach the long distance network. High Volume Dedicated Toll Free Calling Connections I is a TFS for Customers that utilize Dedicated Access to receive calls from the long distance network. The Customer may subscribe to High Volume Calling Connections I for outbound Service only, TFS only or for both outbound and TFS.
- .2 See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS. Toll free calls may originate on any type of access and are terminated via Switched Access or DVA lines to the Customer's location. For Customers utilizing DVA facilities for TFS, High Volume Dedicated Toll Free Calling Connections I allows Customers with TFS Number(s) to terminate inbound calls to a Customer-designated DVA facility.
- .3 Customers subscribing to High Volume Toll Free Calling Connections I and/or High Volume Dedicated Toll Free Calling Connections I under a term plan arrangement may also subscribe to the Company's interstate CMR service which is an arrangement consisting of routing, control, and announcement features. A detailed description of the CMR service and the associated interstate usage charges and monthly recurring and non-recurring charges may be found in the Company's interstate Voice Product Reference and Pricing Guide at att.com/servicepublications

(B) Availability

- .1 This optional calling plan is designed for Business Customers that utilize DVA and/or Switched Access arrangements to reach the long distance network. Outbound Service is available to Customers that utilize Switched Access and/or Dedicated Access. TFS is available for termination to a Customer's Switched Access or DVA lines. The Customer may subscribe to High Volume Calling Connections I for outbound Service only, TFS only, or both outbound and TFS. Customers subscribing to High Volume Outbound Calling Connections I or High Volume Dedicated Outbound Calling Connections I may also subscribe to the Calling Card - Option 3, category 21, described in Section 3.1.5 (A).2 of this Guidebook.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.3 High Volume Calling Connections I¹

Effective June 30, 2011 the dedicated service offering associated with this Service will be discontinued pursuant to Title 47, Section 63.19 of the code of Federal Regulations. If your current dedicated term agreement has not expired, you will need to replace the dedicated Service on or before the expiration date of your current term agreement. If you are currently on a month-to-month arrangement, you will need to replace the dedicated Service on or before June 30, 2011.

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¹This service is no longer available to new Customers or existing Customers at new locations effective June 17, 2005.

(A) General

- .1 High Volume Calling Connections I is a custom combination Flat Rate optional pricing plan. There are four Service offerings available under this optional calling plan. High Volume Outbound Calling Connections I is an outbound calling plan for Customers that utilize Switched Access to reach the long distance network. High Volume Toll Free Calling Connections I is a TFS for Customers that utilize Switched Access to receive calls from the long distance network. High Volume Dedicated Outbound Calling Connections I is an outbound calling plan for Customers that utilize Dedicated Access to reach the long distance network. High Volume Dedicated Toll Free Calling Connections I is a TFS for Customers that utilize Dedicated Access to receive calls from the long distance network. The Customer may subscribe to High Volume Calling Connections I for outbound Service only, TFS only or for both outbound and TFS.
- .2 See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS. Toll free calls may originate on any type of access and are terminated via Switched Access or DVA lines to the Customer's location. For Customers utilizing DVA facilities for TFS, High Volume Dedicated Toll Free Calling Connections I allows Customers with TFS Number(s) to terminate inbound calls to a Customer-designated DVA facility.
- .3 Customers subscribing to High Volume Toll Free Calling Connections I and/or High Volume Dedicated Toll Free Calling Connections I under a term plan arrangement may also subscribe to the Company's interstate CMR service which is an arrangement consisting of routing, control, and announcement features. A detailed description of the CMR service and the associated interstate usage charges and monthly recurring and non-recurring charges may be found in the Company's interstate Voice Product Reference and Pricing Guide at att.com/servicepublications

(B) Availability

- .1 This optional calling plan is designed for Business Customers that utilize DVA and/or Switched Access arrangements to reach the long distance network. Outbound Service is available to Customers that utilize Switched Access and/or Dedicated Access. TFS is available for termination to a Customer's Switched Access or DVA lines. The Customer may subscribe to High Volume Calling Connections I for outbound Service only, TFS only, or both outbound and TFS. Customers subscribing to High Volume Outbound Calling Connections I or High Volume Dedicated Outbound Calling Connections I may also subscribe to the Calling Card - Option 3, category 21, described in Section 3.1.5 (A).2 of this Guidebook.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.3 High Volume Calling Connections I¹

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(A) General

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

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The Customer may subscribe to High Volume Calling Connections I for outbound Service only, TFS only or for both outbound and TFS.

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

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(B) Availability

- .1 This optional calling plan is designed for Business Customers that utilize Switched Access arrangements to reach the long distance network. Outbound Service is available to Customers that utilize Switched Access. TFS is available for termination to a Customer's Switched Access lines. The Customer may subscribe to High Volume Calling Connections I for outbound Service only, TFS only, or both outbound and TFS. Customers subscribing to High Volume Outbound Calling Connections I may also subscribe to the Calling Card - Option 3, category 21, described in Section 3.1.5 (A).2 of this Guidebook.

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¹This service is no longer available to new Customers or existing Customers at new locations effective June 17, 2005.

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.3 High Volume Calling Connections I¹

(A) General

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

The Customer may subscribe to High Volume Calling Connections I for outbound Service only, TFS only or for both outbound and TFS.

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

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¹This service is no longer available to new Customers or existing Customers at new locations effective June 17, 2005.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.3 High Volume Calling Connections I¹ (continued)

¹This service is no longer available to new Customers or existing Customers at new locations effective June 17, 2005.

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- .2 The High Volume Calling Connections I plan is available to Business Customers that:
 - .a request to be provisioned under this optional calling plan;
 - .b plan agreement for one (1), two (2) or three (3) years;
 - .c subscribe to High Volume Calling Connections I for the provision of interstate service; and
 - .d subscribe to or currently subscribe to one of the following services from an Affiliate of the Company: CompleteLink[®], Centrex, Plexar[®], Business SolutionsSM, Ameritech Centrex Service (ACS), Custom Biz SaverSM, Power Office, Pacific Bell Instant OfficeSM, Local Usage SaverSM or subscribe to or currently subscribe to a minimum of one basic business access line under term pricing plan from an Affiliate of the Company or subscribe to or currently subscribe to the features, services or products described in Section 3.7.3 (B).2.e of this Guidebook.
 - .e subscribe to or currently subscribe to all of the following features, services or products from an Affiliate of the Company:
 - .i a minimum of one basic business access line; and
 - .ii an inside wire maintenance product associated with each basic business access line; and
 - .iii at least one instance of Caller ID; and
 - .iv at least one instance of any of three of the call control features in Group D Package as defined in Section 6 of this Guidebook.
- .3 If the Customer fails to maintain the required products or services described in Section 3.7.3 (B).2 of this Guidebook, the Customer will no longer qualify for High Volume Calling Connections I and will be moved to High Volume Calling II with the same MAC and term plan commitment unless the Customer selects an alternative Service. If the Customer is moved to AT&T High Volume Calling II with the same MAC and term plan commitment as High Volume Calling Connections I, early termination fees will not apply and the begin/end dates of the term plan for AT&T High Volume Calling II will be the same begin/end dates as the term plan for High Volume Calling Connections I. If the Customer moves to any AT&T High Volume Calling plan or any other optional calling plan with a MAC or term plan commitment that is lower than the MAC and term plan commitment for High Volume Calling Connections I, early termination fees apply.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.3 High Volume Calling Connections I¹ (continued)

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- (B) If the Customer fails to maintain the required products or services for this plan, the Customer will no longer qualify for High Volume Calling Connections I and will be moved to High Volume Calling II with the same MAC and term plan commitment unless the Customer selects an alternative Service. If the Customer is moved to AT&T High Volume Calling II with the same MAC and term plan commitment as High Volume Calling Connections I, early termination fees will not apply and the begin/end dates of the term plan for AT&T High Volume Calling II will be the same begin/end dates as the term plan for High Volume Calling Connections I. If the Customer moves to any AT&T High Volume Calling plan or any other optional calling plan with a MAC or term plan commitment that is lower than the MAC and term plan commitment for High Volume Calling Connections I, early termination fees apply. If a Centrex Customer subscribes to High Volume Outbound Calling Connections I, all lines associated with the Centrex must be presubscribed to the Company.

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¹This service is no longer available to new Customers or existing Customers at new locations effective June 17, 2005.

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.3 High Volume Calling Connections I¹ (continued)

¹This service is no longer available to new Customers or existing Customers at new locations effective June 17, 2005.

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.4 If a Centrex Customer subscribes to High Volume Outbound Calling Connections I, all lines associated with the Centrex must be presubscribed to the Company.

.5 For Business Customers that subscribe to High Volume Dedicated Outbound Calling Connections I or High Volume Dedicated Toll Free Calling Connections I, the Customer must (1) use either DS1 Local Access or DS3 Local Access to reach the Company-designated POP and (2) authorize the Company to act as the Customer's agent for ordering the required DVA arrangements.

(C) MACs and Term Plan Agreements

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

(D) IntraLATA and InterLATA Service Options

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

.2 For TFS, Customers may subscribe to TFS with or without the ability to receive intrastate IntraLATA TFS Service from the Company.

.3 If the Customer wishes to restrict IntraLATA calling for outbound Service provided via DVA arrangements, it is the Customer's responsibility to route those calls via other access facilities not associated with High Volume Calling Connections I.

(E) Rating Inbound and Outbound Calls and Calls Billed To The Calling Card - Option 3, Category 21

.1 Usage Rates

The Customer's usage rate for each call is based on (1) whether the call is outbound or inbound TFS; (2) type of originating access (Switched Access or DVA) for outbound calls; (3) type of terminating access (Switched Access or DVA) for TFS calls; (4) the Customer's MAC; and (5) the length of the Customer's commitment (1-Year, 2-Years, or 3-Years). An additional usage charge applies for TFS calls if the Customer has subscribed to CMR service. For fully automated, operator assisted or operator dialed calls billed to the Calling Card - Option 3, category 21, the usage rate is the same as the usage rates for 1+ outbound calls rated under this Service offering.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.3 High Volume Calling Connections I¹ (continued)

¹This service is no longer available to new Customers or existing Customers at new locations effective June 17, 2005.

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.4 If a Centrex Customer subscribes to High Volume Outbound Calling Connections I, all lines associated with the Centrex must be presubscribed to the Company.

.5 For Business Customers that subscribe to High Volume Dedicated Outbound Calling Connections I or High Volume Dedicated Toll Free Calling Connections I, the Customer must (1) use either DS1 Local Access or DS3 Local Access to reach the Company-designated POP and (2) authorize the Company to act as the Customer's agent for ordering the required DVA arrangements.

(C) MACs and Term Plan Agreements

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

(D) IntraLATA and InterLATA Service Options

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

.2 For TFS, Customers may subscribe to TFS with or without the ability to receive intrastate IntraLATA TFS Service from the Company.

.3 If the Customer wishes to restrict IntraLATA calling for outbound Service provided via DVA arrangements, it is the Customer's responsibility to route those calls via other access facilities not associated with High Volume Calling Connections I.

(E) Rating Inbound and Outbound Calls and Calls Billed To The Calling Card - Option 3, Category 21

.1 Usage Rates

The Customer's usage rate for each call is based on (1) whether the call is outbound or inbound TFS; (2) type of originating access (Switched Access or DVA) for outbound calls; (3) type of terminating access (Switched Access or DVA) for TFS calls; (4) the Customer's MAC; and (5) the length of the Customer's commitment (1-Year, 2-Years, or 3-Years).

(D)

(D)

For fully automated, operator assisted or operator dialed calls billed to the Calling Card - Option 3, category 21, the usage rate is the same as the usage rates for 1+ outbound calls rated under this Service offering.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.3 High Volume Calling Connections I¹ (continued)

- (1)
- (1)
- (B) (continued)
 - .4 If a Centrex Customer subscribes to High Volume Outbound Calling Connections I, all lines associated with the Centrex must be presubscribed to the Company.
 - (D)
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 - (D)
- (C) MACs and Term Plan Agreements
See Section 6 of this Guidebook for rules and regulations applicable to MACs and term plan agreements.
- (D) IntraLATA and InterLATA Service Options
 - .1 For outbound Services provided via a Switched Access arrangement, Business Customers may subscribe to any of the Company's outbound Service offerings for the provision of (1) intrastate InterLATA calling only and select another company for the provision of the Customer's intrastate IntraLATA calling or (2) intrastate InterLATA and intrastate IntraLATA calling.
 - .2 For TFS, Customers may subscribe to TFS with or without the ability to receive intrastate IntraLATA TFS Service from the Company.
 - (D)
 - |
 - (D)
- (E) Rating Inbound and Outbound Calls and Calls Billed To The Calling Card - Option 3, Category 21
 - .1 Usage Rates
The Customer's usage rate for each call is based on (1) whether the call is outbound or inbound TFS; (2) the Customer's MAC; and (3) the length of the Customer's commitment (1-Year, 2-Years, or 3-Years).
 - (C)
 - (C)

For fully automated, operator assisted or operator dialed calls billed to the Calling Card - Option 3, category 21, the usage rate is the same as the usage rates for 1+ outbound calls rated under this Service offering.

¹ This service is no longer available to new Customers or existing Customers at new locations effective June 17, 2005. (1)

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.3 High Volume Calling Connections I¹ (continued)

		(D)
		(1)
		(1)
(C)	MACs and Term Plan Agreements	
	See Section 6 of this Guidebook for rules and regulations applicable to MACs and term plan agreements.	
(D)	Reserved for Future Use	(C/D)
		(D)
		(D)
(E)	Rating Inbound and Outbound Calls	(D)
		(D)
.1	Usage Rates	
	The Customer's usage rate for each call is based on (1) whether the call is outbound or inbound TFS; (2) the Customer's MAC; and (3) the length of the Customer's commitment (1-Year, 2-Years, or 3-Years).	
		(D)
		(D)

¹ This service is no longer available to new Customers or existing Customers at new locations effective June 17, 2005.

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.3 High Volume Calling Connections I¹ (continued)

¹This service is no longer available to new Customers or existing Customers at new locations effective June 17, 2005.

(E) (continued)

.2 Billing Increments

.a Outbound, TFS Provided Without CMR, and Calls Billed to the Calling Card - Option 3, Category 21

Calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of eighteen (18) seconds.

.b TFS Provided With CMR

For TFS calls, all calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute.

.3 Per Call Charges

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

(F) Billing

Customers subscribing to any of the High Volume Calling Connections I plans will be billed directly by the Company.

(G) Transfer of an Existing TFS to High Volume Toll Free Calling Connections I

A Customer request to transfer TFS to the High Volume Toll Free Calling Connections I will be processed as a request to cancel the Customer's existing TFS optional calling plan. To transfer TFS, the Customer must meet the availability requirements for the High Volume Toll Free Calling Connections I plan. Customer shall be responsible for any and all early termination charges described in Section 6 of this Guidebook.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.3 High Volume Calling Connections I¹ (continued)

¹This service is no longer available to new Customers or existing Customers at new locations effective June 17, 2005.

(E) (continued)

.2 Billing Increments

Outbound, TFS and Calls Billed to the Calling Card - Option 3, Category 21

(C)

Calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of eighteen (18) seconds.

(D)

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(D)

.3 Per Call Charges

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

(F) Billing

Customers subscribing to any of the High Volume Calling Connections I plans will be billed directly by the Company.

(G) Transfer of an Existing TFS to High Volume Toll Free Calling Connections I

A Customer request to transfer TFS to the High Volume Toll Free Calling Connections I will be processed as a request to cancel the Customer's existing TFS optional calling plan. To transfer TFS, the Customer must meet the availability requirements for the High Volume Toll Free Calling Connections I plan. Customer shall be responsible for any and all early termination charges described in Section 6 of this Guidebook.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.3 High Volume Calling Connections I¹ (continued)

- (E) (continued) (1)
- .2 Billing Increments (1)
 - Outbound and TFS Calls (D)
 - Calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of eighteen (18) seconds.
 - .3 Per Call Charges
 - For per call charges, see Section 4.1.1 (B).2 of this Guidebook.
- (F) Billing
 - Customers subscribing to any of the High Volume Calling Connections I plans will be billed directly by the Company.
- (G) Transfer of an Existing TFS to High Volume Toll Free Calling Connections I
 - A Customer request to transfer TFS to the High Volume Toll Free Calling Connections I will be processed as a request to cancel the Customer's existing TFS optional calling plan. To transfer TFS, the Customer must meet the availability requirements for the High Volume Toll Free Calling Connections I plan. Customer shall be responsible for any and all early termination charges described in Section 6 of this Guidebook.

¹This service is no longer available to new Customers or existing Customers at new locations effective June 17, 2005. (1)

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.4 High Volume Calling Connections II¹

¹ This service is no longer available to new Customers or existing Customers at new locations effective June 17, 2005.

(A) General

- .1 High Volume Calling Connections II is a custom combination Flat Rate optional pricing plan. There are four Service offerings available under this optional calling plan. High Volume Outbound Calling Connections II is an outbound calling plan for Customers that utilize Switched Access to reach the long distance network. High Volume Toll Free Calling Connections II is a TFS for Customers that utilize Switched Access to receive calls from the long distance network. High Volume Dedicated Outbound Calling Connections II is an outbound calling plan for Customers that utilize Dedicated Access to reach the long distance network. High Volume Dedicated Toll Free Calling Connections II is a TFS for Customers that utilize Dedicated Access to receive calls from the long distance network. The Customer may subscribe to High Volume Calling Connections II for outbound Service only, TFS only or for both outbound and TFS.
- .2 See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS. Toll free calls may originate on any type of access and are terminated via Switched Access or DVA lines to the Customer's location. For Customers utilizing DVA facilities for TFS, High Volume Dedicated Toll Free Calling Connections II allows Customers with TFS Number(s) to terminate inbound calls to a Customer-designated DVA facility.
- .3 Customers subscribing to High Volume Toll Free Calling Connections II and/or High Volume Dedicated Toll Free Calling Connections II under a term plan arrangement may also subscribe to the Company's interstate CMR service which is an arrangement consisting of routing, control, and announcement features. A detailed description of the CMR service and the associated interstate usage charges and monthly recurring and non-recurring charges may be found in the Company's interstate Voice Product Reference and Pricing Guide at www.att.com/servicepublications

(B) Availability

- .1 This optional calling plan is designed for Business Customers that utilize DVA and/or Switched Access arrangements to reach the long distance network. Outbound Service is available to Customers that utilize Switched Access and/or Dedicated Access. TFS is available for termination to a Customer's Switched Access or DVA lines. The Customer may subscribe to High Volume Calling Connections II for outbound Service only, TFS only, or both outbound and TFS. Customers subscribing to High Volume Outbound Calling Connections II or High Volume Dedicated Outbound Calling Connections II may also subscribe to the Calling Card - Option 3, category 21, described in Section 3.1.5 (A).2 of this Guidebook.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.4 High Volume Calling Connections II¹

Effective June 30, 2011 the dedicated service offering associated with this Service will be discontinued pursuant to Title 47, Section 63.19 of the code of Federal Regulations. If your current dedicated term agreement has not expired, you will need to replace the dedicated Service on or before the expiration date of your current term agreement. If you are currently on a month-to-month arrangement, you will need to replace the dedicated Service on or before June 30, 2011.

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¹This service is no longer available to new Customers or existing Customers at new locations effective June 17, 2005.

(A) General

- .1 High Volume Calling Connections II is a custom combination Flat Rate optional pricing plan. There are four Service offerings available under this optional calling plan. High Volume Outbound Calling Connections II is an outbound calling plan for Customers that utilize Switched Access to reach the long distance network. High Volume Toll Free Calling Connections II is a TFS for Customers that utilize Switched Access to receive calls from the long distance network. High Volume Dedicated Outbound Calling Connections II is an outbound calling plan for Customers that utilize Dedicated Access to reach the long distance network. High Volume Dedicated Toll Free Calling Connections II is a TFS for Customers that utilize Dedicated Access to receive calls from the long distance network. The Customer may subscribe to High Volume Calling Connections II for outbound Service only, TFS only or for both outbound and TFS.
- .2 See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS. Toll free calls may originate on any type of access and are terminated via Switched Access or DVA lines to the Customer's location. For Customers utilizing DVA facilities for TFS, High Volume Dedicated Toll Free Calling Connections II allows Customers with TFS Number(s) to terminate inbound calls to a Customer-designated DVA facility.
- .3 Customers subscribing to High Volume Toll Free Calling Connections II and/or High Volume Dedicated Toll Free Calling Connections II under a term plan arrangement may also subscribe to the Company's interstate CMR service which is an arrangement consisting of routing, control, and announcement features. A detailed description of the CMR service and the associated interstate usage charges and monthly recurring and non-recurring charges may be found in the Company's interstate Voice Product Reference and Pricing Guide at www.att.com/servicepublications

(B) Availability

- .1 This optional calling plan is designed for Business Customers that utilize DVA and/or Switched Access arrangements to reach the long distance network. Outbound Service is available to Customers that utilize Switched Access and/or Dedicated Access. TFS is available for termination to a Customer's Switched Access or DVA lines. The Customer may subscribe to High Volume Calling Connections II for outbound Service only, TFS only, or both outbound and TFS. Customers subscribing to High Volume Outbound Calling Connections II or High Volume Dedicated Outbound Calling Connections II may also subscribe to the Calling Card - Option 3, category 21, described in Section 3.1.5 (A).2 of this Guidebook.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.4 High Volume Calling Connections II¹

(A) General

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

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- .2 The Customer may subscribe to High Volume Calling Connections II for outbound Service only, TFS only or for both outbound and TFS. See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS. Toll free calls may originate on any type of access and are terminated via Switched lines to the Customer's location.

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(D)

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(D)

(B) Availability

- .1 This optional calling plan is designed for Business Customers that utilize Switched Access arrangements to reach the long distance network. Outbound Service is available to Customers that utilize Switched Access. TFS is available for termination to a Customer's Switched Access lines. The Customer may subscribe to High Volume Calling Connections II for outbound Service only, TFS only, or both outbound and TFS. Customers subscribing to High Volume Outbound Calling Connections II may also subscribe to the Calling Card - Option 3, category 21, described in Section 3.1.5 (A).2 of this Guidebook.

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¹This service is no longer available to new Customers or existing Customers at new locations effective June 17, 2005.

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.4 High Volume Calling Connections II¹ (continued)

¹This service is no longer available to new Customers or existing Customers at new locations effective June 17, 2005.

(B) (continued)

- .2 The High Volume Calling Connections II plan is available to Business Customers that:
 - .a request to be provisioned under this optional calling plan;
 - .b commit to a MAC of at least \$600 per year and sign a term plan agreement for one (1), two (2) or three (3) years;
 - .c subscribe to High Volume Calling Connections II for the provision of interstate service;
 - .d subscribe to or currently subscribe to one of the following services from an Affiliate of the Company: CompleteLink[®], Centrex, Plexar I[®], Business SolutionsSM, Ameritech Centrex Service (ACS), Custom Biz SaverSM, Power Office, Pacific Bell Instant OfficeK, Local Usage SaverSM or a minimum of one basic business access line under term pricing plan from an Affiliate of the Company or subscribe to or currently subscribe to the features, services or products described in Section 3.7.4 (B).2.e of this Guidebook; and subscribe to or currently subscribe to one of the following services from an Affiliate of the Company: Dedicated Internet Access (DIA) service or DSL service or Shared Web Hosting or Dedicated Web Hosting or AT&T Dial Internet Access service or T1 Integrated Access Service.
 - .e subscribe to or currently subscribe to the following features, services or products from an Affiliate of the Company:
 - .i a minimum of one basic business access line; and
 - .ii an inside wire maintenance product associated with each basic business access line; and
 - .iii at least one instance of Caller ID; and
 - .iv at least one instance of any of three of the call control features in Group D Package as defined in Section 6 of this Guidebook.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.4 High Volume Calling Connections II¹ (continued)

¹This service is no longer available to new Customers or existing Customers at new locations effective June 17, 2005.

(B) (continued)

.3 If the Customer fails to maintain the required products or services described in Section 3.7.4 (B).2 of this Guidebook, the Customer will no longer qualify for High Volume Calling Connections II and will be moved to High AT&T Volume Calling II with the same MAC and term plan commitment unless the Customer selects an alternative Service. If the Customer is moved to AT&T High Volume Calling II with the same MAC and term plan commitment as High Volume Calling Connections II, early termination fees will not apply and the begin/end dates of the term plan for AT&T High Volume Calling II will be the same begin/end dates as the term plan for High Volume Calling Connections II. If the Customer moves to any AT&T High Volume Calling plan or any other optional calling plan with a MAC or term plan commitment that is lower than the MAC and term plan commitment for High Volume Calling Connections II, early termination fees apply.

.4 If a Centrex Customer subscribes to High Volume Outbound Calling Connections II, all lines associated with the Centrex must be presubscribed to the Company.

.5 For Business Customers that subscribe to High Volume Dedicated Outbound Calling Connections II or High Volume Dedicated Toll Free Calling Connections II, the Customer must (1) use either DS1 Local Access or DS3 Local Access to reach the Company-designated POP and (2) authorize the Company to act as the Customer's agent for ordering the required DVA arrangements.

(C) MACs and Term Plan Agreements

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

(D) IntraLATA and InterLATA Service Options

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

.2 For TFS, Customers may subscribe to TFS with or without the ability to receive intrastate IntraLATA TFS Service from the Company.

.3 If the Customer wishes to restrict IntraLATA calling for outbound Service provided via DVA arrangements, it is the Customer's responsibility to route those calls via other access facilities not associated with High Volume Calling Connections II.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.4 High Volume Calling Connections II¹ (continued)

(B) (continued)

- .3 If the Customer fails to maintain the required products or services described in Section 3.7.4 (B).2 of this Guidebook, the Customer will no longer qualify for High Volume Calling Connections II and will be moved to High AT&T Volume Calling II with the same MAC and term plan commitment unless the Customer selects an alternative Service. If the Customer is moved to AT&T High Volume Calling II with the same MAC and term plan commitment as High Volume Calling Connections II, early termination fees will not apply and the begin/end dates of the term plan for AT&T High Volume Calling II will be the same begin/end dates as the term plan for High Volume Calling Connections II. If the Customer moves to any AT&T High Volume Calling plan or any other optional calling plan with a MAC or term plan commitment that is lower than the MAC and term plan commitment for High Volume Calling Connections II, early termination fees apply.
- .4 If a Centrex Customer subscribes to High Volume Outbound Calling Connections II, all lines associated with the Centrex must be presubscribed to the Company.

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(D)

(C) MACs and Term Plan Agreements

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

(D) IntraLATA and InterLATA Service Options

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

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¹This service is no longer available to new Customers or existing Customers at new locations effective June 17, 2005.

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.4 High Volume Calling Connections II¹ (continued)

¹This service is no longer available to new Customers or existing Customers at new locations effective June 17, 2005.

(E) Rating Inbound and Outbound Calls and Calls Billed To The Calling Card - Option 3, Category 21

.1 Usage Rates

The Customer's usage rate for each call is based on (1) whether the call is outbound or inbound TFS; (2) type of originating access (Switched Access or DVA) for outbound calls; (3) type of terminating access (Switched Access or DVA) for TFS calls; (4) the Customer's MAC; and (5) the length of the Customer's commitment (1-Year, 2-Years, or 3-Years). An additional usage charge applies for TFS calls if the Customer has subscribed to CMR service. For fully automated, operator assisted or operator dialed calls billed to the Calling Card - Option 3, category 21, the usage rate is the same as the usage rates for 1+ outbound calls rated under this Service offering.

.2 Billing Increments

.a Outbound, TFS Provided Without CMR, and Calls Billed to the Calling Card - Option 3, Category 21

Calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of eighteen (18) seconds.

.b TFS Provided With CMR

For TFS calls, all calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute.

.3 Per Call Charges

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

(F) Billing

Customers subscribing to any of the High Volume Calling Connections II plans will be billed directly from the Company.

(G) Transfer of an Existing TFS to High Volume Toll Free Calling Connections II

A Customer request to transfer TFS to the High Volume Toll Free Calling Connections II will be processed as a request to cancel the Customer's existing TFS optional calling plan. To transfer TFS, the Customer must meet the availability requirements for the High Volume Toll Free Calling Connections II plan. Customer shall be responsible for any and all early termination charges described in Section 6 of this Guidebook.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.4 High Volume Calling Connections II¹ (continued)

¹This service is no longer available to new Customers or existing Customers at new locations effective June 17, 2005.

(E) Rating Inbound and Outbound Calls and Calls Billed To The Calling Card - Option 3, Category 21

.1 Usage Rates

The Customer's usage rate for each call is based on (1) whether the call is outbound or inbound TFS; (2) type of originating access (Switched Access or DVA) for outbound calls; (3) type of terminating access (Switched Access or DVA) for TFS calls; (4) the Customer's MAC; and (5) the length of the Customer's commitment (1-Year, 2-Years, or 3-Years).

(D)

For fully automated, operator assisted or operator dialed calls billed to the Calling Card - Option 3, category 21, the usage rate is the same as the usage rates for 1+ outbound calls rated under this Service offering.

.2 Billing Increments

Outbound, TFS and Calls Billed to the Calling Card - Option 3, Category 21

(C)

Calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of eighteen (18) seconds.

(D)

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(D)

.3 Per Call Charges

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

(F) Billing

Customers subscribing to any of the High Volume Calling Connections II plans will be billed directly from the Company.

(G) Transfer of an Existing TFS to High Volume Toll Free Calling Connections II

A Customer request to transfer TFS to the High Volume Toll Free Calling Connections II will be processed as a request to cancel the Customer's existing TFS optional calling plan. To transfer TFS, the Customer must meet the availability requirements for the High Volume Toll Free Calling Connections II plan. Customer shall be responsible for any and all early termination charges described in Section 6 of this Guidebook.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.4 High Volume Calling Connections II¹ (continued)

- (1)
(1)
- (E) Rating Inbound and Outbound Calls and Calls Billed To The Calling Card - Option 3, Category 21
- .1 Usage Rates
- The Customer's usage rate for each call is based on (1) whether the call is outbound or inbound TFS; (2) the Customer's MAC; and (3) the length of the Customer's commitment (1-Year, 2-Years, or 3-Years). (C)
(C)
- For fully automated, operator assisted or operator dialed calls billed to the Calling Card - Option 3, category 21, the usage rate is the same as the usage rates for 1+ outbound calls rated under this Service offering.
- .2 Billing Increments
- Outbound, TFS and Calls Billed to the Calling Card - Option 3, Category 21
- Calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of eighteen (18) seconds.
- .3 Per Call Charges
- For per call charges, see Section 4.1.1 (B).2 of this Guidebook.
- (F) Billing
- Customers subscribing to any of the High Volume Calling Connections II plans will be billed directly from the Company.
- (G) Transfer of an Existing TFS to High Volume Toll Free Calling Connections II
- A Customer request to transfer TFS to the High Volume Toll Free Calling Connections II will be processed as a request to cancel the Customer's existing TFS optional calling plan. To transfer TFS, the Customer must meet the availability requirements for the High Volume Toll Free Calling Connections II plan. Customer shall be responsible for any and all early termination charges described in Section 6 of this Guidebook.

¹This service is no longer available to new Customers or existing Customers at new locations effective June 17, 2005. (1)

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.4 High Volume Calling Connections II¹ (continued)

- (E) Rating Inbound and Outbound Calls (D)
(D)

.1 Usage Rates

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

(D)
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(D)

.2 Billing Increments

Outbound and TFS

Calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of eighteen (18) seconds.

(D)

.3 Per Call Charges

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

(F) Billing

Customers subscribing to any of the High Volume Calling Connections II plans will be billed directly from the Company.

(G) Transfer of an Existing TFS to High Volume Toll Free Calling Connections II

A Customer request to transfer TFS to the High Volume Toll Free Calling Connections II will be processed as a request to cancel the Customer's existing TFS optional calling plan. To transfer TFS, the Customer must meet the availability requirements for the High Volume Toll Free Calling Connections II plan. Customer shall be responsible for any and all early termination charges described in Section 6 of this Guidebook.

¹ This service is no longer available to new Customers or existing Customers at new locations effective June 17, 2005.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.5 Reserved for Future Use

3.7.6 Reserved for future use.

3.7.7 AT&T Business Calling formerly Long Distance For Business

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

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

3.7.8 Reserved for future use

3.7.9 Business Long Distance 50¹

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

(A) Business Long Distance 50 is a custom combination inbound, outbound, and calling card Flat Rate optional pricing plan available to Business Customers that:

- .1 request to be provisioned under this optional pricing plan;
- .2 utilize Switched Access to reach the long distance network for outbound calling and/or utilize Switched Access to receive calls from the long distance network for TFS; and
- .3 commit to
 - an MMC of \$50 per month or
 - an MMC of \$50 per month for a 1-year term plan or
 - an MMC of \$50 per month for a 2-year term plan and sign a written term plan agreement with the Company.

For rules and regulations regarding the MMC and term plans, see Section 6 of this Guidebook. This Service is established at the BTN level and is only available for a single BTN. Service is available on a month-to-month basis and is also available for Customers that commit to a 1-year or 2-year term plan.

(B) The Customer may subscribe to Business Long Distance 50 for outbound Service only, TFS only or for both outbound and TFS for a single BTN.

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

(D) Reserved for future use.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.9 Business Long Distance 50¹ (continued)

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

- (E) The Customer's usage rate for each call is based on whether the Customer has made an MMC and subscribes to Service on a month-to-month basis or a 1-year or 2-year term plan.
- (F) For Customers who commit to an MMC and subscribe to Service on a month-to-month basis, calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of sixty (60) seconds. For Customers who commit to a 1-year or 2-year term plan with an MMC, calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges, see Section 4.7.9 of this Guidebook.
- (G) Customers subscribing to Business Long Distance 50 may also subscribe to Calling Card - Option 2, category 11.

3.7.10 AT&T Business Calling \$5.95¹ formerly known as Business Domestic Saver¹

¹This Service is no longer available to new Customers or existing Customers at new locations effective May 12, 2009

- (A) This plan is a custom combination inbound, outbound, and calling card optional pricing plan available to Business Customers. This optional pricing plan is available to new and existing Business Customers that:
 - .1 use Switched Access to reach the long distance network for outbound calling and/or to receive calls from the long distance network for TFS;
 - .2 that request to be provisioned under this optional pricing plan; and
 - .3 commit to an MMC of \$5.95 per month.
- (B) For rules and regulations regarding the MMC, see Section 6 of this Guidebook.
- (C) Outbound and TFS calls and calls billed to the Calling Card - Option 2, category 11, are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of sixty (60) seconds. For rates and charges, see Section 4.7.10 of this Guidebook.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.10 Business Domestic Saver¹ (continued)

¹This Service is no longer available to new Customers or existing Customers at new locations effective May 12, 2009

- (E) Outbound and TFS calls and calls billed to the Calling Card - Option 2, category 11, are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of sixty (60) seconds. For rates and charges, see Section 4.7.10 of this Guidebook.
- (F) Multiple BTN aggregation is not available with this Service. Customers subscribing to AT&T Business Calling \$5.95 may be LEC-billed or direct-billed. The method of billing is determined by the Company. When ordering Service, the Business Customer must specify if AT&T Business Calling \$5.95 is to be used for outgoing calls only, inbound calls only, or both.

3.7.11 AT&T Business Calling \$15 formerly Business Domestic Saver 15

(A) AT&T Business Calling \$15 is a custom combination inbound, outbound, and calling card Flat Rate optional pricing plan available to Business Customers that:

- .1 request to be provisioned under this optional pricing plan;
- .2 utilize Switched Access to reach the long distance network for outbound calling and/or utilize Switched Access to receive calls from the long distance network for TFS; and
- .3 commit to
 - an MMC of \$15 per month or
 - an MMC of \$15 per month for a 1-year term plan or
 - an MMC of \$15 per month for a 2-year term plan and sign a written term plan agreement with the Company.

For rules and regulations regarding the MMC and term plans, see Section 6 of this Guidebook. This Service is established at the BTN level and is only available for a single BTN. Service is available on a month-to-month basis and is also available for Customers that commit to a 1-year or 2-year term plan.

- (B) The Customer may subscribe to AT&T Business Calling \$15 for outbound Service only, TFS only or for both outbound and TFS for a single BTN. Business Customers subscribing to AT&T Business Calling \$15 may also subscribe to the Calling Card - Option 2, category 11.
- (C) Toll free calls may originate on any type of access and are terminated via Switched Access to the Customer's location. See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.10 AT&T Business Calling \$5.95¹ formerly Business Domestic Saver¹ (continued)

(1)

- (E) Outbound and TFS calls and calls billed to the Calling Card - Option 2, category 11, are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of sixty (60) seconds. For rates and charges, see Section 4.7.10 of this Guidebook.
- (F) Multiple BTN aggregation is not available with this Service. Customers subscribing to AT&T Business Calling \$5.95 may be LEC-billed or direct-billed. The method of billing is determined by the Company. When ordering Service, the Business Customer must specify if AT&T Business Calling \$5.95 is to be used for outgoing calls only, inbound calls only, or both.

3.7.11 AT&T Business Calling \$15² formerly Business Domestic Saver 15

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- (A) AT&T Business Calling \$15 is a custom combination inbound, outbound, and calling card Flat Rate optional pricing plan available to Business Customers that:
 - .1 request to be provisioned under this optional pricing plan;
 - .2 utilize Switched Access to reach the long distance network for outbound calling and/or utilize Switched Access to receive calls from the long distance network for TFS; and
 - .3 commit to
 - an MMC of \$15 per month or
 - an MMC of \$15 per month for a 1-year term plan or
 - an MMC of \$15 per month for a 2-year term plan and sign a written term plan agreement with the Company.

For rules and regulations regarding the MMC and term plans, see Section 6 of this Guidebook. This Service is established at the BTN level and is only available for a single BTN. Service is available on a month-to-month basis and is also available for Customers that commit to a 1-year or 2-year term plan.
- (B) The Customer may subscribe to AT&T Business Calling \$15 for outbound Service only, TFS only or for both outbound and TFS for a single BTN. Business Customers subscribing to AT&T Business Calling \$15 may also subscribe to the Calling Card - Option 2, category 11.
- (C) Toll free calls may originate on any type of access and are terminated via Switched Access to the Customer's location. See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS.

(1) – Material relocated on this page

¹This Service is no longer available to new Customers or existing Customers at new locations effective May 12, 2009 (1)

²This plan is no longer available to new customers effective November 12, 2013. Existing customers may keep this plan until: (a) they move locations; and/or (b) make changes to their service; or (c) until it is discontinued by the Company, whichever occurs first. (N)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.10 AT&T Business Calling \$5.95¹ formerly Business Domestic Saver¹ (D)

(E) Outbound and TFS calls and calls billed to the Calling Card - Option 2, category 11, are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of sixty (60) seconds. For rates and charges, see Section 4.7.10 of this Guidebook.

(F) Multiple BTN aggregation is not available with this Service. Customers subscribing to AT&T Business Calling \$5.95 may be LEC-billed or direct-billed. The method of billing is determined by the Company. When ordering Service, the Business Customer must specify if AT&T Business Calling \$5.95 is to be used for outgoing calls only, inbound calls only, or both.

(D)

(D)

¹This Service is no longer available to new Customers or existing Customers at new locations effective May12, 2009. (N)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.11 AT&T Business Calling \$15 formerly Business Domestic Saver 15 (continued)

- (D) The Customer's usage rate for each call is based on whether the Customer has made an MMC and subscribes to Service on a month-to-month basis or a 1-year or 2-year term plan.
- (E) For Customers who commit to an MMC and subscribes to Service on a month-to-month basis, outbound and TFS calls and calls billed to the Calling Card - Option 2, category 11, are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of sixty (60) seconds. For Customers who commit to a 1-year or 2-year term plan with an MMC, outbound and TFS calls and calls billed to the Calling Card - Option 2, category 11, are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges, see Section 4.7.11 of this Guidebook.

3.7.12 SBC Long Distance Virtual Private Network (VPN)¹ (continued)

¹This Service is no longer available for new Customer term plan agreements effective July 15, 2006. Existing Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. This Service is no longer available to existing Customers upon expiration of the Customer's term plan.

(A) General

SBC Long Distance Virtual Private Network (VPN) is an outbound only long distance Service that provides the functionality and capabilities of a private network through the use of shared transmission facilities. VPN is operated by a software-controlled management system. This Service is available to Business Customers or Applicants that:

- .1 sign a term plan for a minimum commitment period of one year;
- .2 access the VPN network via one or more of the access methods described in Section 3.7.12 (B) of this Guidebook;
- .3 subscribe to VPN for the provision of interstate, intrastate IntraLATA, and intrastate InterLATA calling (VPN is not available for intrastate IntraLATA calling on a stand alone basis); and
- .4 commit to a MAC of \$240,000. See Section 6 of this Guidebook for rules and regulations applicable to MACs and term plan agreements.

(B) Access

Access to the Customer's VPN network may be provided via one or more of the following methods:

- .1 by subscribing to the Company's High Volume Dedicated Outbound Calling II Service with DVA access or PRI-ISDN access (term plan, MAC, and MMC commitments required to subscribe to High Volume Dedicated Outbound Calling II Service will be waived for Customers subscribing to VPN Service);

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.11 AT&T Business Calling \$15 formerly Business Domestic Saver 15 (continued)

- (D) The Customer's usage rate for each call is based on whether the Customer has made an MMC and subscribes to Service on a month-to-month basis or a 1-year or 2-year term plan.
- (E) For Customers who commit to an MMC and subscribes to Service on a month-to-month basis, outbound and TFS calls and calls billed to the Calling Card - Option 2, category 11, are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of sixty (60) seconds. For Customers who commit to a 1-year or 2-year term plan with an MMC, outbound and TFS calls and calls billed to the Calling Card - Option 2, category 11, are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges, see Section 4.7.11 of this Guidebook.

3.7.12 SBC Long Distance Virtual Private Network (VPN)

Effective June 30, 2011 this Service will be discontinued pursuant to Title 47, Section 63.19 of the code of Federal Regulations. If your current dedicated term agreement has not expired, you will need to replace the dedicated Service on or before the expiration date of your current term agreement. If you are currently on a month-to-month arrangement, you will need to replace the dedicated Service on or before June 30, 2011.

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(A) General

SBC Long Distance Virtual Private Network (VPN) is an outbound only long distance Service that provides the functionality and capabilities of a private network through the use of shared transmission facilities. VPN is operated by a software-controlled management system. This Service is available to Business Customers or Applicants that:

- .1 sign a term plan for a minimum commitment period of one year;
- .2 access the VPN network via one or more of the access methods described in Section 3.7.12 (B) of this Guidebook;
- .3 subscribe to VPN for the provision of interstate, intrastate IntraLATA, and intrastate InterLATA calling (VPN is not available for intrastate IntraLATA calling on a stand alone basis); and
- .4 commit to a MAC of \$240,000. See Section 6 of this Guidebook for rules and regulations applicable to MACs and term plan agreements.

(B) Access

Access to the Customer's VPN network may be provided via one or more of the following methods:

- .1 by subscribing to the Company's High Volume Dedicated Outbound Calling II Service with DVA access or PRI-ISDN access (term plan, MAC, and MMC commitments required to subscribe to High Volume Dedicated Outbound Calling II Service will be waived for Customers subscribing to VPN Service);

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.11 AT&T Business Calling \$15 formerly Business Domestic Saver 15 (continued)

- (D) The Customer's usage rate for each call is based on whether the Customer has made an MMC and subscribes to Service on a month-to-month basis or a 1-year or 2-year term plan.
- (E) For Customers who commit to an MMC and subscribes to Service on a month-to-month basis, outbound and TFS calls and calls billed to the Calling Card - Option 2, category 11, are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of sixty (60) seconds. For Customers who commit to a 1-year or 2-year term plan with an MMC, outbound and TFS calls and calls billed to the Calling Card - Option 2, category 11, are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges, see Section 4.7.11 of this Guidebook.

3.7.12 Reserved for Future Use

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.11 AT&T Business Calling \$15¹ formerly Business Domestic Saver 15 (continued)

(T)

(D) The Customer's usage rate for each call is based on whether the Customer has made an MMC and subscribes to Service on a month-to-month basis or a 1-year or 2-year term plan.

(E) For Customers who commit to an MMC and subscribes to Service on a month-to-month basis, outbound and TFS calls and calls billed to the Calling Card - Option 2, category 11, are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of sixty (60) seconds. For Customers who commit to a 1-year or 2-year term plan with an MMC, outbound and TFS calls and calls billed to the Calling Card - Option 2, category 11, are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges, see Section 4.7.11 of this Guidebook.

3.7.12 Reserved for Future Use

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

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.11 AT&T Business Calling \$15¹ formerly Business Domestic Saver 15¹ (C)

(A) The Customer's usage rate for each call is based on whether the Customer has made an MMC and subscribes to Service on a month-to-month basis or a 1-year or 2-year term plan. (C)

(B) For Customers who commit to an MMC and subscribes to Service on a month-to-month basis, outbound and TFS calls and calls billed to the Calling Card - Option 2, category 11, are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of sixty (60) seconds. For Customers who commit to a 1-year or 2-year term plan with an MMC, outbound and TFS calls and calls billed to the Calling Card - Option 2, category 11, are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges, see Section 4.7.11 of this Guidebook. (C)

3.7.12 Reserved for Future Use

¹This plan is no longer available to new customers effective November 12, 2013. Existing customers may keep this plan until: (a) they move locations; and/or (b) make changes to their service; or (c) until it is discontinued by the Company, whichever occurs first. Additionally, effective April 12, 2015, term agreements for existing Customers will be unavailable for term renewal and will no longer automatically renew for a subsequent term. Customers who continue with this plan at the end of their current term will be billed on a month-to-month basis at the out of term rates defined in Section 4.7. (N)
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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.12 SBC Long Distance Virtual Private Network (VPN)¹ (continued)

¹This Service is no longer available for new Customer term plan agreements effective July 15, 2006. Existing Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. This Service is no longer available to existing Customers upon expiration of the Customer's term plan.

(B) (continued)

- .2 by presubscribing one or more of the Customer's Switched Access lines to the Company for the provision of outbound long distance service and identifying those lines to be associated with the Customer's VPN Service; or
- .3 by remote access using a toll-free number. Remote access enables VPN members to access their VPN network from remote, non-VPN locations (e.g., while traveling). The VPN member dials a toll-free number to access the VPN Service and is prompted for a VPN Authorization Code, a PIN number, and the called party number. The remote access toll-free number, the VPN member's authentication code, and PIN are printed on a VRA card, available as part of the VPN Service.

(C) Call Rate Types

For rating purposes, there are three (3) call rate types:

- .1 Call Rate Type A
 - .a Switched to Switched (Virtual On-Net) - Call originates from Customer's switched VPN line and terminates on a VPN station within the Customer's VPN network via the PSTN.
 - .b Switched to Switched (VPN Off-Net) - Call originates from Customer's switched VPN line and terminates on a station outside the Customer's VPN network via the PSTN.
 - .c Remote Access to Switched (Virtual On-Net) - Customer or user access their VPN network using a toll-free number from a station not associated with the Customer's VPN network. Upon being authenticated, the call terminates on a VPN station within the Customer's VPN network via the PSTN.
 - .d Remote Access to Switched (VPN Off-Net) - Customer or user access their VPN network using a toll free number from a station not associated with the Customer's VPN network. Upon being authenticated, the call terminates on a station outside the Customer's VPN network via the PSTN.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.12 SBC Long Distance Virtual Private Network (VPN) (continued)

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(B) (continued)

- .2 by presubscribing one or more of the Customer's Switched Access lines to the Company for the provision of outbound long distance service and identifying those lines to be associated with the Customer's VPN Service; or
- .3 by remote access using a toll-free number. Remote access enables VPN members to access their VPN network from remote, non-VPN locations (e.g., while traveling). The VPN member dials a toll-free number to access the VPN Service and is prompted for a VPN Authorization Code, a PIN number, and the called party number. The remote access toll-free number, the VPN member's authentication code, and PIN are printed on a VRA card, available as part of the VPN Service.

(C) Call Rate Types

For rating purposes, there are three (3) call rate types:

.1 Call Rate Type A

- .a Switched to Switched (Virtual On-Net) - Call originates from Customer's switched VPN line and terminates on a VPN station within the Customer's VPN network via the PSTN.
- .b Switched to Switched (VPN Off-Net) - Call originates from Customer's switched VPN line and terminates on a station outside the Customer's VPN network via the PSTN.
- .c Remote Access to Switched (Virtual On-Net) - Customer or user access their VPN network using a toll-free number from a station not associated with the Customer's VPN network. Upon being authenticated, the call terminates on a VPN station within the Customer's VPN network via the PSTN.
- .d Remote Access to Switched (VPN Off-Net) - Customer or user access their VPN network using a toll free number from a station not associated with the Customer's VPN network. Upon being authenticated, the call terminates on a station outside the Customer's VPN network via the PSTN.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.12 SBC Long Distance Virtual Private Network (VPN)¹ (continued)

¹This Service is no longer available for new Customer term plan agreements effective July 15, 2006. Existing Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. This Service is no longer available to existing Customers upon expiration of the Customer's term plan.

(C) (continued)

.2 Call Rate Type B

- .a Dedicated to Switched (Virtual On-Net) - Call originates from Customer's dedicated VPN facility and terminates on a VPN station within the Customer's VPN network via the PSTN.
- .b Dedicated to Switched (VPN Off-Net) - Call originates from Customer's dedicated VPN facility and terminates on a station outside the Customer's VPN network via the PSTN.
- .c Switched to Dedicated (VPN On-Net) - Call originates from Customer's switched VPN line and terminates to a VPN station on a dedicated facility within the Customer's VPN network.
- .d Remote Access to Dedicated (VPN On-Net) - Customer or user access the Customer's VPN network using a toll-free number from a station not associated with the Customer's VPN network. Upon being authenticated, the call terminates to a VPN station served by a dedicated facility within the Customer's VPN network.

.3 Call Rate Type C

- a. Dedicated to Dedicated (VPN On-Net) - Call originates from Customer's dedicated VPN facility and terminates to a VPN station on a different dedicated facility within the Customer's VPN network.

(D) Features

.1 Private Numbering Plan

Private Numbering Plan is a dialing plan independent of the North American Dialing Plan and specific to the Customer. The private number dialing plan enables Customers or users to dial an abbreviated number of digits or a 10 digit 700 number when calling from one VPN member station to another.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.12 SBC Long Distance Virtual Private Network (VPN) (continued)

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(C) (continued)

.2 Call Rate Type B

- .a Dedicated to Switched (Virtual On-Net) - Call originates from Customer's dedicated VPN facility and terminates on a VPN station within the Customer's VPN network via the PSTN.
- .b Dedicated to Switched (VPN Off-Net) - Call originates from Customer's dedicated VPN facility and terminates on a station outside the Customer's VPN network via the PSTN.
- .c Switched to Dedicated (VPN On-Net) - Call originates from Customer's switched VPN line and terminates to a VPN station on a dedicated facility within the Customer's VPN network.
- .d Remote Access to Dedicated (VPN On-Net) - Customer or user access the Customer's VPN network using a toll-free number from a station not associated with the Customer's VPN network. Upon being authenticated, the call terminates to a VPN station served by a dedicated facility within the Customer's VPN network.

.3 Call Rate Type C

- a. Dedicated to Dedicated (VPN On-Net) - Call originates from Customer's dedicated VPN facility and terminates to a VPN station on a different dedicated facility within the Customer's VPN network.

(D) Features

.1 Private Numbering Plan

Private Numbering Plan is a dialing plan independent of the North American Dialing Plan and specific to the Customer. The private number dialing plan enables Customers or users to dial an abbreviated number of digits or a 10 digit 700 number when calling from one VPN member station to another.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.12 SBC Long Distance Virtual Private Network (VPN)¹ (continued)

¹This Service is no longer available for new Customer term plan agreements effective July 15, 2006. Existing Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. This Service is no longer available to existing Customers upon expiration of the Customer's term plan.

(D) (continued)

.2 Public Dialing Plan

Public Dialing Plan allows the VPN user to dial a 1+10-digit number from a VPN switched station using the North American Dialing Plan and have that call rated as a VPN call. This functionality is specifically designed for Switched Access lines presubscribed to the Company for the provision of outbound long distance Service. The VPN user may complete three different call types using the Public Dialing Plan: (1) switched to dedicated (VPN On-Net), (2) switched to switched (Virtual On-Net), and (3) switched to switched (VPN Off-Net). This feature requires that the VPN Customer's Switched Access lines be presubscribed to the Company for the provision of interstate Service.

.3 Forced On-Net

Forced On-Net enables a VPN user to dial another station within the same VPN service using the North American Dialing Plan and have the call routed as if the user had dialed the private number.

.4 Network Overflow

Network Overflow provides the ability for VPN On-Net calls to be routed over an alternate route should the primary route (or subsequent alternate routes) be busy. For example, if a VPN On-

Net call cannot be completed due to a busy condition, the call can be routed over another dedicated switch/trunk group or over public network facilities. Network Overflow can only be applied to VPN Dedicated Access lines.

.5 Call Screen Routing

Call Screen Routing provides the capability to screen or route calls based on a number of parameters, such as the ANI from a switched line. VPN Customers may choose to block calls to a particular geographical area, or route calls depending on time of day, day of week, or day of year. Customers may subscribe to CSR features without subscribing to VPN Authorization Codes.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.12 SBC Long Distance Virtual Private Network (VPN) (continued)

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(D) (continued)

.2 Public Dialing Plan

Public Dialing Plan allows the VPN user to dial a 1+10-digit number from a VPN switched station using the North American Dialing Plan and have that call rated as a VPN call. This functionality is specifically designed for Switched Access lines presubscribed to the Company for the provision of outbound long distance Service. The VPN user may complete three different call types using the Public Dialing Plan: (1) switched to dedicated (VPN On-Net), (2) switched to switched (Virtual On-Net), and (3) switched to switched (VPN Off-Net). This feature requires that the VPN Customer's Switched Access lines be presubscribed to the Company for the provision of interstate Service.

.3 Forced On-Net

Forced On-Net enables a VPN user to dial another station within the same VPN service using the North American Dialing Plan and have the call routed as if the user had dialed the private number.

.4 Network Overflow

Network Overflow provides the ability for VPN On-Net calls to be routed over an alternate route should the primary route (or subsequent alternate routes) be busy. For example, if a VPN On-

Net call cannot be completed due to a busy condition, the call can be routed over another dedicated switch/trunk group or over public network facilities. Network Overflow can only be applied to VPN Dedicated Access lines.

.5 Call Screen Routing

Call Screen Routing provides the capability to screen or route calls based on a number of parameters, such as the ANI from a switched line. VPN Customers may choose to block calls to a particular geographical area, or route calls depending on time of day, day of week, or day of year. Customers may subscribe to CSR features without subscribing to VPN Authorization Codes.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.12 SBC Long Distance Virtual Private Network (VPN)¹ (continued)

¹This Service is no longer available for new Customer term plan agreements effective July 15, 2006. Existing Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. This Service is no longer available to existing Customers upon expiration of the Customer's term plan.

(D) (continued)

.6 VPN Authorization Code

Customers must subscribe to CSR in order to obtain VPN Authorization Codes. The VPN Authorization Code is used to override CSR restrictions imposed on the VPN Service. When a call screen restriction is reached, the VPN user(s) will be informed by an announcement that they do not have the proper authority to place the call. To override the restriction and enable the call to proceed, user(s) are required to enter a VPN Authorization Code with the appropriate Authorization Level. The VPN Authorization Code may be from one (1) to twenty-three (23) digits in length.

.7 Re-Origination.

Re-Origination allows VPN members to make multiple calls during a single remote access session. That is, rather than redialing the remote access toll-free number for each successive call, the VPN member may simply press the pound (#) key on the telephone keypad on completion of a call and dial the next number the member wishes to call. The VPN member may make up to four (4) re-originated calls. A separate call detail record will be created for each individual call.

.8 Account Codes

Account Codes are optionally available with VPN Service.

(E) Commence of Service

Once Service is implemented and tested, billing for the Service will begin upon receipt of Customer's acceptance of the Service. This applies to both the initial VPN Service(s) and additional VPN Service(s).

(F) Billing

Customers subscribing to VPN will be direct-billed by the Company. The VPN Service is identified with the Corporate BAN of a Billing Hierarchy, and as such, there can only be one VPN per Billing Hierarchy and vice versa. The Corporate BAN is always an invoice point, but VPN Customers may request multiple invoice points throughout the Billing Hierarchy, such that different corporate organizations, divisions, groups, etc. are billed individually for the VPN charges that they incur.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.12 SBC Long Distance Virtual Private Network (VPN) (continued)

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(D) (continued)

.6 VPN Authorization Code

Customers must subscribe to CSR in order to obtain VPN Authorization Codes. The VPN Authorization Code is used to override CSR restrictions imposed on the VPN Service. When a call screen restriction is reached, the VPN user(s) will be informed by an announcement that they do not have the proper authority to place the call. To override the restriction and enable the call to proceed, user(s) are required to enter a VPN Authorization Code with the appropriate Authorization Level. The VPN Authorization Code may be from one (1) to twenty-three (23) digits in length.

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.8 Account Codes

Account Codes are optionally available with VPN Service.

(E) Commence of Service

Once Service is implemented and tested, billing for the Service will begin upon receipt of Customer's acceptance of the Service. This applies to both the initial VPN Service(s) and additional VPN Service(s).

(F) Billing

Customers subscribing to VPN will be direct-billed by the Company. The VPN Service is identified with the Corporate BAN of a Billing Hierarchy, and as such, there can only be one VPN per Billing Hierarchy and vice versa. The Corporate BAN is always an invoice point, but VPN Customers may request multiple invoice points throughout the Billing Hierarchy, such that different corporate organizations, divisions, groups, etc. are billed individually for the VPN charges that they incur.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.12 SBC Long Distance Virtual Private Network (VPN)¹ (continued)

¹This Service is no longer available for new Customer term plan agreements effective July 15, 2006. Existing Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. This Service is no longer available to existing Customers upon expiration of the Customer's term plan.

(G) Application of Rates and Charges

.1 Usage Rates

Usage rates vary depending on call type as described in Section 3.7.12 (C) of this Guidebook and length of term plan commitment. Calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of eighteen (18) seconds.

.2 Per Call Service Charges

A per call service charge applies to all remote access calls.

.3 Feature Charges

.a Network Overflow - One Time Charges (OTC) and MRCs for this optional feature are listed in section 4.7.12 of this Guidebook. OTCs apply as follows:

.i An OTC applies for each primary switch/trunk group with the network overflow feature enabled.

.ii If a Customer requests change(s) to the alternate routes for the network overflow feature, a OTC applies per switch/trunk group.

.iii If a Customer adds the network overflow feature to a new primary switch/trunk group, a OTC applies per switch/trunk group.

.iv If a Customer removes the network overflow feature from an existing primary switch/trunk group, a one time change request charge applies per switch/trunk group.

.v If a Customer cancels its order for the network overflow feature after work has begun on implementing this feature, a cancellation.

.b Call Screen Routing – One Time Charges and MRCs for this optional feature are listed in section 4.7.12 (C) of this Guidebook

.c VPN Authorization Codes– One Time Charges and MRCs for this optional feature are listed in section 4.7.12 (C) of this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.12 SBC Long Distance Virtual Private Network (VPN) (continued)

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(G) Application of Rates and Charges

.1 Usage Rates

Usage rates vary depending on call type as described in Section 3.7.12 (C) of this Guidebook and length of term plan commitment. Calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of eighteen (18) seconds.

.2 Per Call Service Charges

A per call service charge applies to all remote access calls.

.3 Feature Charges

.a Network Overflow - One Time Charges (OTC) and MRCs for this optional feature are listed in section 4.7.12 of this Guidebook. OTCs apply as follows:

.i An OTC applies for each primary switch/trunk group with the network overflow feature enabled.

.ii If a Customer requests change(s) to the alternate routes for the network overflow feature, a OTC applies per switch/trunk group.

.iii If a Customer adds the network overflow feature to a new primary switch/trunk group, a OTC applies per switch/trunk group.

.iv If a Customer removes the network overflow feature from an existing primary switch/trunk group, a one time change request charge applies per switch/trunk group.

.v If a Customer cancels its order for the network overflow feature after work has begun on implementing this feature, a cancellation.

.b Call Screen Routing – One Time Charges and MRCs for this optional feature are listed in section 4.7.12 (C) of this Guidebook

.c VPN Authorization Codes– One Time Charges and MRCs for this optional feature are listed in section 4.7.12 (C) of this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.12 SBC Long Distance Virtual Private Network (VPN) (continued)

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(H) Transfer of Existing Service(s) to VPN Service

Upon initially subscribing to VPN Service or at any time after ordering VPN Service, the Customer may transfer non-VPN lines to the Customer's VPN.

.1 MAC

.a Transferred Service(s) Originally in the Same Billing Hierarchy

If the Service(s) being transferred to VPN Service were originally in the same Billing Hierarchy, the VPN MAC supersedes the MAC associated with the Service(s) being transferred to VPN Service.

.b Transferred Service Originally in a Different Billing Hierarchy

If the Service(s) being transferred to VPN Service were originally in a different Billing Hierarchy, the original MAC remains unchanged.

.2 MMC

There are no MMCs associated with VPN Service.

.a Transferred Service(s) Originally in the Same Billing Hierarchy

If the Service(s) being transferred to VPN Service were originally in the same Billing Hierarchy, the original MMC no longer applies.

.b Transferred Service Originally in a Different Billing Hierarchy

If the Service(s) being transferred to VPN Service were originally in a different Billing Hierarchy, the original MMC remains unchanged.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.13 Business Long Distance 100¹

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

(A) Business Long Distance 100 is a custom combination inbound, outbound, and calling card Flat Rate optional pricing plan available to Business Customers that:

- .1 request to be provisioned under this optional pricing plan;
- .2 utilize Switched Access to reach the long distance network for outbound calling and/or utilize Switched Access to receive calls from the long distance network for TFS; and
- .3 commit to
 - an MMC of \$100 per month or
 - an MMC of \$100 per month for a 1-year term plan or
 - an MMC of \$100 per month for a 2-year term plan and sign a written term plan agreement with the Company.

For rules and regulations regarding the MMC and term plans, see Section 6 of this Guidebook. This Service is established at the BTN level and is only available for a single BTN. Service is available on a month-to-month basis and is also available for Customers that commit to a 1-year or 2-year term plan.

- (B) The Customer may subscribe to Business Long Distance 100 for outbound Service only, TFS only or for both outbound and TFS for a single BTN.
- (C) Toll free calls may originate on any type of access and are terminated via Switched Access to the Customer's location. See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS.
- (D) For TFS, Customers may subscribe to TFS with or without the ability to receive intrastate Service from the Company.
- (E) The Customer's usage rate for each call is based on whether the Customer subscribes to Service on a month-to-month basis or a 1-year or 2-year term plan.
- (F) For Customers who commit to an MMC and subscribe to Service on a month-to-month basis, outbound and TFS calls and calls billed to the Calling Card - Option 2, category 11, are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of sixty (60) seconds. For Customers who commit to a 1-year or 2-year term plan with an MMC, outbound and TFS calls and calls billed to the Calling Card - Option 2, category 11, are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges, see Section 4.7.13 of this Guidebook.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.13 Business Long Distance 100¹

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

(A) Business Long Distance 100 is a custom combination inbound, outbound, and calling card Flat Rate optional pricing plan available to Business Customers that:

- .1 request to be provisioned under this optional pricing plan;
- .2 utilize Switched Access to reach the long distance network for outbound calling and/or utilize Switched Access to receive calls from the long distance network for TFS; and
- .3 commit to
 - an MMC of \$100 per month or
 - an MMC of \$100 per month for a 1-year term plan or
 - an MMC of \$100 per month for a 2-year term plan and sign a written term plan agreement with the Company.

For rules and regulations regarding the MMC and term plans, see Section 6 of this Guidebook. This Service is established at the BTN level and is only available for a single BTN. Service is available on a month-to-month basis and is also available for Customers that commit to a 1-year or 2-year term plan.

- (B) The Customer may subscribe to Business Long Distance 100 for outbound Service only, TFS only or for both outbound and TFS for a single BTN.
- (C) Toll free calls may originate on any type of access and are terminated via Switched Access to the Customer's location. See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS.
- (D) For TFS, Customers may subscribe to TFS with or without the ability to receive intrastate Service from the Company.
- (E) The Customer's usage rate for each call is based on whether the Customer subscribes to Service on a month-to-month basis or a 1-year or 2-year term plan.
- (F) For Customers who commit to an MMC and subscribe to Service on a month-to-month basis, outbound and TFS calls and calls billed to the Calling Card - Option 2, category 11, are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of sixty (60) seconds. For Customers who commit to a 1-year or 2-year term plan with an MMC, outbound and TFS calls and calls billed to the Calling Card - Option 2, category 11, are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges, see Section 4.7.13 of this Guidebook.

- 3.7.14 Reserved for Future Use /1/
- 3.7.15 Reserved for Future Use /1/
- 3.7.16 Reserved for Future Use /1/

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.17 Business Domestic Saver 15 Deluxe ¹

(N)

(A) Business Domestic Saver 15 Deluxe is a custom combination switched TFS, outbound, and calling card Flat Rate optional pricing plan available to Business Customers that:

- .1 request to be provisioned under this optional pricing plan;
- .2 utilize Switched Access to reach the long distance network for outbound calling and/or utilize Switched Access to receive calls from the long distance network for TFS;
- .3 previously subscribed to a local dial tone service offering or a long distance service offering of an Affiliated LEC or Affiliated CLEC and cancelled service and/or previously subscribed to one of the Company's business Service offerings and cancelled Service; and
- .4 commit to
 - an MMC of \$15 per month or
 - an MMC of \$15 per month for a 1-year term plan or
 - an MMC of \$15 per month for a 2-year term plan and sign a written term plan agreement with the Company.

For rules and regulations regarding MMCs and term plans, see Section 2.26 of this Tariff. This Service is established at the BTN level and is only available for a single BTN. Service is available on a month-to-month basis and is also available for Customers that commit to a 1-year or 2-year term plan.

- (B) The Customer may subscribe to Business Domestic Saver 15 Deluxe for outbound Service only, TFS only or for both outbound and TFS for a single BTN.
- (C) Toll free calls may originate on any type of access and are terminated via Switched Access to the Customer's location. See Section 3.6 of this Tariff for optional features, rules and regulations, and general information regarding TFS.
- (D) The Customer's usage rate for each call is based on whether the Customer has made an MMC and subscribes to Service on a month-to-month basis or a 1-year or 2-year term plan.
- (E) For Customers who commit to a MMC and subscribes to Service on a month-to-month basis, outbound calls, TFS calls, and fully automated, operator assisted, and operator dialed calls billed to the Calling Card - Option 2, category 11, are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of sixty (60) seconds. For Customers who commit to a 1-year term plan with an MMC, outbound calls, TFS calls, and fully automated, operator assisted, and operator dialed calls billed to the Calling Card - Option 2, category 11, are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges, see Section 4.7.17 of this Tariff.

(N)

¹This service is no longer available to new Customers or existing Customers at new locations effective April 1, 2004.

(N)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.17 Business Domestic Saver 15 Deluxe^{1,2}

(C)

(A) Business Domestic Saver 15 Deluxe is a custom combination switched TFS, outbound, and calling card Flat Rate optional pricing plan available to Business Customers that:

- .1 request to be provisioned under this optional pricing plan;
- .2 utilize Switched Access to reach the long distance network for outbound calling and/or utilize Switched Access to receive calls from the long distance network for TFS;
- .3 previously subscribed to a local dial tone service offering or a long distance service offering of an Affiliated LEC or Affiliated CLEC and cancelled service and/or previously subscribed to one of the Company's business Service offerings and cancelled Service; and
- .4 commit to
 - an MMC of \$15 per month or
 - an MMC of \$15 per month for a 1-year term plan or
 - an MMC of \$15 per month for a 2-year term plan and sign a written term plan agreement with the Company.

For rules and regulations regarding MMCs and term plans, see Section 2.26 of this Tariff. This Service is established at the BTN level and is only available for a single BTN. Service is available on a month-to-month basis and is also available for Customers that commit to a 1-year or 2-year term plan.

- (B) The Customer may subscribe to Business Domestic Saver 15 Deluxe for outbound Service only, TFS only or for both outbound and TFS for a single BTN.
- (C) Toll free calls may originate on any type of access and are terminated via Switched Access to the Customer's location. See Section 3.6 of this Tariff for optional features, rules and regulations, and general information regarding TFS.
- (D) The Customer's usage rate for each call is based on whether the Customer has made an MMC and subscribes to Service on a month-to-month basis or a 1-year or 2-year term plan.
- (E) For Customers who commit to a MMC and subscribes to Service on a month-to-month basis, outbound calls, TFS calls, and fully automated, operator assisted, and operator dialed calls billed to the Calling Card - Option 2, category 11, are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of sixty (60) seconds. For Customers who commit to a 1-year term plan with an MMC, outbound calls, TFS calls, and fully automated, operator assisted, and operator dialed calls billed to the Calling Card - Option 2, category 11, are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges, see Section 4.7.17 of this Tariff.

¹This service is no longer available to new Customers or existing Customers at new locations effective April 1, 2004.

²Effective September 19, 2013, one (1) year and two (2) year term agreements for this service will no longer automatically renew for a new one (1) year or two (2) year term. Existing Customer at the end of their current one (1) or two (2) year term may continue with this service on month-to-month basis and the month-to-month rates defined in Section 4.7.17 of this Tariff will apply.

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.14 Reserved for future use

3.7.15 Reserved for future use

3.7.16 Reserved for future use

3.7.17 Reserved for future use

3.7.18 Business Domestic Saver 15 Connections 3 Service¹

¹This service is no longer available to new Customers or existing Customers at new locations effective June 8, 2004.

(A) Business Domestic Saver 15 Connections 3 Service is a custom combination inbound, outbound, and calling card Flat Rate Service available to Business Customers that:

- .1 request to be provisioned under this Service;
- .2 utilize Switched Access to reach the long distance network for outbound calling and/or utilize Switched Access to receive calls from the long distance network for TFS;
- .3 subscribe to and maintain the following products or services provided by an Affiliate of the Company: (1) one DSL service or shared web hosting or dedicated Internet access or AT&T dial-up Internet access or TI Integrated Access or dedicated web hosting; and (2) B wireless service; and (3) a minimum of two Centrex station lines from an Affiliate of the Company, or, a minimum of one business access line under a term agreement from an Affiliate of the Company, or, a Business SolutionsSM, CompleteLink®, SimpleLink, Plexar I®, Centrex with Classic Feature PackageSM, Pacific Bell Instant OfficeSM, Power Office, The Business Plan, Custom Biz SaverSM, Local Usage SaverSM or Ameritech Centrex Service (ACS) service package as defined in Section 6 of this Guidebook or, subscribe to all of the following from an Affiliate of the Company:
 - .a a minimum of one business access line, and,
 - .b an inside wire maintenance product associated with each business access line, and,
 - .c at least one instance of Caller ID, and,
 - .d at least one instance of each of any three call control features from Group D Package as defined in Section 6 of this Guidebook from an Affiliate of the Company.
- .4 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Customer also subscribes to the product or service described in Section 3.7.18 (A).3 of this Guidebook.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

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(D)

3.7.18 Business Domestic Saver 15 Connections 3 Service¹

¹This service is no longer available to new Customers or existing Customers at new locations effective June 8, 2004.

- (A) Business Domestic Saver 15 Connections 3 Service is a custom combination inbound, outbound, and calling card Flat Rate Service available to Business Customers that:
- .1 request to be provisioned under this Service;
 - .2 utilize Switched Access to reach the long distance network for outbound calling and/or utilize Switched Access to receive calls from the long distance network for TFS;
 - .3 subscribe to and maintain the following products or services provided by an Affiliate of the Company: (1) one DSL service or shared web hosting or dedicated Internet access or AT&T dial-up Internet access or TI Integrated Access or dedicated web hosting; and (2) B wireless service; and (3) a minimum of two Centrex station lines from an Affiliate of the Company, or, a minimum of one business access line under a term agreement from an Affiliate of the Company, or, a Business SolutionsSM, CompleteLink®, SimpleLink, Plexar I®, Centrex with Classic Feature PackageSM, Pacific Bell Instant OfficeSM, Power Office, The Business Plan, Custom Biz SaverSM, Local Usage SaverSM or Ameritech Centrex Service (ACS) service package as defined in Section 6 of this Guidebook or, subscribe to all of the following from an Affiliate of the Company:
 - .a a minimum of one business access line, and,
 - .b an inside wire maintenance product associated with each business access line, and,
 - .c at least one instance of Caller ID, and,
 - .d at least one instance of each of any three call control features from Group D Package as defined in Section 6 of this Guidebook from an Affiliate of the Company.
 - .4 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Customer also subscribes to the product or service described in Section 3.7.18 (A).3 of this Guidebook.

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.18 Business Domestic Saver 15 Connections 3 Service¹ (continued)

¹This service is no longer available to new Customers or existing Customers at new locations effective June 8, 2004.

(A) (continued)

.5 except as described below, associate the billing for the products or services of an Affiliated LEC or Affiliated CLEC that are described in Section 3.7.18 (A).3 of this Guidebook with the Customer's BTN for Business Domestic Saver 15 Connections 3 Service. Exceptions to this requirement are: (a) B service and (b) DSL service when subscription to an additional BTN was required for DSL provisioning by an Affiliated LEC or Affiliated CLEC for technical reasons. The qualifying DSL service billed under a second BTN must be physically located at the same business premises as the local service to whose BTN the Business Domestic Saver 15 Connections 3 Service will be billed.

.6 commit to

- an MMC of \$15 per month for a 1-year term plan or
- an MMC of \$15 per month for a 2-year term plan and sign a written term plan agreement with the Company.
- For rules and regulations regarding MMCs and term plans, see Section 6 of this Guidebook. This Service is established at the BTN level and is only available for a single BTN. Service is available for Customers that commit to a 1-year or 2-year term plan.

(B) The Customer may subscribe to Business Domestic Saver 15 Connections 3 Service for outbound Service only, TFS only or for both outbound and TFS for a single BTN. The start of Service date may be on or after the installation date of the required products or services described in Section 3.7.18 (A).3 of this Guidebook.

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

(D) The Customer's usage rate for each call is based on whether the Customer subscribes to a 1-year or 2-year term plan.

(E) Outbound calls, TFS calls, and fully automated, operator assisted, and operator dialed calls billed to the Calling Card - Option 2 are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges, see Section 4.7.18 of this Guidebook.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.18 Business Domestic Saver 15 Connections 3 Service¹ (continued)

¹This service is no longer available to new Customers or existing Customers at new locations effective June 8, 2004.

- (F) If the Customer fails to maintain the required products or services described in Section 3.7.18 (A).3 of this Guidebook, the Customer will no longer qualify for Business Domestic Saver 15 Connections 3 Service and will be moved to AT&T Business Calling \$15 for the same term as the Customer's current term plan associated with this Service unless the Customer selects an alternative Service. If the Customer is moved to Business AT&T Business Calling \$15 the rates and charges in Section 4.7.11 of the Guidebook will apply in lieu of the rates and charges in Section 4.7.18 of this Guidebook. If the Customer is moved to AT&T Business Calling \$15 or any alternative Service and the Customer's MMC and term plan commitment is equal to or greater than the MMC and term plan commitment for Business Domestic Saver 15 Connection 3, the Company will credit the Customer's account for the amount of any early termination charges as described in Section 6 of this Guidebook.

3.7.19 Business Long Distance 50 Connections 3 Service¹

¹This service is no longer available to new Customers or existing Customers at new locations effective June 8, 2004.

- (A) Business Long Distance 50 Connections 3 Service is a custom combination switched TFS, outbound, and calling card Flat Rate Service available to Business Customers that:
- .1 request to be provisioned under this Service;
 - .2 utilize Switched Access to reach the long distance network for outbound calling and/or utilize Switched Access to receive calls from the long distance network for TFS; and
 - .3 subscribe to and maintain the following products or services provided by an Affiliate of the Company: (1) one DSL service or shared web hosting or dedicated Internet access or AT&T dial-up Internet access or TI Integrated Access or dedicated web hosting; and (2) B wireless service; and (3) a minimum of two Centrex station lines from an Affiliate of the Company, or, a minimum of one business access line under a term agreement from an Affiliate of the Company, or, a Business SolutionsSM, CompleteLink®, SimpleLink, Plexar I®, Centrex with Classic Feature PackageSM, Pacific Bell Instant OfficeSM, Power Office, The Business Plan, Custom Biz SaverSM, Local Usage SaverSM or Ameritech Centrex Service (ACS) service package as defined in Section 6 of this Guidebook or, subscribe to all of the following from an Affiliate of the Company:
 - .a a minimum of one business access line, and,
 - .b an inside wire maintenance product associated with each business access line, and,
 - .c at least one instance of Caller ID, and,
 - .d at least one instance of each of any three call control features from Group D Package as defined in Section 6 of this Guidebook from an Affiliate of the Company.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.19 Business Long Distance 50 Connections 3 Service¹ (continued)

¹This service is no longer available to new Customers or existing Customers at new locations effective June 8, 2004.

(A) Business Long Distance 50 Connections 3 Service is a custom combination

.4 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Customer also subscribes to the product or service described in Section 3.7.19 (A).3 of this Guidebook;

.5 except as described below, associate the billing for the products or services of an Affiliated LEC or Affiliated CLEC that are described in Section 3.7.19 (A).3 of this Guidebook with the Customer's BTN for Business Long Distance 50 Connections 3 Service. Exceptions to this requirement are: (a) B service and (b) DSL service when subscription to an additional BTN was required for DSL provisioning by an Affiliated LEC or Affiliated CLEC for technical reasons. The qualifying DSL service billed under a second BTN must be physically located at the same business premises as the local service to whose BTN the Business Long Distance 50 Connections 3 Service will be billed.

.6 commit to

- an MMC of \$50 per month for a 1-year term plan or
- an MMC of \$50 per month for a 2-year term plan and sign a written term plan agreement with the Company.

For rules and regulations regarding the MMC and term plans, see Section 6 of this Guidebook. This Service is established at the BTN level and is only available for a single BTN. Service is available for Customers that commit to a 1-year or 2-year term plan.

(B) The Customer may subscribe to Business Long Distance 50 Connections 3 Service for outbound Service only, TFS only or for both outbound and TFS for a single BTN. The start of Service date may be on or after the installation date of the required products or services described in Section 3.7.19 (A).3 of this Guidebook.

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

(F) If the Customer fails to maintain the required products or services described in Section 3.7.19 (A).3 of this Guidebook, the Customer will no longer qualify for Business Long Distance 50 Connections 3 Service and will be moved to Business Long Distance 50 for the same term as the Customer's current term plan associated with this Service unless the Customer selects an alternative Service. If the Customer is moved to Business Long Distance 50, the rates and charges in Section 4.7.9 of the Guidebook will apply in lieu of the rates and charges in Section 4.7.19 of this Guidebook. If the Customer is moved to Business Long Distance 50 or any alternative Service and the Customer's MMC and term plan commitment is equal to or greater than the MMC and term plan commitment for Business Long Distance 50 Connections 3 Service, the Company will credit the Customer's account for the amount of any early termination charges as described in Section 6 of this Guidebook.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.20 Business Long Distance 100 Connections 3 Service¹

¹This service is no longer available to new Customers or existing Customers at new locations effective June 8, 2004.

- (A) Business Long Distance 100 Connections 3 Service is a custom combination switched TFS, outbound, and calling card Flat Rate Service available to Business Customers that:
- .1 request to be provisioned under this Service;
 - .2 utilize Switched Access to reach the long distance network for outbound calling and/or utilize Switched Access to receive calls from the long distance network for TFS; and
 - .3 subscribe to and maintain the following products or services provided by an Affiliate of the Company: (1) one DSL service or shared web hosting or dedicated Internet access or AT&T dial-up Internet access or TI Integrated Access or dedicated web hosting; and (2) B wireless service; and (3) a minimum of two Centrex station lines from an Affiliate of the Company, or, a minimum of one business access line under a term agreement from an Affiliate of the Company, or, a Business SolutionsSM, CompleteLink®, SimpleLink, Plexar I®, Centrex with Classic Feature PackageSM, Pacific Bell Instant OfficeSM, Power Office, The Business Plan, Custom Biz SaverSM, Local Usage SaverSM or Ameritech Centrex Service (ACS) service package as defined in Section 6 of this Guidebook or, subscribe to all of the following from an Affiliate of the Company:
 - .a a minimum of one business access line, and,
 - .b an inside wire maintenance product associated with each business access line, and,
 - .c at least one instance of Caller ID, and,
 - .d at least one instance of each of any three call control features from Group D Package as defined in Section 6 of this Guidebook from an Affiliate of the Company.
 - .4 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Customer also subscribes to the products or services described in Section 3.7.20 (A).3 of this Guidebook.
 - .5 except as described below, associate the billing for the products or services of an Affiliated LEC or Affiliated CLEC that are described in Section 3.7.20 (A).3 of this Guidebook with the Customer's BTN for Business Long Distance 100 Connections 3 Service. Exceptions to this requirement are: (a) B service and (b) DSL service when subscription to an additional BTN was required for DSL provisioning by an Affiliated LEC or Affiliated CLEC for technical reasons. The qualifying DSL service billed under a second BTN must be physically located at the same business premises as the local service to whose BTN the Business Long Distance 100 Connections 3 Service will be billed.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.20 Business Long Distance 100 Connections 3 Service¹ (continued)

¹This service is no longer available to new Customers or existing Customers at new locations effective June 8, 2004.

(A) (continued)

.6 commit to

- an MMC of \$100 per month for a 1-year term plan or
- an MMC of \$100 per month for a 2-year term plan and sign a written term plan agreement with the Company.

For rules and regulations regarding the MMC and term plans, see Section 6 of this Guidebook. This Service is established at the BTN level and is only available for a single BTN. Service is available for Customers that commit to a 1-year or 2-year term plan.

- (B) The Customer may subscribe to Business Long Distance 100 Connections 3 Service for outbound Service only, TFS only or for both outbound and TFS for a single BTN. The start of Service date may be on or after the installation date of the required products or services described in Section 3.7.20 (A).3 of this Guidebook.
- (C) Toll free calls may originate on any type of access and are terminated via Switched Access to the Customer's location. See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS.
- (D) For TFS, Customers may subscribe to TFS with or without the ability to receive intrastate Service from the Company.
- (E) The Customer's usage rate for each call is based on whether the Customer subscribes to Service on a 1-year or 2-year term plan.
- (F) Outbound and TFS calls and calls billed to the Calling Card - Option 2 are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges, see Section 4.7.13 of this Guidebook.
- (G) If the Customer fails to maintain the required products or services described in Section 3.7.20 (A).3 of this Guidebook, the Customer will no longer qualify for Business Long Distance 100 Connections 3 Service and will be moved to Business Long Distance 100 for the same term as the Customer's current term plan associated with this Service unless the Customer selects an alternative Service. If the Customer is moved to Business Long Distance 100, the rates and charges in Section 4.7.13 of the Guidebook will apply in lieu of the rates and charges in Section 4.7.20 of this Guidebook. If the Customer is moved to Business Long Distance 100 or any alternative Service and the Customer's MMC and term plan commitment is equal to or greater than the MMC and term plan commitment for Business Long Distance 100 Connections 3 Service, the Company will credit the Customer's account for the amount of any early termination charges as described in Section 6 of this Guidebook.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.21 Business Domestic Saver 15 Connections 2 Service¹

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

- (A) Business Domestic Saver 15 Connections 2 Service is a custom combination inbound, outbound, and calling card Flat Rate Service available to Business Customers that:
- .1 request to be provisioned under this Service;
 - .2 utilize Switched Access to reach the long distance network for outbound calling and/or utilize Switched Access to receive calls from the long distance network for TFS;
 - .3 subscribe to and maintain the following products or services provided by an Affiliate of the Company: (1) one DSL service or shared web hosting or dedicated Internet access or AT&T dial-up Internet access or TI Integrated Access or dedicated web hosting and (2) a minimum of two Centrex station lines from an Affiliate of the Company, or, a minimum of one business access line under a term agreement from an Affiliate of the Company, or, a Business SolutionsSM, CompleteLink®, SimpleLink, Plexar I®, Centrex with Classic Feature PackageSM, Pacific Bell Instant OfficeSM, Power Office, The Business Plan, Custom Biz SaverSM, Local Usage SaverSM or Ameritech Centrex Service (ACS) service package as defined in Section 6 of this Guidebook or, subscribe to all of the following from an Affiliate of the Company:
 - .a a minimum of one business access line, and,
 - .b an inside wire maintenance product associated with each business access line, and,
 - .c at least one instance of Caller ID, and,
 - .d at least one instance of each of any three call control features from Group D Package as defined in Section 6 of this Guidebook from an Affiliate of the Company;
 - .4 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Customer also subscribes to the products or services described in Section 3.7.21 (A).3 of this Guidebook.
 - .5 except as described below, associate the billing for the products or services of an Affiliated LEC or Affiliated CLEC that are described in Section 3.7.21 (A).3 of this Guidebook with the Customer's BTN for Business Domestic Saver 15 Connections 2 Service. Exceptions to this requirement are: (a) B service and (b) DSL service when subscription to an additional BTN was required for DSL provisioning by an Affiliated LEC or Affiliated CLEC for technical reasons. The qualifying DSL service billed under a second BTN must be physically located at the same business premises as the local service to whose BTN the Business Domestic Saver 15 Connections 2 Service will be billed.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.21 Business Domestic Saver 15 Connections 2 Service¹ (continued)

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

(A) (continued)

.6 commit to

- an MMC of \$15 per month for a 1-year term plan or
- an MMC of \$15 per month for a 2-year term plan and sign a written term plan agreement with the Company.

For rules and regulations regarding MMCs and term plans, see Section 6 of this Guidebook. This Service is established at the BTN level and is only available for a single BTN. Service is available for Customers that commit to a 1-year or 2-year term plan.

(B) The Customer may subscribe to Business Domestic Saver 15 Connections 2 Service for outbound Service only, TFS only or for both outbound and TFS for a single BTN. The start of Service date may be on or after the installation date of the required products or services described in Section 3.7.21 (A).3 of this Guidebook.

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

(D) The Customer's usage rate for each call is based on whether the Customer subscribes to a 1-year or 2-year term plan.

(E) Outbound calls, TFS calls, and fully automated, operator assisted, and operator dialed calls billed to the Calling Card - Option 2, category 11, are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges, see Section 4.7.21 of this Guidebook.

(F) If the Customer fails to maintain the required products or services described in Section 3.7.21 (A).3 of this Guidebook, the Customer will no longer qualify for Business Domestic Saver 15 Connections 2 Service and will be moved to AT&T Business Calling \$15 for the same term as the Customer's current term plan associated with this Service unless the Customer selects an alternative Service. If the Customer is moved to AT&T Business Calling \$15, the rates and charges in Section 4.7.11 of the Guidebook will apply in lieu of the rates and charges in Section 4.7.21 of this Guidebook. If the Customer is moved to AT&T Business Calling \$15 or any alternative Service and the Customer's MMC and term plan commitment is equal to or greater than the MMC and term plan commitment for Business Domestic Saver 15 Connections 2 Service, the Company will credit the Customer's account for the amount of any early termination charges as described in Section 6 of this Guidebook.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.22 Business Long Distance 50 Connections 2 Service¹

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

- (A) Business Long Distance 50 Connections 2 Service is a custom combination switched TFS, outbound, and calling card Flat Rate Service available to Business Customers that:
- .1 request to be provisioned under this Service;
 - .2 utilize Switched Access to reach the long distance network for outbound calling and/or utilize Switched Access to receive calls from the long distance network for TFS;
 - .3 subscribe to and maintain the following products or services provided by an Affiliate of the Company: (1) one DSL service or shared web hosting or dedicated Internet access or AT&T dial-up Internet access or TI Integrated Access or dedicated web hosting and (2) a minimum of two Centrex station lines from an Affiliate of the Company, or, a minimum of one business access line under a term agreement from an Affiliate of the Company, or, a Business SolutionsSM, CompleteLink®, SimpleLink, Plexar I®, Centrex with Classic Feature PackageSM, Pacific Bell Instant OfficeSM, Power Office, The Business Plan, Custom Biz SaverSM, Local Usage SaverSM or Ameritech Centrex Service (ACS) service package as defined in Section 6 of this Guidebook or, subscribe to all of the following from an Affiliate of the Company:
 - .a a minimum of one business access line, and,
 - .b an inside wire maintenance product associated with each business access line, and,
 - .c at least one instance of Caller ID, and,
 - .d at least one instance of each of any three call control features from Group D Package as defined in Section 6 of this Guidebook from an Affiliate of the Company.
 - .4 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Customer also subscribes to the products or services described in Section 3.7.22 (A).3 of this Guidebook.
 - .5 except as described below, associate the billing for the products or services of an Affiliated LEC or Affiliated CLEC that are described in Section 3.7.22 (A).3 of this Guidebook with the Customer's BTN for Business Long Distance 50 Connections 2 Service. Exceptions to this requirement are: (a) B service and (b) DSL service when subscription to an additional BTN was required for DSL provisioning by an Affiliated LEC or Affiliated CLEC for technical reasons. The qualifying DSL service billed under a second BTN must be physically located at the same business premises as the local service to whose BTN the Business Long Distance 50 Connections 2 Service will be billed.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.22 Business Long Distance 50 Connections 2 Service^{1,2}

(N)

(1)

(1)

(A) Business Long Distance 50 Connections 2 Service is a custom combination switched TFS and outbound Flat Rate Service.

(D)

(D)

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

(1)

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

(N)

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(N)

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.22 Business Long Distance 50 Connections 2 Service¹ (continued)

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

(A) (continued)

.6 commit to

- an MMC of \$50 per month for a 1-year term plan or
- an MMC of \$50 per month for a 2-year term plan and sign a written term plan agreement with the Company.

For rules and regulations regarding the MMC and term plans, see Section 6 of this Guidebook. This Service is established at the BTN level and is only available for a single BTN. Service is available for Customers that commit to a 1-year or 2-year term plan.

- (B) The Customer may subscribe to Business Long Distance 50 Connections 2 Service for outbound Service only, TFS only or for both outbound and TFS for a single BTN. The start of Service date may be on or after the installation date of the required products or services described in Section 3.7.22 (A).3 of this Guidebook.
- (C) Toll free calls may originate on any type of access and are terminated via Switched Access to the Customer's location. See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS.
- (D) The Customer's usage rate for each call is based on whether the Customer subscribes to Service on a 1-year or 2-year term plan.
- (E) Outbound calls, TFS calls, and fully automated, operator assisted, and operator dialed calls billed to the Calling Card - Option 2, category 11, are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges, see Section 4.7.22 of this Guidebook.
- (F) If the Customer fails to maintain the required products or services described in Section 3.7.22 (A).3 of this Guidebook, the Customer will no longer qualify for Business Long Distance 50 Connections 2 Service and will be moved to Business Long Distance 50 for the same term as the Customer's current term plan associated with this Service unless the Customer selects an alternative Service. If the Customer is moved to Business Long Distance 50, the rates and charges in Section 4.7.9 of the Guidebook will apply in lieu of the rates and charges in Section 4.7.22 of this Guidebook. If the Customer is moved to Business Long Distance 50 or any alternative Service and the Customer's MMC and term plan commitment is equal to or greater than the MMC and term plan commitment for Business Long Distance 50 Connections 2 Service, the Company will credit the Customer's account for the amount of any early termination charges as described in Section 6 of this Guidebook.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.22 Business Long Distance 50 Connections 2 Service^{1,1} (continued)

(N)

(1)

(1)

(D)

(D)

(B) Outbound calls and TFS calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges, see Section 4.7.22 of this Guidebook.

(C/D)

(D)

(C) If the Customer fails to maintain the required products for this plan the Customer will no longer qualify for Business Long Distance 50 Connections 2 Service and will be moved to Business Long Distance 50 for the same term as the Customer's current term plan associated with this Service unless the Customer selects an alternative Service. If the Customer is moved to Business Long Distance 50, the rates and charges in Section 4.7.9 of the Guidebook will apply in lieu of the rates and charges in Section 4.7.22 of this Guidebook. If the Customer is moved to Business Long Distance 50 or any alternative Service and the Customer's MMC and term plan commitment is equal to or greater than the MMC and term plan commitment for Business Long Distance 50 Connections 2 Service, the Company will credit the Customer's account for the amount of any early termination charges as described in Section 6 of this Guidebook.

(C)

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

(1)

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

(N)

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(N)

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.23 Business Long Distance 100 Connections 2 Service¹

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

- (A) Business Long Distance 100 Connections 2 Service is a custom combination switched TFS, outbound, and calling card Flat Rate Service available to Business Customers that:
- .1 request to be provisioned under this optional Service;
 - .2 utilize Switched Access to reach the long distance network for outbound calling and/or utilize Switched Access to receive calls from the long distance network for TFS; and
 - .3 subscribe to and maintain the following products or services provided by an Affiliate of the Company: (1) one DSL service or shared web hosting or dedicated Internet access or AT&T dial-up Internet access or TI Integrated Access or dedicated web hosting and (2) a minimum of two Centrex station lines from an Affiliate of the Company, or, a minimum of one business access line under a term agreement from an Affiliate of the Company, or, a Business SolutionsSM, CompleteLink®, SimpleLink, Plexar I®, Centrex with Classic Feature PackageSM, Pacific Bell Instant OfficeSM, Power Office, The Business Plan, Custom Biz SaverSM, Local Usage SaverSM or Ameritech Centrex Service (ACS) service package as defined in Section 6 of this Guidebook or, subscribe to all of the following from an Affiliate of the Company:
 - .a a minimum of one business access line, and,
 - .b an inside wire maintenance product associated with each business access line, and,
 - .c at least one instance of Caller ID, and,
 - .d at least one instance of each of any three call control features from Group D Package as defined in Section 6 of this Guidebook from an Affiliate of the Company.
 - .4 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Customer also subscribes to the products or services described in Section 3.7.23 (A).3 of this Guidebook.
 - .5 except as described below, associate the billing for the products or services of an Affiliated LEC or Affiliated CLEC that are described in Section 3.7.23 (A).3 of this Guidebook with the Customer's BTN for Business Long Distance 100 Connections 2 Service. Exceptions to this requirement are: (a) B service and (b) DSL service when subscription to an additional BTN was required for DSL provisioning by an Affiliated LEC or Affiliated CLEC for technical reasons. The qualifying DSL service billed under a second BTN must be physically located at the same business premises as the local service to whose BTN the Business Long Distance 100 Connections 2 Service will be billed.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.23 Business Long Distance 100 Connections 2 Service

(D)

(D)

(D)

Availability

(N)

Effective October 12, 2015 this service is being discontinued and will be withdrawn from operation. Existing customers will remain on this plan until the end of their current term at which time they will be billed at the then current default MTS rates defined in section 4.4.1 of this Guidebook unless another calling plan is selected.

(N)

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(N)

(D)

(D)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.23 Business Long Distance 100 Connections 2 Service¹ (continued)

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

(A) (continued)

.6 commit to

- an MMC of \$100 per month for a 1-year term plan or
- -an MMC of \$100 per month for a 2-year term plan and sign a written term plan agreement with the Company.

For rules and regulations regarding the MMC and term plans, see Section 6 of this Guidebook. This Service is established at the BTN level and is only available for a single BTN. Service is available for Customers that commit to a 1-year or 2-year term plan.

(B) The Customer may subscribe to Business Long Distance 100 Connections 2 Service for outbound Service only, TFS only or for both outbound and TFS for a single BTN. The start of Service date may be on or after the installation date of the required products or services described in Section 3.7.23 (A).3 of this Guidebook.

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

(D) For TFS, Customers may subscribe to TFS with or without the ability to receive intrastate Service from the Company.

(E) The Customer's usage rate for each call is based on whether the Customer subscribes to Service on a 1-year or 2-year term plan.

(F) Outbound and TFS calls and calls billed to the Calling Card - Option 2, category 11, are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges, see Section 4.7.13 of this Guidebook.

(G) If the Customer fails to maintain the required products or services described in Section 3.7.23 (A).3 of this Guidebook, the Customer will no longer qualify for Business Long Distance 100 Connections 2 Service and will be moved to Business Long Distance 100 for the same term as the Customer's current term plan associated with this Service unless the Customer selects an alternative Service. If the Customer is moved to Business Long Distance 100, the rates and charges in Section 4.7.13 of the Guidebook will apply in lieu of the rates and charges in Section 4.7.23 of this Guidebook. If the Customer is moved to Business Long Distance 100 or any alternative Service and the Customer's MMC and term plan commitment is equal to or greater than the MMC and term plan commitment for Business Long Distance 100 Connections 2 Service, the Company will credit the Customer's account for the amount of any early termination charges as described in Section 6 of this Guidebook.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.23 Business Long Distance 100 Connections 2 Service (continued)

(D)

(D)

(D)

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

(C/D)
(D)

(B) If the Customer fails to maintain the required products or services for this plan, he Customer will no longer qualify for Business Long Distance 100 Connections 2 Service and will be moved to Business Long Distance 100 for the same term as the Customer's current term plan associated with this Service unless the Customer selects an alternative Service. If the Customer is moved to Business Long Distance 100, the rates and charges in Section 4.7.13 of the Guidebook will apply in lieu of the rates and charges in Section 4.7.23 of this Guidebook. If the Customer is moved to Business Long Distance 100 or any alternative Service and the Customer's MMC and term plan commitment is equal to or greater than the MMC and term plan commitment for Business Long Distance 100 Connections 2 Service, the Company will credit the Customer's account for the amount of any early termination charges as described in Section 6 of this Guidebook.

(C)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.24 Business Domestic Saver 15 Connections 1 Service¹

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

- (A) Business Domestic Saver 15 Connections 1 Service is a custom combination inbound, outbound, and calling card Flat Rate Service available to Business Customers that:
- .1 request to be provisioned under this Service;
 - .2 utilize Switched Access to reach the long distance network for outbound calling and/or utilize Switched Access to receive calls from the long distance network for TFS;
 - .3 subscribe to a minimum of two Centrex station lines from an Affiliate of the Company, or, a minimum of two Centrex station lines from an Affiliate of the Company, or, a minimum of one business access line under a term agreement from an Affiliate of the Company, or, a Business SolutionsSM, CompleteLink®, SimpleLink, Plexar I®, Centrex with Classic Feature PackageSM, Pacific Bell Instant OfficeSM, Power Office, The Business Plan, Custom Biz SaverSM, Local Usage SaverSM or Ameritech Centrex Service (ACS) service package as defined in Section 6 of this Guidebook or, subscribe to all of the following from an Affiliate of the Company:
 - .a a minimum of one business access line, and,
 - .b an inside wire maintenance product associated with each business access line, and,
 - .c at least one instance of Caller ID, and,
 - .d at least one instance of each of any three call control features from Group D Package as defined in Section 6 of this Guidebook from an Affiliate of the Company.
 - .4 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Customer also subscribes to the products or services described in Section 3.7.24 (A).3 of this Guidebook;
 - .5 except as described below, associate the billing for the products or services of an Affiliated LEC or Affiliated CLEC that are described in Section 3.7.24 (A).3 of this Guidebook with the Customer's BTN for Business Domestic Saver 15 Connections 1 Service. Exceptions to this requirement are: (a) B service and (b) DSL service when subscription to an additional BTN was required for DSL provisioning by an Affiliated LEC or Affiliated CLEC for technical reasons. The qualifying DSL service billed under a second BTN must be physically located at the same business premises as the local service to whose BTN the Business Domestic Saver 15 Connections 1 Service will be billed; and

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.24 Business Domestic Saver 15 Connections 1 Service¹ (continued)

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

(A) (continued)

.6 commit to

- an MMC of \$15 per month for a 1-year term plan or
- an MMC of \$15 per month for a 2-year term plan and sign a written term plan agreement with the Company.

For rules and regulations regarding MMCs and term plans, see Section 6 of this Guidebook. This Service is established at the BTN level and is only available for a single BTN. Service is available for Customers that commit to a 1-year or 2-year term plan.

- (B) The Customer may subscribe to Business Domestic Saver 15 Connections 1 Service for outbound Service only, TFS only or for both outbound and TFS for a single BTN. The start of Service date may be on or after the installation date of the required products or services described in Section 3.7.24 (A).3 of this Guidebook.
- (C) Toll free calls may originate on any type of access and are terminated via Switched Access to the Customer's location. See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS.
- (D) The Customer's usage rate for each call is based on whether the Customer subscribes to a 1-year or 2-year term plan.
- (E) Outbound calls, TFS calls, and fully automated, operator assisted, and operator dialed calls billed to the Calling Card - Option 2, category 11, are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges, see Section 4.7.24 of this Guidebook.
- (F) If the Customer fails to maintain the required products or services described in Section 3.7.24 (A).3 of this Guidebook, the Customer will no longer qualify for Business Domestic Saver 15 Connections 1 Service and will be moved to AT&T Business Calling \$15 for the same term as the Customer's current term plan associated with this Service unless the Customer selects an alternative Service. If the Customer is moved to AT&T Business Calling \$15, the rates and charges in Section 4.7.11 of the Guidebook will apply in lieu of the rates and charges in Section 4.7.24 of this Guidebook. If the Customer is moved to AT&T Business Calling \$15 or any alternative Service and the Customer's MMC and term plan commitment is equal to or greater than the MMC and term plan commitment for Business Domestic Saver 15 Connections 1 Service, the Company will credit the Customer's account for the amount of any early termination charges as described in Section 6 of this Guidebook.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.25 Business Long Distance 50 Connections 1 Service¹

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

- (A) Business Long Distance 50 Connections 1 Service is a custom combination switched TFS, outbound, and calling card Flat Rate Service available to Business Customers that:
- .1 request to be provisioned under this Service;
 - .2 utilize Switched Access to reach the long distance network for outbound calling and/or utilize Switched Access to receive calls from the long distance network for TFS;
 - .3 subscribe to a minimum of two Centrex station lines from an Affiliate of the Company, or, a minimum of two Centrex station lines from an Affiliate of the Company, or, a minimum of one business access line under a term agreement from an Affiliate of the Company, or, a Business SolutionsSM, CompleteLink®, SimpleLink, Plexar I®, Centrex with Classic Feature PackageSM, Pacific Bell Instant Office, Power Office, The Business Plan, Custom Biz SaverSM, Local Usage SaverSM or Ameritech Centrex Service (ACS) service package as defined in Section 6 of this Guidebook or, subscribe to all of the following from an Affiliate of the Company:
 - .a a minimum of one business access line, and,
 - .b an inside wire maintenance product associated with each business access line, and,
 - .c at least one instance of Caller ID, and,
 - .d at least one instance of each of any three call control features from Group D Package as defined in Section 6 of this Guidebook from an Affiliate of the Company.
 - .4 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Customer also subscribes to the products or services described in Section 3.7.25 (A).3 of this Guidebook;
 - .5 except as described below, associate the billing for the products or services of an Affiliated LEC or Affiliated CLEC that are described in Section 3.7.25 (A).3 of this Guidebook with the Customer's BTN for Business Long Distance 50 Connections 1 Service. Exceptions to this requirement are: (a) B service and (b) DSL service when subscription to an additional BTN was required for DSL provisioning by an Affiliated LEC or Affiliated CLEC for technical reasons. The qualifying DSL service billed under a second BTN must be physically located at the same business premises as the local service to whose BTN the Business Long Distance 50 Connections 1 Service will be billed; and

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.25 Business Long Distance 50 Connections 1 Service

(D)

(D)

(D)

Availability

Effective October 12, 2015 this service is being discontinued and will be withdrawn from operation. Existing customers will remain on this plan until the end of their current term at which time they will be billed at the then current default MTS rates defined in section 4.4.1 of this Guidebook unless another calling plan is selected.

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.25 Business Long Distance 50 Connections 1 Service¹ (continued)

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

(A) (continued)

.6 commit to

- an MMC of \$50 per month for a 1-year term plan or
- an MMC of \$50 per month for a 2-year term plan and sign a written term plan agreement with the Company.

For rules and regulations regarding the MMC and term plans, see Section 6 of this Guidebook. This Service is established at the BTN level and is only available for a single BTN. Service is available for Customers that commit to a 1-year or 2-year

(B) The Customer may subscribe to Business Long Distance 50 Connections 1 Service for outbound Service only, TFS only or for both outbound and TFS for a single BTN. The start of Service date may be on or after the installation date of the required products or services described in Section 3.7.25 (A).3 of this Guidebook.

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

(D) The Customer's usage rate for each call is based on whether the Customer subscribes to Service on a 1-year or 2-year term plan.

(E) Outbound calls, TFS calls, and fully automated, operator assisted, and operator dialed calls billed to the Calling Card - Option 2, category 11, are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges, see Section 4.7.25 of this Guidebook.

(F) If the Customer fails to maintain the required products or services described in Section 3.7.25 (A).3 of this Guidebook, the Customer will no longer qualify for Business Long Distance 50 Connections 1 Service and will be moved to Business Long Distance 50 for the same term as the Customer's current term plan associated with this Service unless the Customer selects an alternative Service. If the Customer is moved to Business Long Distance 50, the rates and charges in Section 4.7.9 of the Guidebook will apply in lieu of the rates and charges in Section 4.7.25 of this Guidebook. If the Customer is moved to Business Long Distance 50 or any alternative Service and the Customer's MMC and term plan commitment is equal to or greater than the MMC and term plan commitment for Business Long Distance 50 Connections 1 Service, the Company will credit the Customer's account for the amount of any early termination charges as described in Section 6 of this Guidebook.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.25 Business Long Distance 50 Connections 1 Service (continued)

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(D)

(D)

(A) Outbound calls and TFS calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges, see Section 4.7.25 of this Guidebook.

(C/D)
(D)

(B) If the Customer fails to maintain the required products or services for this plan, the Customer will no longer qualify for this plan will be moved to Business Long Distance 50 for the same term as the Customer's current term plan associated with this Service unless the Customer selects an alternative Service. If the Customer is moved to Business Long Distance 50, the rates and charges in Section 4.7.9 of the Guidebook will apply in lieu of the rates and charges in Section 4.7.25 of this Guidebook. If the Customer is moved to Business Long Distance 50 or any alternative Service and the Customer's MMC and term plan commitment is equal to or greater than the MMC and term plan commitment for Business Long Distance 50 Connections 1 Service, the Company will credit the Customer's account for the amount of any early termination charges as described in Section 6 of this Guidebook.

(C)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.26 Business Long Distance 100 Connections 1 Service¹

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

- (A) Business Long Distance 100 Connections 1 Service is a custom combination switched TFS, outbound, and calling card Flat Rate Service available to Business Customers that:
- .1 request to be provisioned under this Service;
 - .2 utilize Switched Access to reach the long distance network for outbound calling and/or utilize Switched Access to receive calls from the long distance network for TFS;
 - .3 subscribe to a minimum of two Centrex station lines from an Affiliate of the Company, or, a minimum of two Centrex station lines from an Affiliate of the Company, or, a minimum of one business access line under a term agreement from an Affiliate of the Company, or, a Business SolutionsSM, CompleteLink®, SimpleLink, Plexar I®, Centrex with Classic Feature PackageSM, Pacific Bell Instant OfficeSM, Power Office, The Business Plan, Custom Biz SaverSM, Local Usage SaverSM or Ameritech Centrex Service (ACS) service package as defined in Section 6 of this Guidebook or, subscribe to all of the following from an Affiliate of the Company:
 - .a a minimum of one business access line, and,
 - .b an inside wire maintenance product associated with each business access line, and,
 - .c at least one instance of Caller ID, and,
 - .d at least one instance of each of any three call control features from Group D Package as described in Section 6 of this Guidebook from an Affiliate of the Company.
 - .4 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Customer also subscribes to the products or services described in Section 3.7.26 (A).3 of this Guidebook;
 - .5 except as described below, associate the billing for the products or services of an Affiliated LEC or Affiliated CLEC that are described in Section 3.7.26 (A).3 of this Guidebook with the Customer's BTN for Business Long Distance 100 Connections 1 Service. Exceptions to this requirement are: (a) B service and (b) DSL service when subscription to an additional BTN was required for DSL provisioning by an Affiliated LEC or Affiliated CLEC for technical reasons. The qualifying DSL service billed under a second BTN must be physically located at the same business premises as the local service to whose BTN the Business Long Distance 100 Connections 1 Service will be billed; and

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.26 Business Long Distance 100 Connections 1 Service

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(D)

Availability

Effective October 12, 2015 this service is being discontinued and will be withdrawn from operation. Existing customers will remain on this plan until the end of their current term at which time they will be billed at the then current default MTS rates defined in section 4.4.1 of this Guidebook unless another calling plan is selected.

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(D)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.26 Business Long Distance 100 Connections 1 Service¹ (continued)

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

(A) (continued)

.6 commit to

- an MMC of \$100 per month for a 1-year term plan or
- an MMC of \$100 per month for a 2-year term plan and sign a written term plan agreement with the Company.

For rules and regulations regarding the MMC and term plans, see Section 6 of this Guidebook. This Service is established at the BTN level and is only available for a single BTN. Service is available for Customers that commit to a 1-year or 2-year term plan.

- (B) The Customer may subscribe to Business Long Distance 100 Connections 1 Service for outbound Service only, TFS only or for both outbound and TFS for a single BTN. The start of Service date may be on or after the installation date of the required products or services described in Section 3.7.26 (A).3 of this Guidebook.
- (C) Toll free calls may originate on any type of access and are terminated via Switched Access to the Customer's location. See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS.
- (D) For TFS, Customers may subscribe to TFS with or without the ability to receive intrastate Service from the Company.
- (E) The Customer's usage rate for each call is based on whether the Customer subscribes to Service on a 1-year or 2-year term plan.
- (F) Outbound and TFS calls and calls billed to the Calling Card - Option 2, category 11, are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges, see Section 4.7.13 of this Guidebook.
- (G) If the Customer fails to maintain the required products or services described in Section 3.7.26 (A).3 of this Guidebook, the Customer will no longer qualify for Business Long Distance 100 Connections 1 Service and will be moved to Business Long Distance 100 for the same term as the Customer's current term plan associated with this Service unless the Customer selects an alternative Service. If the Customer is moved to Business Long Distance 100, the rates and charges in Section 4.7.13 of the Guidebook will apply in lieu of the rates and charges in Section 4.7.26 of this Guidebook. If the Customer is moved to Business Long Distance 100 or any alternative Service and the Customer's MMC and term plan commitment is equal to or greater than the MMC and term plan commitment for Business Long Distance 100 Connections 1 Service, the Company will credit the Customer's account for the amount of any early termination charges as described in Section 6 of this Guidebook.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.26 Business Long Distance 100 Connections 1 Service (continued)

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(D)

(D)

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

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

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.27 AT&T High Volume Calling II Plus¹

¹ This Service is no longer available for new Customer term plan agreements effective June 27, 2005. Existing Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. This Service is no longer available to existing Customers upon expiration of the Customer's Term Plan.

(A) General

- .1 AT&T High Volume Calling II Plus is a custom combination Flat Rate optional pricing plan. There are four Service offerings available under this optional calling plan. AT&T High Volume Outbound Calling II Plus is an outbound calling plan for Customers that utilize Switched Access to reach the long distance network. AT&T High Volume Toll Free Calling II Plus is a TFS for Customers that utilize Switched Access to receive calls from the long distance network. AT&T High Volume Dedicated Outbound Calling II Plus is an outbound calling plan for Customers that utilize Dedicated Access to reach the long distance network. AT&T High Volume Dedicated Toll Free Calling II Plus is a TFS for Customers that utilize Dedicated Access to receive calls from the long distance network. The Customer may subscribe to AT&T High Volume Calling II Plus for outbound Service only, TFS only or for both outbound and TFS.
- .2 See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS. For Customers utilizing DVA facilities for TFS, AT&T High Volume Dedicated Toll Free Calling II Plus allows Customers with TFS Number(s) to terminate inbound calls to a Customer-designated DVA facility. Toll free calls may originate on any type of access and are terminated via Switched Access or DVA lines to the Customer's location.
- .3 Customers subscribing to AT&T High Volume Toll Free Calling II Plus and/or AT&T High Volume Dedicated Toll Free Calling II Plus under a term plan arrangement may also subscribe to the Company's interstate CMR service which is an arrangement consisting of routing, control, and announcement features. A detailed description of the CMR service and the associated interstate usage charges and monthly recurring and non-recurring charges may be found in the Company's interstate Voice Product Reference and Pricing Guide.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.27 AT&T High Volume Calling II Plus¹

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

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(A) General

- .1 AT&T High Volume Calling II Plus is a custom combination Flat Rate optional pricing plan. There are four Service offerings available under this optional calling plan. AT&T High Volume Outbound Calling II Plus is an outbound calling plan for Customers that utilize Switched Access to reach the long distance network. AT&T High Volume Toll Free Calling II Plus is a TFS for Customers that utilize Switched Access to receive calls from the long distance network. AT&T High Volume Dedicated Outbound Calling II Plus is an outbound calling plan for Customers that utilize Dedicated Access to reach the long distance network. AT&T High Volume Dedicated Toll Free Calling II Plus is a TFS for Customers that utilize Dedicated Access to receive calls from the long distance network. The Customer may subscribe to AT&T High Volume Calling II Plus for outbound Service only, TFS only or for both outbound and TFS.
- .2 See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS. For Customers utilizing DVA facilities for TFS, AT&T High Volume Dedicated Toll Free Calling II Plus allows Customers with TFS Number(s) to terminate inbound calls to a Customer-designated DVA facility. Toll free calls may originate on any type of access and are terminated via Switched Access or DVA lines to the Customer's location.
- .3 Customers subscribing to AT&T High Volume Toll Free Calling II Plus and/or AT&T High Volume Dedicated Toll Free Calling II Plus under a term plan arrangement may also subscribe to the Company's interstate CMR service which is an arrangement consisting of routing, control, and announcement features. A detailed description of the CMR service and the associated interstate usage charges and monthly recurring and non-recurring charges may be found in the Company's interstate Voice Product Reference and Pricing Guide.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.27 AT&T High Volume Calling II Plus¹

Effective June 30, 2011 the dedicated service offering associated with this Service will be discontinued pursuant to Title 47, Section 63.19 of the code of Federal Regulations. If your current dedicated term agreement has not expired, you will need to replace the dedicated Service on or before the expiration date of your current term agreement. If you are currently on a month-to-month arrangement, you will need to replace the dedicated Service on or before June 30, 2011.

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

(A) General

- .1 AT&T High Volume Calling II Plus is a custom combination Flat Rate optional pricing plan. There are four Service offerings available under this optional calling plan. AT&T High Volume Outbound Calling II Plus is an outbound calling plan for Customers that utilize Switched Access to reach the long distance network. AT&T High Volume Toll Free Calling II Plus is a TFS for Customers that utilize Switched Access to receive calls from the long distance network. AT&T High Volume Dedicated Outbound Calling II Plus is an outbound calling plan for Customers that utilize Dedicated Access to reach the long distance network. AT&T High Volume Dedicated Toll Free Calling II Plus is a TFS for Customers that utilize Dedicated Access to receive calls from the long distance network. The Customer may subscribe to AT&T High Volume Calling II Plus for outbound Service only, TFS only or for both outbound and TFS.
- .2 See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS. For Customers utilizing DVA facilities for TFS, AT&T High Volume Dedicated Toll Free Calling II Plus allows Customers with TFS Number(s) to terminate inbound calls to a Customer-designated DVA facility. Toll free calls may originate on any type of access and are terminated via Switched Access or DVA lines to the Customer's location.
- .3 Customers subscribing to AT&T High Volume Toll Free Calling II Plus and/or AT&T High Volume Dedicated Toll Free Calling II Plus under a term plan arrangement may also subscribe to the Company's interstate CMR service which is an arrangement consisting of routing, control, and announcement features. A detailed description of the CMR service and the associated interstate usage charges and monthly recurring and non-recurring charges may be found in the Company's interstate Voice Product Reference and Pricing Guide.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.27 AT&T High Volume Calling II Plus¹

Effective June 30, 2011 the dedicated service offering associated with this Service will be discontinued pursuant to Title 47, Section 63.19 of the code of Federal Regulations. If your current dedicated term agreement has not expired, you will need to replace the dedicated Service on or before the expiration date of your current term agreement. If you are currently on a month-to-month arrangement, you will need to replace the dedicated Service on or before June 30, 2011.

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

(A) General

- .1 AT&T High Volume Calling II Plus is a custom combination Flat Rate optional pricing plan. There are four Service offerings available under this optional calling plan. AT&T High Volume Outbound Calling II Plus is an outbound calling plan for Customers that utilize Switched Access to reach the long distance network. AT&T High Volume Toll Free Calling II Plus is a TFS for Customers that utilize Switched Access to receive calls from the long distance network. AT&T High Volume Dedicated Outbound Calling II Plus is an outbound calling plan for Customers that utilize Dedicated Access to reach the long distance network. AT&T High Volume Dedicated Toll Free Calling II Plus is a TFS for Customers that utilize Dedicated Access to receive calls from the long distance network. The Customer may subscribe to AT&T High Volume Calling II Plus for outbound Service only, TFS only or for both outbound and TFS.
- .2 See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS. For Customers utilizing DVA facilities for TFS, AT&T High Volume Dedicated Toll Free Calling II Plus allows Customers with TFS Number(s) to terminate inbound calls to a Customer-designated DVA facility. Toll free calls may originate on any type of access and are terminated via Switched Access or DVA lines to the Customer's location.

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.27 AT&T High Volume Calling II Plus¹ (continued)

¹ This Service is no longer available for new Customer term plan agreements effective June 27, 2005. Existing Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. This Service is no longer available to existing Customers upon expiration of the Customer's Term Plan.

(B) Availability

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

Customers subscribing to AT&T High Volume Outbound Calling II Plus or AT&T High Volume Dedicated Outbound Calling II Plus may also subscribe to the Calling Card - Option 3 described in Section 3.1.5 (A).2 of this Guidebook.

.2 The AT&T High Volume Calling II Plus plan is available to Business Customers that (1) request to be provisioned under this optional pricing plan; (2) make a MAC of at least \$600 per year and sign a term plan agreement for one (1), two (2) or three (3) years; and subscribe to AT&T High Volume Calling II Plus for the provision of interstate service.

.3 If a Centrex Customer with terminals subscribes to AT&T High Volume Outbound Calling II Plus, all lines associated with the Centrex terminals must be presubscribed to the Company.

.4 For Business Customers that subscribe to AT&T High Volume Dedicated Outbound Calling II Plus or AT&T High Volume Dedicated Toll Free Calling II Plus, the Customer must (1) use either DS1 Local Access or DS3 Local Access to reach the Company-designated POP and (2) authorize the Company to act as the Customer's agent for ordering the required DVA arrangements.

(C) MACs and Term Plan Agreements

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

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.27 AT&T High Volume Calling II Plus¹ (continued)

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

(B) Availability

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

Customers subscribing to AT&T High Volume Outbound Calling II Plus or AT&T High Volume Dedicated Outbound Calling II Plus may also subscribe to the Calling Card - Option 3 described in Section 3.1.5 (A).2 of this Guidebook.

.2 The AT&T High Volume Calling II Plus plan is available to Business Customers that (1) request to be provisioned under this optional pricing plan; (2) make a MAC of at least \$600 per year and sign a term plan agreement for one (1), two (2) or three (3) years; and subscribe to AT&T High Volume Calling II Plus for the provision of interstate service.

.3 If a Centrex Customer with terminals subscribes to AT&T High Volume Outbound Calling II Plus, all lines associated with the Centrex terminals must be presubscribed to the Company.

.4 For Business Customers that subscribe to AT&T High Volume Dedicated Outbound Calling II Plus or AT&T High Volume Dedicated Toll Free Calling II Plus, the Customer must (1) use either DS1 Local Access or DS3 Local Access to reach the Company-designated POP and (2) authorize the Company to act as the Customer's agent for ordering the required DVA arrangements.

(C) MACs and Term Plan Agreements

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

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.27 AT&T High Volume Calling II Plus¹ (continued)

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

(B) Availability

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

Customers subscribing to AT&T High Volume Outbound Calling II Plus or AT&T High Volume Dedicated Outbound Calling II Plus may also subscribe to the Calling Card - Option 3 described in Section 3.1.5 (A).2 of this Guidebook.
- .2 The AT&T High Volume Calling II Plus plan is available to Business Customers that (1) request to be provisioned under this optional pricing plan; (2) make a MAC of at least \$600 per year and sign a term plan agreement for one (1), two (2) or three (3) years; and subscribe to AT&T High Volume Calling II Plus for the provision of interstate service.
- .3 If a Centrex Customer with terminals subscribes to AT&T High Volume Outbound Calling II Plus, all lines associated with the Centrex terminals must be presubscribed to the Company.
- .4 For Business Customers that subscribe to AT&T High Volume Dedicated Outbound Calling II Plus or AT&T High Volume Dedicated Toll Free Calling II Plus, the Customer must (1) use either DS1 Local Access or DS3 Local Access to reach the Company-designated POP and (2) authorize the Company to act as the Customer's agent for ordering the required DVA arrangements.

(C) MACs, MMCs, and Term Plan Agreements

- .1 The Company will not charge an early termination fee and/or under utilization fee when a Customer cancels an existing term plan agreement with a MAC if at the same time: (a) the Customer signs a new term plan agreement or; (b) has an existing agreement for a functionally equivalent service from an Affiliate of the Company with a term that is equal to or longer than the remainder of the current term revenue commitment that is equal to or greater than the unpaid portion of the Customer's Total Revenue Commitment on the Customer's current term plan agreement that is being cancelled at the request of the Customer. (N)
- .2 At the end of a Customer's term plan agreement, if the Customer does not renew for a new term, or cancel Services, they may continue with this Service on a month-to-month basis at the out of term rates defined Section 4.7 of this Guidebook.
- .3 See Section 6 of this Guidebook for additional rules and regulations applicable to MACs, MMCs and term plan agreements. (N)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.27 AT&T High Volume Calling II Plus¹ (continued)

(B) Availability

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

Customers subscribing to AT&T High Volume Outbound Calling II Plus or AT&T High Volume Dedicated Outbound Calling II Plus may also subscribe to the Calling Card - Option 3 described in Section 3.1.5 (A).2 of this Guidebook.

.2 The AT&T High Volume Calling II Plus plan is available to Business Customers that (1) request to be provisioned under this optional pricing plan; (2) make a MAC of at least \$600 per year and sign a term plan agreement for one (1), two (2) or three (3) years; and subscribe to AT&T High Volume Calling II Plus for the provision of interstate service.

.3 If a Centrex Customer with terminals subscribes to AT&T High Volume Outbound Calling II Plus, all lines associated with the Centrex terminals must be presubscribed to the Company.

.4 For Business Customers that subscribe to AT&T High Volume Dedicated Outbound Calling II Plus or AT&T High Volume Dedicated Toll Free Calling II Plus, the Customer must (1) use either DS1 Local Access or DS3 Local Access to reach the Company-designated POP and (2) authorize the Company to act as the Customer's agent for ordering the required DVA arrangements.

(C) MACs, MMCs, and Term Plan Agreements

.1 Customers that subscribe to this service and who wish to: (1) change MAC or MMC; (2) change the length of their term; or; (3) change to another High Volume Calling Plan; customers must cancel their current term plan agreement and sign a new term plan agreement with new begin/end dates unless otherwise indicated in this Guidebook

.2 The Company will not charge an early termination fee and/or under utilization fee (ETF/UUF) when a Customer cancels an existing term plan agreement with a MAC if at the same time the Customer agrees to replace some or all of their existing service with Internet Protocol (IP) service, Wireless, or any functionally equivalent service from an Affiliate of the Company for the purpose of placing outbound and/or inbound live voice communications outside of the customer's local calling area

.3 At the end of a Customer's term plan agreement, if the Customer does not renew for a new term, or cancel Services, they may continue with this Service on a month-to-month basis at the out of term rates defined Section 4.7 of this Guidebook.

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

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

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.27 AT&T High Volume Calling II Plus¹ (continued)

(B) Availability

- .1 This optional calling plan is designed for Business Customers that utilize Switched Access arrangements to reach the long distance network. Outbound Service is available to Customers that utilize Switched Access. TFS is available for termination to a Customer's Switched Access lines. The Customer may subscribe to AT&T High Volume Calling II Plus for outbound Service only, TFS only, or both outbound and TFS. (C)
(C)
(C)
Customers subscribing to AT&T High Volume Outbound Calling II Plus may also subscribe to the Calling Card - Option 3 described in Section 3.1.5 (A).2 of this Guidebook. (C)
(C)
- .2 The AT&T High Volume Calling II Plus plan is available to Business Customers that (1) request to be provisioned under this optional pricing plan; (2) make a MAC of at least \$600 per year and sign a term plan agreement for one (1), two (2) or three (3) years; and subscribe to AT&T High Volume Calling II Plus for the provision of interstate service.
- .3 If a Centrex Customer with terminals subscribes to AT&T High Volume Outbound Calling II Plus, all lines associated with the Centrex terminals must be presubscribed to the Company.

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(D)

(C) MACs, MMCs, and Term Plan Agreements

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

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

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

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.27 AT&T High Volume Calling II Plus¹ (continued)

¹ This Service is no longer available for new Customer term plan agreements effective June 27, 2005. Existing Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. This Service is no longer available to existing Customers upon expiration of the Customer's Term Plan.

(D) IntraLATA and InterLATA Service Options

- .1 For outbound Services provided via a Switched Access arrangement, Business Customers may subscribe to any of the Company's outbound Service offerings for the provision of (1) intrastate InterLATA and intrastate IntraLATA calling; (2) intrastate InterLATA calling only and select another company for the provision of the Customer's intrastate IntraLATA calling; or (3) intrastate IntraLATA calling only and select another company for the provision of the Customers's intrastate InterLATA calling.
- .2 For TFS, Customers may subscribe to TFS with or without the ability to receive intrastate IntraLATA Service from the Company.
- .3 If the Customer wishes to restrict IntraLATA calling for outbound Service provided via DVA arrangements, it is the Customer's responsibility to route those calls via other access facilities not associated with AT&T High Volume Calling II Plus.

(E) Rating Inbound and Outbound Calls and Calls Billed To The Calling Card - Option 3

.1 Usage Rates

The Customer's usage rate for each call is based on (1) whether the call is outbound or inbound TFS; (2) type of originating access (Switched Access or DVA) for outbound calls; (3) type of terminating access (Switched Access or DVA) for TFS calls; (4) the Customer's MAC; and (5) the length of the Customer's term plan (1-Year, 2-Years, or 3-Years). An additional usage charge applies for TFS calls if the Customer has subscribed to CMR service. For fully automated, operator assisted or operator dialed calls billed to the Calling Card - Option 3, the usage rate is the same as the usage rates for 1+ outbound calls rated under this Service offering.

.2 Billing Increments

.a Outbound, TFS Provided Without CMR, and Calls Billed to the Calling Card - Option 3

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

.b TFS Provided With CMR

For TFS calls, all calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.27 AT&T High Volume Calling II Plus¹ (continued)

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

(D) IntraLATA and InterLATA Service Options

- .1 For outbound Services provided via a Switched Access arrangement, Business Customers may subscribe to any of the Company's outbound Service offerings for the provision of (1) intrastate InterLATA and intrastate IntraLATA calling; (2) intrastate InterLATA calling only and select another company for the provision of the Customer's intrastate IntraLATA calling; or (3) intrastate IntraLATA calling only and select another company for the provision of the Customer's intrastate InterLATA calling.
- .2 For TFS, Customers may subscribe to TFS with or without the ability to receive intrastate IntraLATA Service from the Company.
- .3 If the Customer wishes to restrict IntraLATA calling for outbound Service provided via DVA arrangements, it is the Customer's responsibility to route those calls via other access facilities not associated with AT&T High Volume Calling II Plus.

(E) Rating Inbound and Outbound Calls and Calls Billed To The Calling Card - Option 3

.1 Usage Rates

The Customer's usage rate for each call is based on (1) whether the call is outbound or inbound TFS; (2) type of originating access (Switched Access or DVA) for outbound calls; (3) type of terminating access (Switched Access or DVA) for TFS calls; (4) the Customer's MAC; and (5) the length of the Customer's term plan (1-Year, 2-Years, or 3-Years). An additional usage charge applies for TFS calls if the Customer has subscribed to CMR service. For fully automated, operator assisted or operator dialed calls billed to the Calling Card - Option 3, the usage rate is the same as the usage rates for 1+ outbound calls rated under this Service offering.

.2 Billing Increments

- .a Outbound, TFS Provided Without CMR, and Calls Billed to the Calling Card - Option 3
For Customers with a MAC, calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of eighteen (18) seconds. This optional pricing plan is rated on an Aggregation ID basis if multiple BTN's are involved.
- .b TFS Provided With CMR
For TFS calls, all calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute.

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.27 AT&T High Volume Calling II Plus¹ (continued)

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

(D) IntraLATA and InterLATA Service Options

- .1 For outbound Services provided via a Switched Access arrangement, Business Customers may subscribe to any of the Company's outbound Service offerings for the provision of (1) intrastate InterLATA and intrastate IntraLATA calling; (2) intrastate InterLATA calling only and select another company for the provision of the Customer's intrastate IntraLATA calling; or (3) intrastate IntraLATA calling only and select another company for the provision of the Customer's intrastate InterLATA calling.
- .2 For TFS, Customers may subscribe to TFS with or without the ability to receive intrastate IntraLATA Service from the Company.
- .3 If the Customer wishes to restrict IntraLATA calling for outbound Service provided via DVA arrangements, it is the Customer's responsibility to route those calls via other access facilities not associated with AT&T High Volume Calling II Plus.

(E) Rating Inbound and Outbound Calls and Calls Billed To The Calling Card - Option 3

.1 Usage Rates

The Customer's usage rate for each call is based on (1) whether the call is outbound or inbound TFS; (2) type of originating access (Switched Access or DVA) for outbound calls; (3) type of terminating access (Switched Access or DVA) for TFS calls; (4) the Customer's MAC; and (5) the length of the Customer's term plan (1-Year, 2-Years, or 3-Years).

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For fully automated, operator assisted or operator dialed calls billed to the Calling Card - Option 3, the usage rate is the same as the usage rates for 1+ outbound calls rated under this Service offering.

.2 Billing Increments

Outbound, TFS and calls billed to the Calling Card - Option 3

(C)

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

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.27 AT&T High Volume Calling II Plus¹ (continued)

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(D) IntraLATA and InterLATA Service Options

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

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(E) Rating Inbound and Outbound Calls and Calls Billed To The Calling Card - Option 3

- .1 Usage Rates
The Customer's usage rate for each call is based on (1) whether the call is outbound or inbound TFS; (2) the Customer's MAC; and (3) the length of the Customer's term plan (1-Year, 2-Years, or 3-Years).
For fully automated, operator assisted or operator dialed calls billed to the Calling Card - Option 3, the usage rate is the same as the usage rates for 1+ outbound calls rated under this Service offering.
- .2 Billing Increments
Outbound, TFS and calls billed to the Calling Card - Option 3
For Customers with a MAC, calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of eighteen (18) seconds. This optional pricing plan is rated on an Aggregation ID basis if multiple BTN's are involved.

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

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.27 AT&T High Volume Calling II Plus¹ (continued)

¹ This Service is no longer available for new Customer term plan agreements effective June 27, 2005. Existing Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. This Service is no longer available to existing Customers upon expiration of the Customer's Term Plan.

(E) (continued)

.3 Per Call Charges

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

(F) Billing

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

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

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

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

(I) Effective January 1, 2008, upon expiration of their existing term plan agreement, Customers subscribing to HVCP II Plus who have a MAC of \$9,000 to \$180,000 will receive Out Of Term rates on a month to month basis. See Section 4.7.27 for the appropriate rates.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.27 AT&T High Volume Calling II Plus¹ (continued)

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

(E) (continued)

.3 Per Call Charges

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

(F) Billing

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

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

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

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

(I) Upon expiration of their existing term plan agreement, Customers subscribing to HVCP II Plus who have a MAC of \$9,000 to \$240,000 will receive Out Of Term rates on a month to month basis. See Section 4.7.27 for the appropriate rates.

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.28 Reserved for future use.

3.7.29 Business Domestic Saver 15 Plus 1-Year¹

¹This service is no longer available to new Customers or existing Customers at new locations effective June 8, 2004.

(A) Business Domestic Saver 15 Plus 1-Year is a custom combination inbound, outbound, and calling card Flat Rate optional pricing plan available to Business Customers that:

- .1 request to be provisioned under this optional pricing plan;
- .2 utilize Switched Access to reach the long distance network for outbound calling and/or utilize Switched Access to receive calls from the long distance network for TFS; and
- .3 commit to an MMC of \$15 per month for a 1-year term plan.

For rules and regulations regarding the MMC and term plans, see Section 6 of this Guidebook. This Service is established at the BTN level and is only available for a single BTN. Service is available on a 1-year term plan only.

(B) The Customer may subscribe to Business Domestic Saver 15 Plus 1-Year for outbound Service only, TFS only or for both outbound and TFS for a single BTN. Customers may also subscribe to Calling Card – Option 2, category 11.

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

(D) The Customer's usage rate is based on the MMC 1-year term.

(E) Calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges, see Section 4.7.29 of this Guidebook.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.30 Business Long Distance 50 Plus 1-Year¹

¹This service is no longer available to new Customers or existing Customers at new locations effective June 8, 2004.

(A) Business Long Distance 50 Plus 1-Year is a custom combination inbound, outbound, and calling card Flat Rate optional pricing plan available to Business Customers that:

- .1 request to be provisioned under this optional pricing plan;
- .2 utilize Switched Access to reach the long distance network for outbound calling and/or utilize Switched Access to receive calls from the long distance network for TFS; and
- .3 commit to an MMC of \$50 per month for a 1-year term plan.

For rules and regulations regarding the MMC and term plans, see Section 6 of this Guidebook. This Service is established at the BTN level and is only available for a single BTN. Service is available on 1-year term plan.

(B) The Customer may subscribe to Business Long Distance 50 Plus 1-Year for outbound Service only, TFS only or for both outbound and TFS for a single BTN. Customers may also subscribe to Calling Card – Option 2, category 11.

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

(D) Reserved for future use.

(E) The Customer's usage rate for each call is based on the 1-year term plan.

(F) For Customers who commit to a 1-year term plan with an MMC, calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges, see Section 4.7.30 of this Guidebook.

At the end of the 1-year term, the Customer will be moved to Business Long Distance 50 for an additional 1-year term, as described in Section 3.7.9 of this Guidebook, unless otherwise specified by the Customer.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.31 Business Long Distance 100 Plus 1-Year¹

¹This service is no longer available to new Customers or existing Customers at new locations effective June 8, 2004.

(A) Business Long Distance 100 Plus 1-Year is a custom combination inbound, outbound, and calling card Flat Rate optional pricing plan available to Business Customers that:

- .1 request to be provisioned under this optional pricing plan;
- .2 utilize Switched Access to reach the long distance network for outbound calling and/or utilize Switched Access to receive calls from the long distance network for TFS; and
- .3 commit to an MMC of \$100 per month for a 1-year term plan.

For rules and regulations regarding the MMC and term plans, see Section 6 of this Guidebook. This Service is established at the BTN level and is only available for a single BTN. Service is available on 1-year term plan only.

- (B) The Customer may subscribe to Business Long Distance 100 Plus 1-Year for outbound Service only, TFS only or for both outbound and TFS for a single BTN.
- (C) Toll free calls may originate on any type of access and are terminated via Switched Access to the Customer's location. See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS.
- (D) For TFS, Customers may subscribe to TFS with or without the ability to receive intrastate Service from the Company.
- (E) The Customer's usage rate for each call is based a 1-year term plan.
- (F) For Customers who commit to a 1-year term plan with an MMC, outbound and TFS calls and calls billed to the Calling Card - Option 2, category 11 are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges, see Section 4.7.31 of this Guidebook.

At the end of the 1-year term, the Customer will be moved to Business Long Distance 100 for an additional 1-year term, as described in Section 3.7.13 of this Guidebook, unless otherwise specified by the Customer.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.32 Business Domestic Saver 15 Plus 2-Year¹

¹This service is no longer available to new Customers or existing Customers at new locations effective June 8, 2004.

- (A) Business Domestic Saver 15 Plus 2-Year is a custom combination inbound, outbound, and calling card Flat Rate optional pricing plan available to Business Customers that:
- .1 request to be provisioned under this optional pricing plan;
 - .2 utilize Switched Access to reach the long distance network for outbound calling and/or utilize Switched Access to receive calls from the long distance network for TFS; and
 - .3 commit to an MMC of \$15 per month for a 2-year term plan and sign a written term plan agreement with the Company.

For rules and regulations regarding the MMC and term plans, see Section 6 of this Guidebook. This Service is established at the BTN level and is only available for a single BTN. Service is available on a 2-year term plan only.

- (B) The Customer may subscribe to Business Domestic Saver 15 Plus 2-Year for outbound Service only, TFS only or for both outbound and TFS for a single BTN. Customers may also subscribe to Calling Card – Option 2, category 11.
- (C) Toll free calls may originate on any type of access and are terminated via Switched Access to the Customer's location. See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS.
- (D) The Customer's usage rate is based on the MMC 2-year term.
- (E) Calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges, see Section 4.7.32 of this Guidebook. At the end of the 2-year term, the Customer will be moved to AT&T Business Calling \$15 for an additional 2-year term, as described in Section 3.7.11 of this Guidebook, unless otherwise specified by the Customer.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.33 Business Long Distance 50 Plus 2-Year¹

¹This service is no longer available to new Customers or existing Customers at new locations effective June 8, 2004.

- (A) Business Long Distance 50 Plus 2-Year is a custom combination inbound, outbound, and calling card Flat Rate optional pricing plan available to Business Customers that:
- .1 request to be provisioned under this optional pricing plan;
 - .2 utilize Switched Access to reach the long distance network for outbound calling and/or utilize Switched Access to receive calls from the long distance network for TFS; and
 - .3 commit to an MMC of \$50 per month for a 2-year term plan and sign a written term plan agreement with the Company.

For rules and regulations regarding the MMC and term plans, see Section 6 of this Guidebook. This Service is established at the BTN level and is only available for a single BTN. Service is available on 2-year term plan.

- (B) The Customer may subscribe to Business Long Distance 50 Plus 2-Year for outbound Service only, TFS only or for both outbound and TFS for a single BTN. Customer may also subscribe to Calling Card – Option 2, category 11.
- (C) Toll free calls may originate on any type of access and are terminated via Switched Access to the Customer's location. See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS.
- (D) Reserved for future use.
- (E) The Customer's usage rate for each call is based on the 2- year term plan.
- (F) For Customers who commit to a 2-year term plan with an MMC, calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges, see Section 4.7.33 of this Guidebook. At the end of the 2-year term, the Customer will be moved to Business Long Distance 50 for an additional 2-year term, as described in Section 3.7.9 of this Guidebook, unless otherwise specified by the Customer.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.34 Business Long Distance 100 Plus 2-Year¹

¹This service is no longer available to new Customers or existing Customers at new locations effective June 8, 2004.

(A) Business Long Distance 100 Plus 2-Year is a custom combination inbound, outbound, and calling card Flat Rate optional pricing plan available to Business Customers that:

- .1 request to be provisioned under this optional pricing plan;
- .2 utilize Switched Access to reach the long distance network for outbound calling and/or utilize Switched Access to receive calls from the long distance network for TFS; and
- .3 commit to an MMC of \$100 per month for a 2-year term plan - and sign a written term plan agreement with the Company.

For rules and regulations regarding the MMC and term plans, see Section 6 of this Guidebook. This Service is established at the BTN level and is only available for a single BTN. Service is available on 2-year term plan only.

- (B) The Customer may subscribe to Business Long Distance 100 Plus 2-Year for outbound Service only, TFS only or for both outbound and TFS for a single BTN.
- (C) Toll free calls may originate on any type of access and are terminated via Switched Access to the Customer's location. See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS.
- (D) For TFS, Customers may subscribe to TFS with or without the ability to receive intrastate Service from the Company.
- (E) The Customer's usage rate for each call is based a 2-year term plan.
- (F) For Customers who commit to a 2-year term plan with an MMC, outbound and TFS calls and calls billed to the Calling Card - Option 2, category 11 are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges, see Section 4.7.34 of this Guidebook. At the end of the 2-year term, the Customer will be moved to Business Long Distance 100 for an additional 2-year term, as described in Section 3.7.13 of this Guidebook, unless otherwise specified by the Customer.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.35 Business Domestic Saver 15 Connections 1 Plus Service 1-Year¹

¹This service is no longer available to new Customers or existing Customers at new locations effective June 8, 2004.

- (A) Business Domestic Saver 15 Connections 1 Plus Service 1-Year is a custom combination inbound, outbound, and calling card Flat Rate Service available to Business Customers that:
- .1 request to be provisioned under this Service;
 - .2 utilize Switched Access to reach the long distance network for outbound calling and/or utilize Switched Access to receive calls from the long distance network for TFS;
 - .3 subscribe to a minimum of two Centrex station lines from an Affiliate of the Company, or, a minimum of two Centrex station lines from an Affiliate of the Company, or, a minimum of one business access line under a term agreement from an Affiliate of the Company, or, Business SolutionsSM, CompleteLink®, SimpleLink, Plexar I®, Centrex with Classic Feature PackageSM, Pacific Bell Instant OfficeSM, Power Office, The Business Plan, Custom Biz SaverSM, Local Usage SaverSM or Ameritech Centrex Service (ACS) service package as defined in Section 6 of this Guidebook or, subscribe to all of the following from an Affiliate of the Company:
 - .a a minimum of one business access line, and,
 - .b an inside wire maintenance product associated with each business access line, and,
 - .c at least one instance of Caller ID, and,
 - .d at least one instance of each of any three call control features from Group D Package as defined in Section 6 of this Guidebook from an Affiliate of the Company.
 - .4 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Customer also subscribes to the products or services described in Section 3.7.35 (A).3 of this Guidebook;
 - .5 except as described below, associate the billing for the products or services of an Affiliate of the Company that are described in Section 3.7.35 (A).3 of this Guidebook with the Customer's BTN for Business Domestic Saver 15 Connections 1 Plus Service 1-Year. Exceptions to this requirement are: (a) B service and (b) DSL service when subscription to an additional BTN was required for DSL provisioning by an Affiliated LEC or Affiliated CLEC for technical reasons. The qualifying DSL service billed under a second BTN must be physically located at the same business premises as the local service to whose BTN the Business Domestic Saver 15 Connections 1 Plus Service 1-Year will be billed; and

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.35 Business Domestic Saver 15 Connections 1 Plus Service 1-Year¹ (continued)

¹This service is no longer available to new Customers or existing Customers at new locations effective June 8, 2004.

(A) (continued)

.6 commit to an MMC of \$15 per month for a 1-year term plan.

For rules and regulations regarding MMCs and term plans, see Section 6 of this Guidebook. This Service is established at the BTN level and is only available for a single BTN. Service is only available for Customers that commit to a 1-year term plan.

- (B) The Customer may subscribe to Business Domestic Saver 15 Connections 1 Plus Service 1-Year for outbound Service only, TFS only or for both outbound and TFS for a single BTN. The start of Service date may be on or after the installation date of the required products or services described in Section 3.7.35 (A).3 of this Guidebook.
- (C) Toll free calls may originate on any type of access and are terminated via Switched Access to the Customer's location. See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS.
- (D) The Customer's usage rate for each call is based on the 1-year term plan.
- (E) Outbound calls, TFS calls, and fully automated, operator assisted, and operator dialed calls billed to the Calling Card - Option 2, category 11 are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges, see Section 4.7.35 of this Guidebook.
- (F) If the Customer fails to maintain the required products or services described in Section 3.7.35 (A).3 of this Guidebook, the Customer will no longer qualify for Business Domestic Saver 15 Connections 1 Plus Service 1-Year and will be moved to AT&T Business Calling \$15 for an additional 1-year term unless the Customer selects an alternative Service. If the Customer is moved to AT&T Business Calling \$15, the rates and charges in Section 4.7.11 of the Guidebook will apply in lieu of the rates and charges in Section 4.7.35 of this Guidebook.

If the Customer is moved to AT&T Business Calling \$15 or any alternative Service and the Customer's MMC and term plan commitment is equal to or greater than the MMC and term plan commitment for Business Domestic Saver 15 Connections 1 Plus Service 1-Year, the Company will credit the Customer's account for the amount of any early termination charges as described in Section 6 of this Guidebook. At the end of the 1-year term, the Customer will be moved to Business Domestic Saver 15 Connections 1 Service for an additional 1-year term, as described in Section 3.7.24 of this Guidebook, unless otherwise specified by the Customer.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.36 Business Long Distance 50 Connections 1 Plus Service 1-Year¹

¹This service is no longer available to new Customers or existing Customers at new locations effective June 8, 2004.

(A) Business Long Distance 50 Connections 1 Plus Service 1-Year is a custom combination switched TFS, outbound, and calling card Flat Rate Service available to Business Customers that:

- .1 request to be provisioned under this Service;
- .2 utilize Switched Access to reach the long distance network for outbound calling and/or utilize Switched Access to receive calls from the long distance network for TFS;
- .3 subscribe to a minimum of two Centrex station lines from an Affiliate of the Company, or, a minimum of two Centrex station lines from an Affiliate of the Company, or, a minimum of one business access line under a term agreement from an Affiliate of the Company, or, Business SolutionsSM, CompleteLink®, SimpleLink, Plexar I®, Centrex with Classic Feature PackageSM, Pacific Bell Instant OfficeSM, Power Office, The Business Plan, Custom Biz SaverSM, Local Usage SaverSM or Ameritech Centrex Service (ACS) service package as defined in Section 6 of this Guidebook or, subscribe to all of the following from an Affiliate of the Company:
 - .a a minimum of one business access line, and,
 - .b an inside wire maintenance product associated with each business access line, and,
 - .c at least one instance of Caller ID, and,
 - .d at least one instance of each of any three call control features from Group D Package as defined in Section 6 of this Guidebook from an Affiliate of the Company.
- .4 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Customer also subscribes to the products or services described in Section 3.7.36 (A).3 of this Guidebook;
- .5 except as described below, associate the billing for the products or services of an Affiliate of the Company that are described in Section 3.7.36 (A).3 of this Guidebook with the Customer's BTN for Business Long Distance 50 Connections 1 Plus Service 1-Year. Exceptions to this requirement are: (a) B service and (b) DSL service when subscription to an additional BTN was required for DSL provisioning by an Affiliated LEC or Affiliated CLEC for technical reasons. The qualifying DSL service billed under a second BTN must be physically located at the same business premises as the local service to whose BTN the Business Long Distance 50 Connections 1 Plus Service 1-Year will be billed; and

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.36 Business Long Distance 50 Connections 1 Plus Service 1-Year¹ (continued)

¹This service is no longer available to new Customers or existing Customers at new locations effective June 8, 2004.

(A) (continued)

.6 commit to an MMC of \$50 per month for a 1-year term

For rules and regulations regarding the MMC and term plans, see Section 6 of this Guidebook. This Service is established at the BTN level and is only available for a single BTN. Service is only available for Customers that commit to a 1-year term plan.

(B) The Customer may subscribe to Business Long Distance 50 Connections 1 Plus Service 1-Year for outbound Service only, TFS only or for both outbound and TFS for a single BTN. The start of Service date may be on or after the installation date of the required products or services described in Section 3.7.36 (A).3 of this Guidebook.

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

(D) The Customer's usage rate for each call is based on a 1-year term plan.

(E) Outbound calls, TFS calls, and fully automated, operator assisted, and operator dialed calls billed to the Calling Card - Option 2, category 11 are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges, see Section 4.7.36 of this Guidebook.

(F) If the Customer fails to maintain the required products or services described in Section 3.7.36 (A).3 of this Guidebook, the Customer will no longer qualify for Business Long Distance 50 Connections 1 Plus Service 1-Year and will be moved to Business Long Distance 50 for an additional 1-year term unless, the Customer selects an alternative Service. If the Customer is moved to Business Long Distance 50, the rates and charges in Section 4.7.9 of the Guidebook will apply in lieu of the rates and charges in Section 4.7.36 of this Guidebook.

If the Customer is moved to Business Long Distance 50 or any alternative Service and the Customer's MMC and term plan commitment is equal to or greater than the MMC and term plan commitment for Business Long Distance 50 Connections 1 Plus Service 1-Year, the Company will credit the Customer's account for the amount of any early termination charges as described in Section 6 of this Guidebook. At the end of the 1-year term, the Customer will be moved to Business Long Distance 50 Connections 1 Service for an additional 1-year term, as described in Section 3.7.25 of this Guidebook, unless otherwise specified by the Customer.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.37 Business Long Distance 100 Connections 1 Plus Service 1-Year¹

¹This service is no longer available to new Customers or existing Customers at new locations effective June 8, 2004.

- (A) Business Long Distance 100 Connections 1 Plus Service 1-Year is a custom combination switched TFS, outbound, and calling card Flat Rate Service available to Business Customers that:
- .1 request to be provisioned under this Service;
 - .2 utilize Switched Access to reach the long distance network for outbound calling and/or utilize Switched Access to receive calls from the long distance network for TFS;
 - .3 subscribe to a minimum of two Centrex station lines from an Affiliate of the Company, or, a minimum of two Centrex station lines from an Affiliate of the Company, or, a minimum of one business access line under a term agreement from an Affiliate of the Company, or, Business SolutionsSM, CompleteLink®, SimpleLink, Plexar I®, Centrex with Classic Feature PackageSM, Pacific Bell Instant OfficeSM, Power Office, The Business Plan, Custom Biz SaverSM, Local Usage SaverSM or Ameritech Centrex Service (ACS) service package as defined in Section 6 of this Guidebook or, subscribe to all of the following from an Affiliate of the Company:
 - .a a minimum of one business access line, and,
 - .b an inside wire maintenance product associated with each business access line, and,
 - .c at least one instance of Caller ID, and,
 - .d at least one instance of each of any three call control features from Group D Package as described in Section 6 of this Guidebook from an Affiliate of the Company.
 - .4 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Customer also subscribes to the products or services described in Section 3.7.37 (A).3 of this Guidebook;
 - .5 except as described below, associate the billing for the products or services of an Affiliate of the Company that are described in Section 3.7.37 (A).3 of this Guidebook with the Customer's BTN for Business Long Distance 100 Connections 1 Service. Exceptions to this requirement are: (a) B service and (b) DSL service when subscription to an additional BTN was required for DSL provisioning by an Affiliated LEC or Affiliated CLEC for technical reasons. The qualifying DSL service billed under a second BTN must be physically located at the same business premises as the local service to whose BTN the Business Long Distance 100 Connections 1 Plus 1-Year Service will be billed; and

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.37 Business Long Distance 100 Connections 1 Plus Service 1-Year¹ (continued)

¹This service is no longer available to new Customers or existing Customers at new locations effective June 8, 2004.

(A) (continued)

.6 commit to an MMC of \$100 per month for a 1-year term

Guidebook. This Service is established at the BTN level and is only available for a single BTN. Service is only available for Customers that commit to a 1-year term plan.

(B) The Customer may subscribe to Business Long Distance 100 Connections 1 Plus Service 1-Year for outbound Service only, TFS only or for both outbound and TFS for a single BTN. The start of Service date may be on or after the installation date of the required products or services described in Section 3.7.37 (A).3 of this Guidebook.

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

(D) For TFS, Customers may subscribe to TFS with or without the ability to receive intrastate Service from the Company.

(E) The Customer's usage rate for each call is based on a 1-year term plan.

(F) Outbound and TFS calls and calls billed to the Calling Card - Option 2, category 11 are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges, see Section 4.7.37 of this Guidebook.

(G) If the Customer fails to maintain the required products or services described in Section 3.7.37 (A).3 of this Guidebook, the Customer will no longer qualify for Business Long Distance 100 Connections 1 Plus Service 1-Year and will be moved to Business Long Distance 100 for an additional 1-year term, unless the Customer selects an alternative Service. If the Customer is moved to Business Long Distance 100, the rates and charges in Section 4.7.13 of the Guidebook will apply in lieu of the rates and charges in Section 4.7.37 of this Guidebook.

If the Customer is moved to Business Long Distance 100 or any alternative Service and the Customer's MMC and term plan commitment is equal to or greater than the MMC and term plan commitment for Business Long Distance 100 Connections 1, Service 1-Year, the Company will credit the Customer's account for the amount of any early termination charges as described in Section 6 of this Guidebook. At the end of the 1-year term, the Customer will be moved to Business Long Distance 100 Connections 1 Service for an additional 1-year term, as described in Section 3.7.26 of this Guidebook, unless otherwise specified by the Customer.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.38 Business Domestic Saver 15 Connections 1 Plus Service 2-Year¹

¹This service is no longer available to new Customers or existing Customers at new locations effective June 8, 2004.

- (A) Business Domestic Saver 15 Connections 1 Plus Service 2-Year is a custom combination inbound, outbound, and calling card Flat Rate Service available to Business Customers that:
- .1 request to be provisioned under this Service;
 - .2 utilize Switched Access to reach the long distance network for outbound calling and/or utilize Switched Access to receive calls from the long distance network for TFS;
 - .3 subscribe to a minimum of two Centrex station lines from an Affiliate of the Company, or, a minimum of two Centrex station lines from an Affiliate of the Company, or, a minimum of one business access line under a term agreement from an Affiliate of the Company, or, Business SolutionsSM, CompleteLink®, SimpleLink, Plexar I®, Centrex with Classic Feature PackageSM, Pacific Bell Instant OfficeSM, Power Office, The Business Plan, Custom Biz SaverSM, Local Usage SaverSM or Ameritech Centrex Service (ACS) service package as defined in Section 6 of this Guidebook or, subscribe to all of the following from an Affiliate of the Company:
 - .a a minimum of one business access line, and,
 - .b an inside wire maintenance product associated with each business access line, and,
 - .c at least one instance of Caller ID, and,
 - .d at least one instance of each of any three call control features from Group D Package as defined in Section 6 of this Guidebook from an Affiliate of the Company.
 - .4 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Customer also subscribes to the products or services described in Section 3.7.38 (A).3 of this Guidebook;
 - .5 except as described below, associate the billing for the products or services of an Affiliate of the Company that are described in Section 3.7.38 (A).3 of this Guidebook with the Customer's BTN for Business Domestic Saver 15 Connections 1 Plus Service 2-Year. Exceptions to this requirement are: (a) B service and (b) DSL service when subscription to an additional BTN was required for DSL provisioning by an Affiliated LEC or Affiliated CLEC for technical reasons. The qualifying DSL service billed under a second BTN must be physically located at the same business premises as the local service to whose BTN the Business Domestic Saver 15 Connections 1 Plus Service 2-Year will be billed; and

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.38 Business Domestic Saver 15 Connections 1 Plus Service 2-Year¹ (continued)

¹This service is no longer available to new Customers or existing Customers at new locations effective June 8, 2004.

(A) (continued)

.6 commit to an MMC of \$15 per month for a 2-year term plan and sign a written term plan agreement with the Company.

For rules and regulations regarding MMCs and term plans, see Section 6 of this Guidebook. This Service is established at the BTN level and is only available for a single BTN. Service is only available for Customers that commit to a 2-year term plan.

(B) The Customer may subscribe to Business Domestic Saver 15 Connections 1 Plus Service 2-Year for outbound Service only, TFS only or for both outbound and TFS for a single BTN. The start of Service date may be on or after the installation date of the required products or services described in Section 3.7.38 (A).3 of this Guidebook.

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

(D) The Customer's usage rate for each call is based on the 2-year term plan.

(E) Outbound calls, TFS calls, and fully automated, operator assisted, and operator dialed calls billed to the Calling Card - Option 2, category 11 are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges, see Section 4.7.38 of this Guidebook.

(F) If the Customer fails to maintain the required products or services described in Section 3.7.38 (A).3 of this Guidebook, the Customer will no longer qualify for Business Domestic Saver 15 Connections 1 Plus Service 2-Year and will be moved to AT&T Business Calling \$15 for an additional 2-year term, unless the Customer selects an alternative Service. If the Customer is moved to AT&T Business Calling \$15, the rates and charges in Section 4.7.11 of the Guidebook will apply in lieu of the rates and charges in Section 4.7.38 of this Guidebook.

If the Customer is moved to AT&T Business Calling \$15 or any alternative Service and the Customer's MMC and term plan commitment is equal to or greater than the MMC and term plan commitment for Business Domestic Saver 15 Connections 1 Plus Service 2-Year, the Company will credit the Customer's account for the amount of any early termination charges as described in Section 6 of this Guidebook. At the end of the 2-year term, the Customer will be moved to Business Domestic Saver 15 Connections 1 Service for an additional 2-year term, as described in Section 3.7.24 of this Guidebook, unless otherwise specified by the Customer.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.39 Business Long Distance 50 Connections 1 Plus Service 2-Year¹

¹This service is no longer available to new Customers or existing Customers at new locations effective June 8, 2004.

(A) Business Long Distance 50 Connections 1 Plus Service 2-Year is a custom combination switched TFS, outbound, and calling card Flat Rate Service available to Business Customers that:

- .1 request to be provisioned under this Service;
- .2 utilize Switched Access to reach the long distance network for outbound calling and/or utilize Switched Access to receive calls from the long distance network for TFS;
- .3 subscribe to a minimum of two Centrex station lines from an Affiliate of the Company, or, a minimum of two Centrex station lines from an Affiliate of the Company, or, a minimum of one business access line under a term agreement from an Affiliate of the Company, or, Business SolutionsSM, CompleteLink®, SimpleLink, Plexar I®, Centrex with Classic Feature PackageSM, Pacific Bell Instant OfficeSM, Power Office, The Business Plan, Custom Biz SaverSM, Local Usage SaverSM or Ameritech Centrex Service (ACS) service package as defined in Section 6 of this Guidebook or, subscribe to all of the following from an Affiliate of the Company:
 - .a a minimum of one business access line, and,
 - .b an inside wire maintenance product associated with each business access line, and,
 - .c at least one instance of Caller ID, and,
 - .d at least one instance of each of any three call control features from Group D Package as defined in Section 6 of this Guidebook from an Affiliate of the Company.
- .4 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Customer also subscribes to the products or services described in Section 3.7.39 (A).3 of this Guidebook;
- .5 except as described below, associate the billing for the products or services of an Affiliate of the Company that are described in Section 3.7.39 (A).3 of this Guidebook with the Customer's BTN for Business Long Distance 50 Connections 1 Plus Service 2-Year. Exceptions to this requirement are: (a) B service and (b) DSL service when subscription to an additional BTN was required for DSL provisioning by an Affiliated LEC or Affiliated CLEC for technical reasons. The qualifying DSL service billed under a second BTN must be physically located at the same business premises as the local service to whose BTN the Business Long Distance 50 Connections 1 Plus Service 2-Year will be billed; and

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.39 Business Long Distance 50 Connections 1 Plus Service 2-Year¹ (continued)

¹This service is no longer available to new Customers or existing Customers at new locations effective June 8, 2004.

(A) (continued)

.6 commit to an MMC of \$50 per month for a 2-year term plan and sign a written agreement with the Company.

For rules and regulations regarding the MMC and term plans, see Section 6 of this Guidebook. This Service is established at the BTN level and is only available for a single BTN. Service is only available for Customers that commit to a 2-year term plan.

(B) The Customer may subscribe to Business Long Distance 50 Connections 1 Plus Service 2-Year for outbound Service only, TFS only or for both outbound and TFS for a single BTN. The start of Service date may be on or after the installation date of the required products or services described in Section 3.7.39 (A).3 of this Guidebook.

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

(D) The Customer's usage rate for each call is based on a 2-year term plan.

(E) Outbound calls, TFS calls, and fully automated, operator assisted, and operator dialed calls billed to the Calling Card - Option 2, category 11 are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges, see Section 4.7.39 of this Guidebook.

(F) If the Customer fails to maintain the required products or services described in Section 3.7.39 (A).3 of this Guidebook, the Customer will no longer qualify for Business Long Distance 50 Connections 1 Plus Service 2-Year and will be moved to Business Long Distance 50 for an additional 2-year term, unless the Customer selects an alternative Service. If the Customer is moved to Business Long Distance 50, the rates and charges in Section 4.7.9 of the Guidebook will apply in lieu of the rates and charges in Section 4.7.39 of this Guidebook.

If the Customer is moved to Business Long Distance 50 or any alternative Service and the Customer's MMC and term plan commitment is equal to or greater than the MMC and term plan commitment for Business Long Distance 50 Connections 1 Plus 2-Year Service 2-Year, the Company will credit the Customer's account for the amount of any early termination charges as described in Section 6 of this Guidebook. At the end of the 2-year term, the Customer will be moved to Business Long Distance 50 Connections 1 Service for an additional 2-year term, as described in Section 3.7.25 of this Guidebook, unless otherwise specified by the Customer.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.40 Business Long Distance 100 Connections 1 Plus Service 2-Year¹

¹This service is no longer available to new Customers or existing Customers at new locations effective June 8, 2004

(A) Business Long Distance 100 Connections 1 Plus Service 2-Year is a custom combination switched TFS, outbound, and calling card Flat Rate Service available to Business Customers that:

- .1 request to be provisioned under this Service;
- .2 utilize Switched Access to reach the long distance network for outbound calling and/or utilize Switched Access to receive calls from the long distance network for TFS;
- .3 subscribe to a minimum of two Centrex station lines from an Affiliate of the Company, or, a minimum of two Centrex station lines from an Affiliate of the Company, or, a minimum of one business access line under a term agreement from an Affiliate of the Company, or, Business SolutionsSM, CompleteLink®, SimpleLink, Plexar I®, Centrex with Classic Feature PackageSM, Pacific Bell Instant OfficeSM, Power Office, The Business Plan, Custom Biz SaverSM, Local Usage SaverSM or Ameritech Centrex Service (ACS) service package as defined in Section 6 of this Guidebook, or, subscribe to all of the following from an Affiliate of the Company:
 - .a a minimum of one business access line, and,
 - .b an inside wire maintenance product associated with each business access line, and,
 - .c at least one instance of Caller ID, and,
 - .d at least one instance of each of any three call control features from Group D Package as described in Section 6 of this Guidebook from an Affiliate of the Company.
- .4 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Customer also subscribes to the products or services described in Section 3.7.40 (A).3 of this Guidebook;
- .5 except as described below, associate the billing for the products or services of an Affiliate of the Company that are described in Section 3.7.40 (A).3 of this Guidebook with the Customer's BTN for Business Long Distance 100 Connections 1 Service. Exceptions to this requirement are: (a) B service and (b) DSL service when subscription to an additional BTN was required for DSL provisioning by an Affiliated LEC or Affiliated CLEC for technical reasons. The qualifying DSL service billed under a second BTN must be physically located at the same business premises as the local service to whose BTN the Business Long Distance 100 Connections 1 Plus Service 2-Year will be billed; and

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.40 Business Long Distance 100 Connections 1 Plus Service 2-Year¹ (continued)

¹This service is no longer available to new Customers or existing Customers at new locations effective June 8, 2004

(A) (continued)

.6 commit to an MMC of \$100 per month for a 2-year term plan and sign a written term plan agreement with the Company.

For rules and regulations regarding the MMC and term plans, see Section 6 of this Guidebook. This Service is established at the BTN level and is only available for a single BTN. Service is only available for Customers that commit to a 2-year term plan.

(B) The Customer may subscribe to Business Long Distance 100 Connections 1 Plus Service 2-Year for outbound Service only, TFS only or for both outbound and TFS for a single BTN. The start of Service date may be on or after the installation date of the required products or services described in Section 3.7.40 (A).3 of this Guidebook.

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

(D) For TFS, Customers may subscribe to TFS with or without the ability to receive intrastate Service from the Company.

(E) The Customer's usage rate for each call is based on a 2-year term plan.

(F) Outbound and TFS calls and calls billed to the Calling Card - Option 2, category 11 are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges, see Section 4.7.40 of this Guidebook.

(G) If the Customer fails to maintain the required products or services described in Section 3.7.40 (A).3 of this Guidebook, the Customer will no longer qualify for Business Long Distance 100 Connections 1 Plus Service 2-Year and will be moved to Business Long Distance 100 for an additional 2-year term unless, the Customer selects an alternative Service. If the Customer is moved to Business Long Distance 100, the rates and charges in Section 4.7.13 of the Guidebook will apply in lieu of the rates and charges in Section 4.7.40 of this Guidebook.

If the Customer is moved to Business Long Distance 100 or any alternative Service and the Customer's MMC and term plan commitment is equal to or greater than the MMC and term plan commitment for Business Long Distance 100 Connections 1 Service 2-Year, the Company will credit the Customer's account for the amount of any early termination charges as described in Section 6 of this Guidebook. At the end of the 2-year term, the Customer will be moved to Business Long Distance 100 Connections 1 Service for an additional 2-year term, as described in Section 3.7.26 of this Guidebook, unless otherwise specified by the Customer

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.41 Business Domestic Saver 15 Connections 2 Plus Service 1-Year¹

¹This service is no longer available to new Customers or existing Customers at new locations effective June 8, 2004.

(A) Business Domestic Saver 15 Connections 2 Plus Service 1-Year is a custom combination inbound, outbound, and calling card Flat Rate Service available to Business Customers that:

- .1 request to be provisioned under this Service;
- .2 utilize Switched Access to reach the long distance network for outbound calling and/or utilize Switched Access to receive calls from the long distance network for TFS;
- .3 subscribe to and maintain the following products or services provided by an Affiliate of the Company: (1) one DSL service or shared web hosting or dedicated Internet access or AT&T dial-up Internet access or T1 Integrated Access or dedicated web hosting; and (2) a minimum of two Centrex station lines from an Affiliate of the Company, or, a minimum of one business access line under a term agreement from an Affiliate of the Company, or, a Business SolutionsSM, CompleteLink®, SimpleLink, Plexar I®, Centrex with Classic Feature PackageSM, Pacific Bell Instant OfficeSM, Power Office, The Business Plan, Custom Biz SaverSM, Local Usage SaverSM or Ameritech Centrex Service (ACS) service package as defined in Section 1 of this Guidebook or, subscribe to all of the following from an Affiliate of the Company:
 - .a a minimum of one business access line, and,
 - .b an inside wire maintenance product associated with each business access line, and,
 - .c at least one instance of Caller ID, and,
 - .d at least one instance of each of any three call control features from Group D Package as defined in Section 6 of this Guidebook from an Affiliate of the Company;
- .4 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Customer also subscribes to the products or services described in Section 3.7.41 (A).3 of this Guidebook;
- .5 except as described below, associate the billing for the products or services of an Affiliate of the Company that are described in Section 3.7.41 (A).3 of this Guidebook with the Customer's BTN for Business Domestic Saver 15 Connections 2 Plus Service 1-Year. Exceptions to this requirement are: (a) B service and (b) DSL service when subscription to an additional BTN was required for DSL provisioning by an Affiliated LEC or Affiliated CLEC for technical reasons. The qualifying DSL service billed under a second BTN must be physically located at the same business premises as the local service to whose BTN the Business Domestic Saver 15 Connections 2 Plus Service 1-Year will be billed; and

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.41 Business Domestic Saver 15 Connections 2 Plus Service 1-Year¹ (continued)

¹This service is no longer available to new Customers or existing Customers at new locations effective June 8, 2004.

(A) (continued)

.6 commit to an MMC of \$15 per month for a 1-year term.

For rules and regulations regarding MMCs and term plans, see Section 6 of this Guidebook. This Service is established at the BTN level and is only available for a single BTN. Service is only available for Customers that commit to a 1-year plan.

- (B) The Customer may subscribe to Business Domestic Saver 15 Connections 2 Plus Service 1-Year for outbound Service only, TFS only or for both outbound and TFS for a single BTN. The start of Service date may be on or after the installation date of the required products or services described in Section 3.7.41 (A).3 of this Guidebook.
- (C) Toll free calls may originate on any type of access and are terminated via Switched Access to the Customer's location. See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS.
- (D) The Customer's usage rate for each call is based a 1-year term plan.
- (E) Outbound calls, TFS calls, and fully automated, operator assisted, and operator dialed calls billed to the Calling Card - Option 2, category 11 are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges, see Section 4.7.41 of this Guidebook.
- (F) If the Customer fails to maintain the required products or services described in Section 3.7.41 (A).3 of this Guidebook, the Customer will no longer qualify for Business Domestic Saver 15 Connections 2 Plus Service 1-Year and will be moved to AT&T Business Calling \$15 for an additional 1-year term, unless the Customer selects an alternative Service. If the Customer is moved to AT&T Business Calling \$15, the rates and charges in Section 4.7.11 of the Guidebook will apply in lieu of the rates and charges in Section 4.7.41 of this Guidebook.

If the Customer is moved to AT&T Business Calling \$15 or any alternative Service and the Customer's MMC and term plan commitment is equal to or greater than the MMC and term plan commitment for Business Domestic Saver 15 Connections 2 Plus Service, the Company will credit the Customer's account for the amount of any early termination charges as described in Section 6 of this Guidebook. At the end of the 1-year term, the Customer will be moved to Business Domestic Saver 15 Connections 2 Plus Service for an additional 1-year term, as described in Section 3.7.21 of this Guidebook, unless otherwise specified by the Customer.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.42 Business Long Distance 50 Connections 2 Plus Service 1-Year¹

¹This service is no longer available to new Customers or existing Customers at new locations effective June 8, 2004.

(A) Business Long Distance 50 Connections 2 Plus Service 1-Year is a custom combination switched TFS, outbound, and calling card Flat Rate Service available to Business Customers that:

- .1 request to be provisioned under this Service;
- .2 utilize Switched Access to reach the long distance network for outbound calling and/or utilize Switched Access to receive calls from the long distance network for TFS;
- .3 subscribe to and maintain the following products or services provided by an Affiliate of the Company: (1) one DSL service or shared web hosting or dedicated Internet access or AT&T dial-up Internet access or T1 Integrated Access or dedicated web hosting; and (2) a minimum of two Centrex station lines from an Affiliate of the Company, or, a minimum of one business access line under a term agreement from an Affiliate of the Company, or, a Business SolutionsSM, CompleteLink®, SimpleLink, Plexar I®, Centrex with Classic Feature PackageSM, Pacific Bell Instant OfficeSM, Power Office, The Business Plan, Custom Biz SaverSM, Local Usage SaverSM or Ameritech Centrex Service (ACS) service package as defined in Section 6 of this Guidebook or, subscribe to all of the following from an Affiliate of the Company:
 - .a a minimum of one business access line, and,
 - .b an inside wire maintenance product associated with each business access line, and,
 - .c at least one instance of Caller ID, and,
 - .d at least one instance of each of any three call control features from Group D Package as defined in Section 6 of this Guidebook from an Affiliate of the Company.
- .4 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Customer also subscribes to the products or services described in Section 3.7.42 (A).3 of this Guidebook;
- .5 except as described below, associate the billing for the products or services of an Affiliate of the Company that are described in Section 3.7.42 (A).3 of this Guidebook with the Customer's BTN for Business Long Distance 50 Connections 2 Plus Service 1-Year. Exceptions to this requirement are: (a) B service and (b) DSL service when subscription to an additional BTN was required for DSL provisioning by an Affiliated LEC or Affiliated CLEC for technical reasons. The qualifying DSL service billed under a second BTN must be physically located at the same business premises as the local service to whose BTN the Business Long Distance 50 Connections 2 Plus Service 1-Year will be billed; and

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.42 Business Long Distance 50 Connections 2 Plus Service 1-Year¹

¹This service is no longer available to new Customers or existing Customers at new locations effective June 8, 2004.

(A) Business Long Distance 50 Connections 2 Plus Service 1-Year is a custom combination switched TFS, outbound, and calling card Flat Rate Service available to Business Customers that:

.6 commit to an MMC of \$50 per month for a 1-year term

For rules and regulations regarding the MMC and term plans, see Section 6 of this Guidebook. This Service is established at the BTN level and is only available for a single BTN. Service is only available for Customers that commit to a 1-year term plan.

(B) The Customer may subscribe to Business Long Distance 50 Connections 2 Plus Service 1-Year for outbound Service only, TFS only or for both outbound and TFS for a single BTN. The start of Service date may be on or after the installation date of the required products or services described in Section 3.7.42 (A).3 of this Guidebook.

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

(D) The Customer's usage rate for each call is based a 1-year term plan.

(E) Outbound calls, TFS calls, and fully automated, operator assisted, and operator dialed calls billed to the Calling Card - Option 2, category 11 are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges, see Section 4.7.42 of this Guidebook.

(F) If the Customer fails to maintain the required products or services described in Section 3.7.42 (A).3 of this Guidebook, the Customer will no longer qualify for Business Long Distance 50 Connections 2 Plus Service 1-Year and will be moved to Business Long Distance 50 for an additional 1-year term unless, the Customer selects an alternative Service. If the Customer is moved to Business Long Distance 50, the rates and charges in Section 4.7.9 of the Guidebook will apply in lieu of the rates and charges in Section 4.7.42 of this Guidebook.

If the Customer is moved to Business Long Distance 50 or any alternative Service and the Customer's MMC and term plan commitment is equal to or greater than the MMC and term plan commitment for Business Long Distance 50 Connections 2 Plus Service 1-Year, the Company will credit the Customer's account for the amount of any early termination charges as described in Section 6 of this Guidebook. At the end of the 1-year term, the Customer will be moved to Business Long Distance 50 Connections 2 Plus Service for an additional 1-year term, as described in Section 3.7.22 of this Guidebook, unless otherwise specified by the Customer.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.43 Business Long Distance 100 Connections 2 Plus Service 1-Year¹

¹This service is no longer available to new Customers or existing Customers at new locations effective June 8, 2004.

(A) Business Long Distance 100 Connections 2 Plus Service 1-Year is a custom combination switched TFS, outbound, and calling card Flat Rate Service available to Business Customers that:

- .1 request to be provisioned under this optional Service;
- .2 utilize Switched Access to reach the long distance network for outbound calling and/or utilize Switched Access to receive calls from the long distance network for TFS; and
- .3 subscribe to and maintain the following products or services provided by an Affiliate of the Company: (1) one DSL service or shared web hosting or dedicated Internet access or AT&T dial-up Internet access or T1 Integrated Access or dedicated web hosting; and (2) a minimum of two Centrex station lines from an Affiliate of the Company, or, a minimum of one business access line under a term agreement from an Affiliate of the Company, or, a Business SolutionsSM, CompleteLink®, SimpleLink, Plexar I®, Centrex with Classic Feature PackageSM, Pacific Bell Instant OfficeSM, Power Office, The Business Plan, Custom Biz SaverSM, Local Usage SaverSM or Ameritech Centrex Service (ACS) service package as defined in Section 6 of this Guidebook or, subscribe to all of the following from an Affiliate of the Company:
 - .a a minimum of one business access line, and,
 - .b an inside wire maintenance product associated with each business access line, and,
 - .c at least one instance of Caller ID, and,
 - .d at least one instance of each of any three call control features from Group D Package as defined in Section 6 of this Guidebook from an Affiliate of the Company.
- .4 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Customer also subscribes to the products or services described in Section 3.7.43 (A).3 of this Guidebook;
- .5 except as described below, associate the billing for the products or services of an Affiliate of the Company that are described in Section 3.7.43 (A).3 of this Guidebook with the Customer's BTN for Business Long Distance 100 Connections 2 Plus Service. Exceptions to this requirement are: (a) B service and (b) DSL service when subscription to an additional BTN was required for DSL provisioning by an Affiliated LEC or Affiliated CLEC for technical reasons. The qualifying DSL service billed under a second BTN must be physically located at the same business premises as the local service to whose BTN the Business Long Distance 100 Connections 2 Plus Service 1-Year will be billed; and

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.43 Business Long Distance 100 Connections 2 Plus Service 1-Year¹ (continued)

¹This service is no longer available to new Customers or existing Customers at new locations effective June 8, 2004.

(A) (continued)

.6 commit to an MMC of \$100 per month for a 1-year term

For rules and regulations regarding the MMC and term plans, see Section 6 of this Guidebook. This Service is established at the BTN level and is only available for a single BTN. Service is only available for Customers that commit to a 1-year term plan.

(B) The Customer may subscribe to Business Long Distance 100 Connections 2 Plus Service 1-Year for outbound Service only, TFS only or for both outbound and TFS for a single BTN. The start of Service date may be on or after the installation date of the required products or services described in Section 3.7.43 (A).3 of this Guidebook.

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

(D) For TFS, Customers may subscribe to TFS with or without the ability to receive intrastate Service from the Company.

(E) The Customer's usage rate for each call is based a 1-year term plan.

(F) Outbound and TFS calls and calls billed to the Calling Card - Option 2, category 11 are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges, see Section 4.7.43 of this Guidebook.

(G) If the Customer fails to maintain the required products or services described in Section 3.7.43 (A).3 of this Guidebook, the Customer will no longer qualify for Business Long Distance 100 Connections 2 Plus Service 1-Year and will be moved to Business Long Distance 100 for an additional 1-year term, unless the Customer selects an alternative Service. If the Customer is moved to Business Long Distance 100, the rates and charges in Section 4.7.13 of the Guidebook will apply in lieu of the rates and charges in Section 4.7.43 of this Guidebook.

If the Customer is moved to Business Long Distance 100 or any alternative Service and the Customer's MMC and term plan commitment is equal to or greater than the MMC and term plan commitment for Business Long Distance 100 Connections 2 Plus Service 1-Year, the Company will credit the Customer's account for the amount of any early termination charges as described in Section 6 of this Guidebook. At the end of the 1-year term, the Customer will be moved to Business Long Distance 100 Connections 2 Plus Service for an additional 1-year term, as described in Section 3.7.23, unless otherwise specified by Customer.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.44 Business Domestic Saver 15 Connections 2 Plus Service 2-Year¹

¹This service is no longer available to new Customers or existing Customers at new locations effective June 8, 2004.

- (A) Business Domestic Saver 15 Connections 2 Plus Service 2-Year is a custom combination inbound, outbound, and calling card Flat Rate Service available to Business Customers that:
- .1 request to be provisioned under this Service;
 - .2 utilize Switched Access to reach the long distance network for outbound calling and/or utilize Switched Access to receive calls from the long distance network for TFS;
 - .3 subscribe to and maintain the following products or services provided by an Affiliate of the Company: (1) one DSL service or shared web hosting or dedicated Internet access or AT&T dial-up Internet access or T1 Integrated Access or dedicated web hosting; and (2) a minimum of two Centrex station lines from an Affiliate of the Company, or, a minimum of one business access line under a term agreement from an Affiliate of the Company, or, a Business SolutionsSM, CompleteLink®, SimpleLink, Plexar I®, Centrex with Classic Feature PackageSM, Pacific Bell Instant OfficeSM, Power Office, The Business Plan, Custom Biz SaverSM, Local Usage SaverSM or Ameritech Centrex Service (ACS) service package as defined in Section 6 of this Guidebook or, subscribe to all of the following from an Affiliate of the Company:
 - .a a minimum of one business access line, and,
 - .b an inside wire maintenance product associated with each business access line, and,
 - .c at least one instance of Caller ID, and,
 - .d at least one instance of each of any three call control features from Group D Package as defined in Section 6 of this Guidebook from an Affiliate of the Company.
 - .4 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Customer also subscribes to the products or services described in Section 3.7.44 (A).3 of this Guidebook;
 - .5 except as described below, associate the billing for the products or services of an Affiliate of the Company that are described in Section 3.7.44 (A).3 of this Guidebook with the Customer's BTN for Business Domestic Saver 15 Connections 2 Plus Service 2-Year. Exceptions to this requirement are: (a) B service and (b) DSL service when subscription to an additional BTN was required for DSL provisioning by an Affiliated LEC or Affiliated CLEC for technical reasons. The qualifying DSL service billed under a second BTN must be physically located at the same business premises as the local service to whose BTN the Business Domestic Saver 15 Connections 2 Plus Service 2-Year will be billed; and

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.44 Business Domestic Saver 15 Connections 2 Plus Service 2-Year¹ (continued)

¹This service is no longer available to new Customers or existing Customers at new locations effective June 8, 2004.

(A) (continued)

.6 commit to an MMC of \$15 per month for a 2-year term plan and sign a written term agreement with the Company.

For rules and regulations regarding MMCs and term plans, see Section 6 of this Guidebook. This Service is established at the BTN level and is only available for a single BTN. Service is only available for Customers that commit to a 2-year term plan.

(B) The Customer may subscribe to Business Domestic Saver 15 Connections 2 Plus Service 2-Year for outbound Service only, TFS only or for both outbound and TFS for a single BTN. The start of Service date may be on or after the installation date of the required products or services described in Section 3.7.44 (A).3 of this Guidebook.

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

(D) The Customer's usage rate for each call is based on a 2-year term plan.

(E) Outbound calls, TFS calls, and fully automated, operator assisted, and operator dialed calls billed to the Calling Card - Option 2, category 11 are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges, see Section 4.7.44 of this Guidebook.

(F) If the Customer fails to maintain the required products or services described in Section 3.7.44 (A).3 of this Guidebook, the Customer will no longer qualify for Business Domestic Saver 15 Connections 2 Plus Service 2-Year and will be moved to AT&T Business Calling \$15 for an additional 2-year term, unless the Customer selects an alternative Service. If the Customer is moved to AT&T Business Calling \$15, the rates and charges in Section 4.7.11 of the Guidebook will apply in lieu of the rates and charges in Section 4.7.44 of this Guidebook.

If the Customer is moved to AT&T Business Calling \$15 or any alternative Service and the Customer's MMC and term plan commitment is equal to or greater than the MMC and term plan commitment for Business Domestic Saver 15 Connections 2 Plus Service 2-Year, the Company will credit the Customer's account for the amount of any early termination charges as described in Section 6 of this Guidebook.

At the end of the 2-year term, the Customer will be moved to Business Domestic Saver 15 Connections 2 Plus Service for an additional 2-year term, as specified in Section 3.7.21 of this Guidebook, unless otherwise specified by the Customer.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.45 Business Long Distance 50 Connections 2 Plus Service 2-Year¹

¹This service is no longer available to new Customers or existing Customers at new locations effective June 8, 2004.

- (A) Business Long Distance 50 Connections 2 Plus Service 2-Year is a custom combination switched TFS, outbound, and calling card Flat Rate Service available to Business Customers that:
- .1 request to be provisioned under this Service;
 - .2 utilize Switched Access to reach the long distance network for outbound calling and/or utilize Switched Access to receive calls from the long distance network for TFS;
 - .3 subscribe to and maintain the following products or services provided by an Affiliate of the Company: (1) one DSL service or shared web hosting or dedicated Internet access or AT&T dial-up Internet access or T1 Integrated Access or dedicated web hosting; and (2) a minimum of two Centrex station lines from an Affiliate of the Company, or, a minimum of one business access line under a term agreement from an Affiliate of the Company, or, a Business SolutionsSM, CompleteLink®, SimpleLink, Plexar I®, Centrex with Classic Feature PackageSM, Pacific Bell Instant OfficeSM, Power Office, The Business Plan, Custom Biz SaverSM, Local Usage SaverSM or Ameritech Centrex Service (ACS) service package as defined in Section 6 of this Guidebook or, subscribe to all of the following from an Affiliate of the Company:
 - .a a minimum of one business access line, and,
 - .b an inside wire maintenance product associated with each business access line, and,
 - .c at least one instance of Caller ID, and,
 - .d at least one instance of each of any three call control features from Group D Package as defined in Section 6 of this Guidebook from an Affiliate of the Company.
 - .4 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Customer also subscribes to the products or services described in Section 3.7.45 (A).3 of this Guidebook;
 - .5 except as described below, associate the billing for the products or services of an Affiliate of the Company that are described in Section 3.7.45 (A).3 of this Guidebook with the Customer's BTN for Business Long Distance 50 Connections 2 Plus Service 2-Year. Exceptions to this requirement are: (a) B service and (b) DSL service when subscription to an additional BTN was required for DSL provisioning by an Affiliated LEC or Affiliated CLEC for technical reasons. The qualifying DSL service billed under a second BTN must be physically located at the same business premises as the local service to whose BTN the Business Long Distance 50 Connections 2 Plus Service 2-Year will be billed; and

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.45 Business Long Distance 50 Connections 2 Plus Service 2-Year¹

¹This service is no longer available to new Customers or existing Customers at new locations effective June 8, 2004.

(A) Business Long Distance 50 Connections 2 Plus Service 2-Year is a custom combination switched TFS, outbound, and calling card Flat Rate Service available to Business Customers that:

.6 commit to an MMC of \$50 per month for a 2-year term plan and sign a written term plan agreement with the Company.

For rules and regulations regarding the MMC and term plans, see Section 6 of this Guidebook. This Service is established at the BTN level and is only available for a single BTN. Service is only available for Customers that commit to a 2-year term plan.

(B) The Customer may subscribe to Business Long Distance 50 Connections 2 Plus Service 2-Year for outbound Service only, TFS only or for both outbound and TFS for a single BTN. The start of Service date may be on or after the installation date of the required products or services described in Section 3.7.45 (A).3 of this Guidebook.

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

(D) The Customer's usage rate for each call is based a 2-year term plan.

(E) Outbound calls, TFS calls, and fully automated, operator assisted, and operator dialed calls billed to the Calling Card - Option 2, category 11 are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges, see Section 4.7.45 of this Guidebook.

(F) If the Customer fails to maintain the required products or services described in Section 3.7.45 (A).3 of this Guidebook, the Customer will no longer qualify for Business Long Distance 50 Connections 2 Plus Service 2-Year and will be moved to Business Long Distance 50 for an additional 2-year term, unless the Customer selects an alternative Service. If the Customer is moved to Business Long Distance 50, the rates and charges in Section 4.7.9 of the Guidebook will apply in lieu of the rates and charges in Section 4.7.45 of this Guidebook.

If the Customer is moved to Business Long Distance 50 or any alternative Service and the Customer's MMC and term plan commitment is equal to or greater than the MMC and term plan commitment for Business Long Distance 50 Connections 2 Plus Service 2-Year, the Company will credit the Customer's account for the amount of any early termination charges as described in Section 6 of this Guidebook. At the end of the 2-year term, the Customer will be moved to Business Long Distance 50 Connections 2 Plus Service for an additional 2-year term, as specified in Section 3.7.22 of this Guidebook, unless otherwise specified.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.46 Business Long Distance 100 Connections 2 Plus Service 2-Year¹

¹This service is no longer available to new Customers or existing Customers at new locations effective June 8, 2004.

(A) Business Long Distance 100 Connections 2 Plus Service 2-Year is a custom combination switched TFS, outbound, and calling card Flat Rate Service available to Business Customers that:

- .1 request to be provisioned under this optional Service;
- .2 utilize Switched Access to reach the long distance network for outbound calling and/or utilize Switched Access to receive calls from the long distance network for TFS; and
- .3 subscribe to and maintain the following products or services provided by an Affiliate of the Company: (1) one DSL service or shared web hosting or dedicated Internet access or AT&T dial-up Internet access or T1 Integrated Access or dedicated web hosting; and (2) a minimum of two Centrex station lines from an Affiliate of the Company, or, a minimum of one business access line under a term agreement from an Affiliate of the Company, or, a Business SolutionsSM, CompleteLink®, SimpleLink, Plexar I®, Centrex with Classic Feature PackageSM, Pacific Bell Instant OfficeSM, Power Office, The Business Plan, Custom Biz SaverSM, Local Usage SaverSM or Ameritech Centrex Service (ACS) service package as defined in Section 6 of this Guidebook or, subscribe to all of the following from an Affiliate of the Company:
 - .a a minimum of one business access line, and,
 - .b an inside wire maintenance product associated with each business access line, and,
 - .c at least one instance of Caller ID, and,
 - .d at least one instance of each of any three call control features from Group D Package as defined in Section 6 of this Guidebook from an Affiliate of the Company.
- .4 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Customer also subscribes to the products or services described in Section 3.7.46 (A).3 of this Guidebook;
- .5 except as described below, associate the billing for the products or services of an Affiliate of the Company that are described in Section 3.7.46 (A).3 of this Guidebook with the Customer's BTN for Business Long Distance 100 Connections 2 Plus Service 2-Year. Exceptions to this requirement are: (a) B service and (b) DSL service when subscription to an additional BTN was required for DSL provisioning by an Affiliated LEC or Affiliated CLEC for technical reasons. The qualifying DSL service billed under a second BTN must be physically located at the same business premises as the local service to whose BTN the Business Long Distance 100 Connections 2 Plus Service 2-Year will be billed; and

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.46 Business Long Distance 100 Connections 2 Plus Service 2-Year¹ (continued)

¹This service is no longer available to new Customers or existing Customers at new locations effective June 8, 2004.

(A) (continued)

.6 commit to an MMC of \$100 per month for a 2-year term plan and sign a written term plan agreement with the Company.

For rules and regulations regarding the MMC and term plans, see Section 6 of this Guidebook. This Service is established at the BTN level and is only available for a single BTN. Service is only available for Customers that commit to a 2-year term plan.

- (B) The Customer may subscribe to Business Long Distance 100 Connections 2 Plus Service 2-Year for outbound Service only, TFS only or for both outbound and TFS for a single BTN. The start of Service date may be on or after the installation date of the required products or services described in Section 3.7.46 (A).3 of this Guidebook.
- (C) Toll free calls may originate on any type of access and are terminated via Switched Access to the Customer's location. See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS.
- (D) For TFS, Customers may subscribe to TFS with or without the ability to receive intrastate Service from the Company.
- (E) The Customer's usage rate for each call is based on a 2-year term plan.
- (F) Outbound and TFS calls and calls billed to the Calling Card - Option 2, category 11 are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges, see Section 4.7.46 of this Guidebook.
- (G) If the Customer fails to maintain the required products or services described in Section 3.7.46 (A).3 of this Guidebook, the Customer will no longer qualify for Business Long Distance 100 Connections 2 Plus Service 2-Year and will be moved to Business Long Distance 100 for an additional 2-year term, unless the Customer selects an alternative Service. If the Customer is moved to Business Long Distance 100, the rates and charges in Section 4.7.13 of the Guidebook will apply in lieu of the rates and charges in Section 4.7.46 of this Guidebook.
- If the Customer is moved to Business Long Distance 100 or any alternative Service and the Customer's MMC and term plan commitment is equal to or greater than the MMC and term plan commitment for Business Long Distance 100 Connections 2 Plus Service 2-Year, the Company will credit the Customer's account for the amount of any early termination charges as described in Section 6 of this Guidebook. At the end of the 2-year term, the Customer will be moved to Business Long Distance 100 Connections 2 for an additional 2-year term, as specified in Section 3.7.23 of this Guidebook, unless otherwise specified by the Customer.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.47 Value Plans

- (A) The Value Plans are custom combination inbound, outbound, and calling card Flat Rate optional pricing plans. Unless otherwise specified in the description of the rate option described in Section 3.7.47 (H) of this Guidebook, the Value Plans are available to new and existing Business Customers that:
- .1 request to be provisioned under this optional pricing plan;
 - .2 utilize Switched Access to reach the long distance network for outbound calling and/or utilize Switched Access to receive calls from the long distance network for TFS;
 - .3 commit to the MMC as specified in the description of the rate option selected by the Customers;
 - .4 subscribe to and maintain at least one business access line of an Affiliate; of the Company and
 - .5 commit to a 1-year term plan or commit to 2-year term plan and sign a written term plan agreement with the Company. For rules and regulations regarding term plans, see Section 6 of this Guidebook.
- (B) The Value Plans are established at the BTN level and are only available for a single BTN.
- (C) The Customer may subscribe to any of the Value Plans for outbound Service only, TFS only or for both outbound and TFS for a single BTN. Business Customers subscribing to the Value Plans may also subscribe to the Calling Card - Option 2, category 11 at the rates described in Section 4.7.47 of this Guidebook.
- (D) Toll free calls may originate on any type of access and are terminated via Switched Access to the Customer's location. See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS.
- (E) The Customer's usage rate for each call is based on the rate option selected by the Customer and whether the Customer subscribes to Service on a 1-year or 2-year term plan.
- (F) A description of the billing increments applicable to the rate option selected by the Customer may be found in Section 3.7.47 (H) of this Guidebook.
- (G) Customers who cancel or discontinue a business access line of an Affiliate of the Company or whose service is refused, cancelled or discontinued by an Affiliate of the Company shall forfeit eligibility for rates under this plan. If the Customer is moved to an alternative Service and the Customer's MMC and term plan commitment is equal to or greater than the MMC and term plan commitment under one of the Value Plan rate options, the Company will credit the Customer's account for the amount of any early termination charges as described in Section 6 of this Guidebook.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.47 Value Plans¹

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- (A) The Value Plans are custom combination inbound, outbound, and calling card Flat Rate optional pricing plans. Unless otherwise specified in the description of the rate option described in Section 3.7.47 (H) of this Guidebook, the Value Plans are available to new and existing Business Customers that:
- .1 request to be provisioned under this optional pricing plan;
 - .2 utilize Switched Access to reach the long distance network for outbound calling and/or utilize Switched Access to receive calls from the long distance network for TFS;
 - .3 commit to the MMC as specified in the description of the rate option selected by the Customers;
 - .4 subscribe to and maintain at least one business access line of an Affiliate; of the Company and
 - .5 commit to a 1-year term plan or commit to 2-year term plan and sign a written term plan agreement with the Company. For rules and regulations regarding term plans, see Section 6 of this Guidebook.
- (B) The Value Plans are established at the BTN level and are only available for a single BTN.
- (C) The Customer may subscribe to any of the Value Plans for outbound Service only, TFS only or for both outbound and TFS for a single BTN. Business Customers subscribing to the Value Plans may also subscribe to the Calling Card - Option 2, category 11 at the rates described in Section 4.7.47 of this Guidebook.
- (D) Toll free calls may originate on any type of access and are terminated via Switched Access to the Customer's location. See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS.
- (E) The Customer's usage rate for each call is based on the rate option selected by the Customer and whether the Customer subscribes to Service on a 1-year or 2-year term plan.
- (F) A description of the billing increments applicable to the rate option selected by the Customer may be found in Section 3.7.47 (H) of this Guidebook.
- (G) Customers who cancel or discontinue a business access line of an Affiliate of the Company or whose service is refused, cancelled or discontinued by an Affiliate of the Company shall forfeit eligibility for rates under this plan. If the Customer is moved to an alternative Service and the Customer's MMC and term plan commitment is equal to or greater than the MMC and term plan commitment under one of the Value Plan rate options, the Company will credit the Customer's account for the amount of any early termination charges as described in Section 6 of this Guidebook.

¹This Service is no longer available for new or to existing Customers or existing Customers at new locations effective November 2, 2009.

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.47 Value Plans (continued)

(H) Rate Options

- .1 AT&T Business Calling Value \$15 formerly Business Domestic Value Saver 15

AT&T Business Calling Value \$15 is available to Customers that commit to (1) an MMC of \$15 per month for a 1-year term plan or (2) an MMC of \$15 per month for a 2-year term plan and sign a written term plan agreement with the Company. Customers who cancel or discontinue a business access line of an Affiliate of the Company or whose service is refused, cancelled or discontinued by an Affiliate of the Company shall forfeit eligibility for rates under this rate option and will be moved to AT&T Business Calling \$15 unless an alternative plan is selected by the Customer. Calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges, see Section 4.7.47 (A) of this Guidebook.

- .2 AT&T Business Calling Value \$50 formerly Business Long Distance Value 50

AT&T Business Calling Value \$50 is available to Customers that commit to (1) an MMC of \$50 per month for a 1-year term plan or (2) an MMC of \$50 per month for a 2-year term plan and sign a written term plan agreement with the Company. Customers who cancel or discontinue a business access line of an Affiliate of the Company or whose service is refused, cancelled or discontinued by an Affiliate of the Company shall forfeit eligibility for rates under this rate option and will be moved to Business Long Distance 50 unless an alternative plan is selected by the Customer. Calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges, see Section 4.7.47 (B) of this Guidebook.

- .3 AT&T Business Calling Value \$100 formerly Business Long Distance Value 100

AT&T Business Calling Value \$100 is available to Customers that commit to (1) an MMC of \$100 per month for a 1-year term plan or (2) an MMC of \$100 per month for a 2-year term plan and sign a written term plan agreement with the Company. Customers who cancel or discontinue a business access line of a Affiliate of the Company or whose service is refused, cancelled or discontinued by an Affiliate of the Company shall forfeit eligibility for rates under this rate option and will be moved to Business Long Distance 100 unless an alternative plan is selected by the Customer. Calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges, see Section 4.7.47 (C) of this Guidebook.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.47 Value Plans¹ (continued)

C

(H) Rate Options

.1 AT&T Business Calling Value \$15 formerly Business Domestic Value Saver 15

AT&T Business Calling Value \$15 is available to Customers that commit to (1) an MMC of \$15 per month for a 1-year term plan or (2) an MMC of \$15 per month for a 2-year term plan and sign a written term plan agreement with the Company. Customers who cancel or discontinue a business access line of an Affiliate of the Company or whose service is refused, cancelled or discontinued by an Affiliate of the Company shall forfeit eligibility for rates under this rate option and will be moved to AT&T Business Calling \$15 unless an alternative plan is selected by the Customer. Calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges, see Section 4.7.47 (A) of this Guidebook.

.2 AT&T Business Calling Value \$50 formerly Business Long Distance Value 50

AT&T Business Calling Value \$50 is available to Customers that commit to (1) an MMC of \$50 per month for a 1-year term plan or (2) an MMC of \$50 per month for a 2-year term plan and sign a written term plan agreement with the Company. Customers who cancel or discontinue a business access line of an Affiliate of the Company or whose service is refused, cancelled or discontinued by an Affiliate of the Company shall forfeit eligibility for rates under this rate option and will be moved to Business Long Distance 50 unless an alternative plan is selected by the Customer. Calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges, see Section 4.7.47 (B) of this Guidebook.

.3 AT&T Business Calling Value \$100 formerly Business Long Distance Value 100

AT&T Business Calling Value \$100 is available to Customers that commit to (1) an MMC of \$100 per month for a 1-year term plan or (2) an MMC of \$100 per month for a 2-year term plan and sign a written term plan agreement with the Company. Customers who cancel or discontinue a business access line of an Affiliate of the Company or whose service is refused, cancelled or discontinued by an Affiliate of the Company shall forfeit eligibility for rates under this rate option and will be moved to Business Long Distance 100 unless an alternative plan is selected by the Customer. Calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges, see Section 4.7.47 (C) of this Guidebook.

¹This Service is no longer available for new or to existing Customers or existing Customers at new locations effective November 2, 2009.

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.47 Value Plans¹ (continued)

(H) Rate Options

- .1 AT&T Business Calling Value \$15 formerly Business Domestic Value Saver 15² (N)
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(D)

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

- .2 AT&T Business Calling Value \$50 formerly Business Long Distance Value 50³ (N)
(D)
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(D)

Customers who cancel or discontinue a business access line of an Affiliate of the Company or whose service is refused, cancelled or discontinued by an Affiliate of the Company shall forfeit eligibility for rates under this rate option and will be moved to Business Long Distance 50 unless an alternative plan is selected by the Customer. Calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges, see Section 4.7.47 (B) of this Guidebook.

- .3 AT&T Business Calling Value \$100 formerly Business Long Distance Value 100³ (N)
(D)
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(D)

Customers who cancel or discontinue a business access line of a Affiliate of the Company or whose service is refused, cancelled or discontinued by an Affiliate of the Company shall forfeit eligibility for rates under this rate option and will be moved to Business Long Distance 100 unless an alternative plan is selected by the Customer. Calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges, see Section 4.7.47 (C) of this Guidebook.

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

²Effective October 12, 2015 term agreements for existing Customers will be unavailable for term renewal and will no longer automatically renew for a subsequent term. Customers who continue to subscribe to this plan at the end of their current term will be billed at this plans then current out of term month-to-month rates. (N)
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³Effective October 12, 2015 this service is being discontinued and will be withdrawn from operation. Existing customers will remain on this plan until the end of their current term at which time they will be billed at the then current default MTS rates as defined in section 4.4.1 of this Guidebook unless another calling plan is selected. (N)
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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.48 AT&T Business Unlimited CallingSM formerly known as AT&T Business Unlimited Long Distance Plans)

- (A) AT&T Business Unlimited CallingSM is a bundled intrastate/interstate outbound calling and/or Switched TFS inbound calling long distance calling plan. This plan is established at the BTN level and multiple BTN aggregation is not available with this plan. If the Customer or Applicant selects a different long distance calling plan for specific WTN's the Customer is required to establish a separate BTN for each variation.
- (B) This plan is available to new and existing Business Customers that:
 - .1 utilize Switched Access to reach the long distance network for outbound calling and/or to receive calls from the long distance network for TFS;
 - .2 subscribes to the Company for the provision of interstate, interstate interLATA, and intrastate intraLATA Service or intrastate intraLATA Service only for outbound long distance calling and/or inbound TFS long distance calling
 - .3 subscribe to and maintain or currently subscribe to and maintain at least one (1) but no more than ten (10) business access lines[#] from an Affiliated ILEC of the Company that are associated with the qualifying BTN;
 - .4 commit to subscribe to this plan for a one (1), two (2), or three (3) year term agreement;
 - .5 request to be provisioned under this optional pricing plan; (C)
- (C) Customers may subscribe to this plan for outbound calling only or for both outbound and inbound TFS calls. Customers subscribing to TFS as part of this plan will pay the usage rates defined in Section 4.7.6 of this Guidebook in lieu of usage rates specified in Section 4.6.1 of this Guidebook. TFS calls may originate on any type of access that terminates via Switched Access to the Customer's locations. TFS calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of thirty (30) seconds. See Section 3.6 of this Guidebook for general information, rules, regulations, and optional features associated with TFS.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.48 AT&T Business Unlimited CallingSM formerly known as AT&T Business Unlimited Long Distance Plans)

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

Option 1 – New or Existing C

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

(1)

(1)

(1)Material moved to Original Page192.2

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.48 AT&T Business Unlimited CallingSM formerly known as AT&T Business Unlimited Long Distance Plans)

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

Option 1 – New or Existing

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

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.48 AT&T Business Unlimited Calling SMformerly known as AT&T Business Unlimited Long Distance Plans)

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

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

Option 1 – New or Existing

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

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*This service not offered under this Guidebook

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.48 AT&T Business Unlimited CallingSM formerly known as AT&T Business Unlimited Long Distance Plans) (continued)

(B) (continued)

Option 2 – Winback or Retention

.1 utilize Switched Access to reach the long distance network for outbound calling and to receive calls from the long distance network for TFS;

.2 subscribes to the Company for the provision of interstate and intrastate interLATA Service; or interstate and intrastate interLATA and intrastate intraLATA Service; or intrastate intraLATA Service only, for outbound long distance calling and/or inbound TFS long distance calling

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.3 meet a minimum of one (1) of the following conditions:

.a have previously subscribed to local dial tone Service of an Affiliate ILEC of the Company (including where that Affiliate is operating as a CLEC) and have cancelled that Service; or

.b are currently a local telephone customer of a competitor in the local serving territory of one of the Affiliate ILECs of the Company (including where that Affiliate is operating as a CLEC) and are now moving dial tone services from the competitor to the Affiliate ILEC; or

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.c currently subscribe to local dial tone service* from an Affiliate ILEC of the Company (including where that Affiliate is operating as a CLEC) and state an intention to change local carriers for economic reasons and/or in response to a competitive offer;

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N

.4 subscribe to and maintain or currently subscribe to and maintain at least one (1) but no more than ten (10) business access lines[#] from an Affiliated ILEC of the Company that are associated with the qualifying BTN;

.5 newly subscribe to or restart a one (1) year term agreement;

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.6 request to be provisioned under this optional pricing plan.

[#]This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.48 AT&T Business Unlimited CallingSM formerly known as AT&T Business Unlimited Long Distance Plans
(continued)

(B) (continued)

Option 2 – Winback or Retention

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

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C

[#]This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.48 AT&T Business Unlimited CallingSM formerly known as AT&T Business Unlimited Long Distance Plans)
(continued)

(B) (continued)

Option 2 – Winback or Retention

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

[#]This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.48 AT&T Business Unlimited CallingSM formerly known as AT&T Business Unlimited Long Distance Plans)

- (C) Customers may subscribe to this plan for outbound calling only or for both outbound and inbound TFS calls. Customers subscribing to TFS as part of this plan will pay the usage rates defined in Section 4.7.6 of this Guidebook in lieu of usage rates specified in Section 4.6.1 of this Guidebook. TFS calls may originate on any type of access that terminates via Switched Access to the Customer's locations. TFS calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of thirty (30) seconds. See Section 3.6 of this Guidebook for general information, rules, regulations, and optional features associated with TFS.

(1)

(1)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.48 AT&T Business Unlimited Calling SMformerly known as AT&T Business Unlimited Long Distance Plans) (continued)

(D) Term Agreement.

- .1 1-Year term agreements are oral agreements and do not require a signed agreement.
- .2 2-Year or 3-Year term agreements must be signed under any method accepted by the Company, including electronically, and must be received by Company within thirty (30) calendar days from the order date. If the Company does not receive the Customer's signed agreement within the thirty calendar (30) days, the term of the agreement shall default to a 1-Year term under the rates, terms and conditions of this plan.
- .3 If defaulted to a 1-Year term, the 1-Year term will start on the day the Company completes the change from a 2-Year or 3-Year term to a 1-Year term. The Company will endeavor to complete the change within thirty (30) calendar days after the expired due date for receipt of the signed agreement from the Customer.
- .4 All term agreements for this plan will automatically renew on the first day after the initial or any renewal term has expired at the then current rates for this plan defined in Section 4.7.48 of this Guidebook. The term will automatically renew until:
 - .a the Customers terminates Service with the Company;
 - .b after the Company no longer offers this plan to new Customers or existing Customer's who:
 - .i move to a new location; or
 - .ii change the number of access lines# under the BTN to which this plan applies; or
 - .c the Company notifies the Customer this plan is no longer available for renewal, which ever occurs first.
- .5 The Customer is under no obligation to re-subscribe to the plan after completion of the initial or any renewal term period.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.48 AT&T Business Unlimited CallingSM formerly known as AT&T Business Unlimited Long Distance Plans) (continued)

(D) Term Agreement.

- .1 1-Year term agreements are oral agreements and do not require a signed agreement.
- .2 2-Year or 3-Year term agreements must be signed under any method accepted by the Company, including electronically, and must be received by Company within thirty (30) calendar days from the order date. If the Company does not receive the Customer's signed agreement within the thirty calendar (30) days, the term of the agreement shall default to a 1-Year term under the rates, terms and conditions of this plan.
- .3 If defaulted to a 1-Year term, the 1-Year term will start on the day the Company completes the change from a 2-Year or 3-Year term to a 1-Year term. The Company will endeavor to complete the change within thirty (30) calendar days after the expired due date for receipt of the signed agreement from the Customer.
- .4 All term agreements for this plan will automatically renew on the first day after the initial or any renewal term has expired at the then current rates for this plan defined in Section 4.7.48 of this Guidebook. The term will automatically renew until:
 - .a the Customers terminates Service with the Company;
 - .b the Customer terminates the term agreement and does not subscribe to another plan of the Company, at which time Customer will be billed on a month-to-month basis at the Month-to-Month End of Term MRC defined in Section 4.7 of this Guidebook; N
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 - .c after the Company no longer offers this plan to new Customers or existing Customer's who: C
 - .i move to a new location; or
 - .ii change the number of access lines# under the BTN to which this plan applies; or
 - .d the Company notifies the Customer this plan is no longer available for renewal, which ever occurs first. C
- .5 The Customer is under no obligation to re-subscribe to the plan after completion of the initial or any renewal term period.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

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

(D) Term Agreement.

- .1 1-Year term agreements are oral agreements and do not require a signed agreement.
- .2 2-Year or 3-Year term agreements must be signed under any method accepted by the Company, including electronically, and must be received by Company within thirty (30) calendar days from the order date. If the Company does not receive the Customer's signed agreement within the thirty calendar (30) days, the term of the agreement shall default to a 1-Year term under the rates, terms and conditions of this plan.
- .3 If defaulted to a 1-Year term, the 1-Year term will start on the day the Company completes the change from a 2-Year or 3-Year term to a 1-Year term. The Company will endeavor to complete the change within thirty (30) calendar days after the expired due date for receipt of the signed agreement from the Customer.
- .4 All term agreements for this plan will automatically renew on the first day after the initial or any renewal term has expired at the then current rates for this plan defined in Section 4.7.48 of this Guidebook. The term will automatically renew until:
 - .a the Customer terminates Service with the Company;
 - .b the Customer terminates the term agreement and does not subscribe to another plan of the Company, at which time Customer will be billed on a month-to-;
 - .c after the Company no longer offers this plan to new Customers or existing Customer's who:
 - .i move to a new location; or
 - .ii change the number of access lines# under the BTN to which this plan applies; or
 - .d the Company notifies the Customer this plan is no longer available for renewal, which ever occurs first.
- .5 The Customer is under no obligation to re-subscribe to the plan after completion of the initial or any renewal term period.

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

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

(D) Term Agreement.

- .1 1-Year term agreements are oral agreements and do not require a signed agreement.
- .2 2-Year or 3-Year term agreements must be signed under any method accepted by the Company, including electronically, and must be received by Company within thirty (30) calendar days from the order date. If the Company does not receive the Customer's signed agreement within the thirty calendar (30) days, the term of the agreement shall default to a 1-Year term under the rates, terms and conditions of this plan.
- .3 If defaulted to a 1-Year term, the 1-Year term will start on the day the Company completes the change from a 2-Year or 3-Year term to a 1-Year term. The Company will endeavor to complete the change within thirty (30) calendar days after the expired due date for receipt of the signed agreement from the Customer.
- .4 All term agreements for this plan will automatically renew on the first day after the initial or any renewal term has expired at the then current rates for this plan defined in Section 4.7.48 of this Guidebook. The term will automatically renew until:

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

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

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(C)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

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

(D) Term Agreement.

.1 1-Year term agreements are oral agreements and do not require a signed agreement.

.2 2-Year or 3-Year term agreements must be signed under any method accepted by the Company, including electronically, and must be received by Company within thirty (30) calendar days from the order date. If the Company does not receive the Customer's signed agreement within the thirty calendar (30) days, the term of the agreement shall default to a 1-Year term under the rates, terms and conditions of this plan.

.3 If defaulted to a 1-Year term, the 1-Year term will start on the day the Company completes the change from a 2-Year or 3-Year term to a 1-Year term. The Company will endeavor to complete the change within thirty (30) calendar days after the expired due date for receipt of the signed agreement from the Customer.

.4 Term Renewals

(N)

.a 1-Year Term Agreements

(N)

1-Year term agreements for this plan will automatically renew on the first day after the initial or any renewal term has expired at the then current rates for this plan defined in Section 4.7.48 of this Guidebook. The term will automatically renew until:

(C)

.b 2-Year and 3-Year Term Agreements

(N)

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

.ii Customers who fail to contact the Company within thirty (30) days prior to the expiration of their term to request a term renewal will remain on this plan and be billed on a month-to-month basis at the out of term rates defined in Section 4.7.48 of this Guidebook

(N)

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

(D)

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

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

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

(D) Term Agreement.

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

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

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

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.48 AT&T Business Unlimited Calling SMformerly known as AT&T Business Unlimited Long Distance Plans) (continued)

(F) Optional Services

- .1 Fully automated operator assisted, and operator dialed calls billed to Calling Card-Option 2

Business Customs subscribing to this plan may also subscribe to Calling Card-Option 2 at the usage rates specified in Section 4.7.6 of this Guidebook in lieu of the usage charges specified in Section 4.2.1 of this Guidebook. Calling Card-Option 2 calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of thirty (30) seconds.

- .2 Call Detail Suppression

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

(G) Early Termination Fee (ETF)

- .1 If prior to the expiration date of the initial or any renewal term the Customer chooses to either: (a) terminate long distance Service with the Company; or (b) disconnect this plan and do not select another Small Business plan; or (c) downgrade to another Service without a term plan agreement, the Customer may be charged an ETF. The ETF shall be 50% of the full MRC rate in effect for this plan at the time of termination multiplied by the number of months remaining in the term.
- .2 If the Customer provides notice to the Company of its intent to terminate this plan within thirty (30) calendar days prior to or thirty (30) calendar days after the automatic renewal of the term, the Company will adjust to zero any charged ETF’s.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

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

(F) Optional Services

- .1 Fully automated operator assisted, and operator dialed calls billed to Calling Card-Option 2

Business Customs subscribing to this plan may also subscribe to Calling Card-Option 2 at the usage rates specified in Section 4.7.6 of this Guidebook in lieu of the usage charges specified in Section 4.2.1 of this Guidebook. Calling Card-Option 2 calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of thirty (30) seconds.

- .2 Call Detail Suppression

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

(G) Early Termination Fee (ETF)

- .1 If prior to the expiration date of the initial or any renewal term the Customer chooses to either: (a) terminate long distance Service with the Company; or (b) disconnect this plan and do not select another Small Business plan; or (c) downgrade to another Service without a term plan agreement, the Customer may be charged an ETF. The ETF shall be 50% of the full MRC rate in effect for this plan at the time of termination multiplied by the number of months remaining in the term.
- .2 If the Customer provides notice to the Company of its intent to terminate this plan, or the term agreement for this plan, within thirty (30) calendar days prior to or thirty (30) calendar days after the automatic renewal of the term, the Company will adjust to zero any charged ETF's.

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

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

(F) Optional Services

.1 Fully automated operator assisted, and operator dialed calls billed to Calling Card-Option 2

Business Customs subscribing to this plan may also subscribe to Calling Card-Option 2 at the usage rates specified in Section 4.7.6 of this Guidebook in lieu of the usage charges specified in Section 4.2.1 of this Guidebook. Calling Card-Option 2 calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of thirty (30) seconds.

.2 Call Detail Suppression

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

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

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

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

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

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

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

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

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.49 Business Long Distance Solutions¹

¹This service no longer available to new Customers or existing Customers at new locations effective June 12, 2005. This product is also not available to existing Customers after the expiration of the term plan agreement.

(A) Business Long Distance Solutions is a custom combination of switched TFS, outbound, and calling card Flat Rate optional pricing plan available to Business Customers that:

- .1 request to be provisioned under this optional pricing plan;
- .2 utilize Switched Access to reach the long distance network for outbound calling and/or utilize Switched Access to receive calls from the long distance network for switched TFS; and
- .3 commit to a 1-year or 2-year term plan

For rules and regulations regarding the MMC and term plans, see Section 6 of this Guidebook. This Service is established at the BTN level and is only available for a single BTN/BAN.

(B) The Customer may subscribe to Business Long Distance Solutions for outbound Service only, switched TFS only or for both outbound and switched TFS for a single BTN/BAN. Customers may also subscribe to Calling Card – Option 2, category 11.

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

(D) The Customer's usage rate is based on the MMC and the length of the term plan

(E) Calls are billed in increments of one (1) seconds subject to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges, see Section 4.7.49 of this Guidebook.

(F) Rate Options:

- .1 Business Long Distance Solutions 15

In addition to the requirements in Section 3.7.49 (A) of this Guidebook, Customers or Applicants subscribing to Business Long Distance Solutions 15 must commit to an MMC of \$15. At the end of the initial term, the Customer will be moved to AT&T Business Calling \$15 for the same term length as the original term, as described in Section 3.7.11 of this Guidebook, unless otherwise specified by the Customer.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.49 Business Long Distance Solutions¹ (continued)

¹This service no longer available to new Customers or existing Customers at new locations effective June 12, 2005. This product is also not available to existing Customers after the expiration of the term plan agreement.

(F) (continued)

.2 Business Long Distance Solutions 50

In addition to the requirements in Section 3.7.49 (A) of this Guidebook, Customers or Applicants subscribing to Business Long Distance Solutions 50 must commit to an MMC of \$50. At the end of the initial term, the Customer will be moved to Business Long Distance 50 for the same term length as the original plan, as described in Section 3.7.9 of this Guidebook, unless otherwise specified by the Customer.

.3 Business Long Distance Solutions 100

In addition to the requirements in Section 3.7.49 (A) of this Guidebook, Customers or Applicants subscribing to Business Long Distance Solutions 100 must commit to an MMC of \$100. At the end of the initial term, the Customer will be moved to Business Long Distance 100 for the same term length as the original term, as described in Section 3.7.13 of this Guidebook, unless otherwise specified by the Customer.

3.7.50 Reserved for future use

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.51 AT&T Business Block of Time formerly Signature Block of Time

- (A) AT&T Business Block of Time is a custom combination Business Optional Calling Plan for outbound, switched Toll Free Service, and Calling Card long distance calling. For Services Provided via a Switched Access arrangement, Business Customers may subscribe to this Business Optional Calling Plan for the provision of (1) intrastate interLATA and intrastate IntraLATA calling; or (2) intrastate InterLATA calling only and select another company for the provision of the Customer's intrastate IntraLATA calling; or (3) intrastate IntraLATA calling only and select another company for the provision of the Customer's intrastate InterLATA calling. This Business Optional Calling Plan is established at the BTN level only. Multiple BTN aggregation is not available with this Service. If the Customer or Applicant selects a different Business Optional Calling Plan for specific WTN(s), the Customer or Applicant is required to establish a separate BTN for each variation.

Outbound Direct-Dialed calls, TFS calls, and fully automated operator assisted and operator dialed calls billed to the Calling Card – Option 2, Category 12 are billed in increments of one (1) seconds subject to a minimum connection time (initial period) of eighteen (18) seconds.

- (B) For a specific MRC, the Customer receives a block of time of one-plus (1+) interstate and intrastate Direct-Dialed outbound, switched Toll Free Service, and Calling Card – Option 2, Category 12 MOU for all lines under the BTN that is presubscribed to the Company under this plan. The block of time may be used (1) for placing one-plus (1+) Direct-Dialed outbound calls that originate from a line presubscribed to the Company and (2) for receiving interstate and intrastate Toll Free Service calls on the same presubscribed line. Interstate and intrastate fully - automated intrastate calls billed to Calling Card – Option 2, Category 12 are included in the block.

The Customer is required to commit a 1-Year, 2-Year or 3-Year term agreement with the Company. Early Termination and/or Under Utilization Fees as defined in Section 6 of this Guidebook will be assessed.

All usage in excess of the block of time minutes will be billed at a fixed rate per minute. See Section 4.7.51 of this Guidebook for the per minute rate after the block of time has been used. Any minutes not used in a billing cycle will not be carried over to the next billing cycle. No credit will be given for any unused minutes. For Customers subscribing to this Business Optional Calling Plan, a per call charge does not apply to calls billed to the fully – automated Calling Card Option 2 – Category 12.

- (C) When ordering Service, the Customer or Applicant must specify if Signature Block of Time is to be used for outgoing calls only, Toll Free Service calls, or both.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.51 AT&T Business Block of Time formerly Signature Block of Time (continued)

- (D) The Signature Block of Time is available to new or existing Customers or Applicants that:
- .1 requests to be provisioned under the Signature Block of Time Business Optional Calling Plan;
 - .2 utilize Switch Access to receive calls from the long distance network for Toll Free Service and/or to reach the long distance network for outbound calling;
 - .3 commit to
 - an MRC of \$39, \$90, \$175, \$255, or \$320 per month for a 1-Year term plan or
 - an MRC of \$39, \$90, \$175, \$255, or \$320 per month for a 2-Year term plan or 3-Year term plan and sign a written term plan agreement with the Company
 - .4 newly subscribe to, or currently are subscribing to, at the time of order, switched local telephone service with an Affiliated LEC or Affiliated CLEC under a term plan agreement for local business Access Lines which include but are not limited to PBX trunks, local PRI service, T1 integration access service, Centrex or Plexar®; and
 - .5 select one of the following Block of Time minutes for a specific MRC, as described in Section 4.7.51 of this Guidebook:
 - .a 1000 Minutes
 - .b 2500 Minutes
 - .c 5000 Minutes
 - .d 7500 Minutes
 - .e 10000 Minutes
- (E) The start of Service date for Signature Block of Time may be on or after the installation date of the local business Access Line(s) as described in Section 3.7.51 (D).4 of this Guidebook.
- (F) Changes to the AT&T Business Block of Time plan will be effective on the day the Customer's change order is processed. If an existing Customer initially subscribes to the Signature Block of Time in the middle of its billing cycle, the changes will be effective on the first day after the Customer's change order is processed.
- (G) Customers that subscribe to SAT&T Business Block of Time may move between the number of minutes in the block of time, described in Section 3.7.51(D).5 of the Guidebook. The rules and regulations of Under Utilization and/or Early Termination Fees, as defined in Section 6 of this Guidebook, will apply.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.51 AT&T Business Block of Time formerly Signature Block of Time (continued)

- (D) The Signature Block of Time is available to new or existing Customers or Applicants that:
- .1 requests to be provisioned under the Signature Block of Time Business Optional Calling Plan;
 - .2 utilize Switch Access to receive calls from the long distance network for Toll Free Service and/or to reach the long distance network for outbound calling;
 - .3 commit to
 - an MRC of \$39, \$90, \$175, \$255, or \$320 per month for a 1-Year term plan or
 - an MRC of \$39, \$90, \$175, \$255, or \$320 per month for a 2-Year term plan or 3-Year term plan and sign a written term plan agreement with the Company
 - .4 newly subscribe to, or currently are subscribing to, at the time of order, switched local telephone service with an Affiliated LEC or Affiliated CLEC under a term plan agreement for local business Access Lines which include but are not limited to PBX trunks, local PRI service, T1 integration access service, Centrex or Plexar®; and
 - .5 select one of the following Block of Time minutes for a specific MRC, as described in Section 4.7.51 of this Guidebook:
 - .a 1000 Minutes¹
 - .b 2500 Minutes¹
 - .c 5000 Minutes¹
 - .d 7500 Minutes²
 - .e 10000 Minutes²
- (E) The start of Service date for Signature Block of Time may be on or after the installation date of the local business Access Line(s) as described in Section 3.7.51 (D).4 of this Guidebook.
- (F) Changes to the AT&T Business Block of Time plan will be effective on the day the Customer's change order is processed. If an existing Customer initially subscribes to the Signature Block of Time in the middle of its billing cycle, the changes will be effective on the first day after the Customer's change order is processed.
- (G) Customers that subscribe to SAT&T Business Block of Time may move between the number of minutes in the block of time, described in Section 3.7.51(D).5 of the Guidebook. The rules and regulations of Under Utilization and/or Early Termination Fees, as defined in Section 6 of this Guidebook, will apply.

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¹This block of time is no longer available for new Customer term plan agreements or to existing Customers who make changes to their existing service or move to a new location effective September 12, 2009.

²This block of time is no longer available for new Customer term plan agreements or to existing Customers who make changes to their existing service or move to a new location effective April 1, 2010.

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.52 AT&T Business Calling \$5.95 1-Year¹ formerly Business Domestic Saver 1-Year

¹This Service is no longer available to new Customers or existing Customers at new locations effective May 12, 2009.

(A) AT&T Business Calling \$5.95 1-Year is a custom combination switched TFS, outbound, and calling card Business Optional Calling Plan available to Business Customers. For Services provided via a Switched Access arrangement, Business Customers may subscribe to this Business Optional Calling Plan for the provision of (1) intrastate interLATA and intrastate IntraLATA calling; or (2) intrastate InterLATA calling only and select another company for the provision of the Customer's intrastate IntraLATA calling; or (3) intrastate IntraLATA calling only and select another company for the provision of the Customer's intrastate InterLATA calling. This Business Optional Calling Plan is available to new and existing Business Customers that:

- .1 use Switched Access to reach the long distance network for outbound calling and/or to receive calls from the long distance network for TFS;
- .2 request to be provisioned under this Business Optional Calling Plan;
- .3 commit to an MMC of \$5.95 per month; and
- .4 commit to a 1-Year term plan agreement.

For rules and regulations regarding the MMC, see Section 6 of this Guidebook. This Service is established at the BTN level and is only available for a single BTN/BAN. Multiple BTN aggregation is not available with this Service.

- (B) The Customer may subscribe to AT&T Business Calling \$5.95 1-Year for outbound service only, switched Toll Free Service only or for both outbound and switched TFS for a single BTN/BAN. Customers may also subscribe to Calling Card – Option 2, Category 11.
- (C) Switched TFS calls may originate on any type of access and are terminated via Switched Access to the Customer's location. See Section 3.6 for optional features, rules and regulations, and general information regarding switched TFS.
- (D) For outbound, switched TFS calls, and fully automated operator assisted and operator dialed calls billed to the Calling Card - Option 2, Category 11, calls are billed in increments of one (1) second subjected to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges see Section 4.7.52 of this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.52 AT&T Business Calling \$5.95 1-Year¹ formerly Business Domestic Saver 1-Year

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For outbound, switched TFS calls, and fully automated operator assisted and operator dialed calls billed to the Calling Card - Option 2, Category 11, calls are billed in increments of one (1) second subjected to a minimum connect time (initial period) of thirty (30) seconds. For rates and charges see Section 4.7.52 of this Guidebook

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

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.53 AT&T Business Calling \$5.95 Advantage¹ formerly Business Domestic Saver Solution 1-Year

¹This Service is no longer available to new Customers or existing Customers at new locations effective May 12, 2009.

(A) AT&T Business Calling \$5.95 Advantage is a custom combination of switched TFS, outbound, and calling card Business Optional Calling Plan available to Business Customers. For Services provided via a Switched Access arrangement, Business Customers may subscribe to this Business Optional Calling Plan for the provision of (1) intrastate interLATA and intrastate IntraLATA calling; or (2) intrastate InterLATA calling only and select another company for the provision of the Customer's intrastate IntraLATA calling; or (3) intrastate IntraLATA calling only and select another company for the provision of the Customer's intrastate InterLATA calling. This Business Optional Calling Plan is available to new and existing Business Customers that:

- .1 request to be provisioned under this Business Optional Calling Plan;
- .2 utilize Switched Access to reach the long distance network for outbound calling and/or utilize Switched Access to receive calls from the long distance network for switched TFS;
- .3 commit to a 1-year term plan; and
- .4 commit to an MMC of \$5.95 per month.

For rules and regulations regarding the MMC and term plan agreements, see Section 6 of this Guidebook. This Service is established at the BTN level and is only available for a single BTN/BAN.

- (B) The Customer may subscribe to AT&T Business Calling \$5.95 Advantage for outbound Service only, switched TFS only or for both outbound and switched TFS for a single BTN/BAN. Customers may also subscribe to Calling Card – Option 2, Category 11.
- (C) Switched TFS calls may originate on any type of access and are terminated via Switched Access to the Customer's location. See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding switched TFS.
- (D) Calls are billed in increments of one (1) seconds subject to a minimum connect time (initial period) of thirty (30) seconds for outbound calls, switched TFS calls, and fully automated operator assisted and operator dialed calls billed to the Calling Card – Option 2, Category 11. For rates and charges, see Section 4.7.53 of this Guidebook.
- (E) At the end of the initial AT&T Business Calling \$5.95 Advantage term plan agreement, the Customer will be moved to AT&T Business Calling \$5.95 1-Year as described in Section 3.7.52 of this Guidebook, for the same term plan agreement length as the original term, unless otherwise specified by the Customer, before the end of the initial AT&T Business Calling \$15 Advantage

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.54 AT&T High Volume Calling III^{1, 2}

¹Effective November 12, 2007, the Dedicated Service Offering associated with High Volume Calling will no longer be available to new Customers.

²This Service is no longer available for new Customer term plan agreements effective July 12, 2009. Existing Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. This Service is no longer available to existing Customers upon the expiration of their current term plan agreement.

(A) General

- .1 AT&T High Volume Calling III is a custom combination Flat Rate optional pricing plan. There are four Service offerings available under this optional calling plan. AT&T High Volume Outbound Calling III is an outbound calling plan for Customers that utilize Switched Access to reach the long distance network. AT&T High Volume Toll Free Calling III is a TFS for Customers that utilize Switched Access to receive calls from the long distance network. AT&T High Volume Dedicated Outbound Calling III is an outbound calling plan for Customers that utilize Dedicated Access to reach the long distance network. AT&T High Volume Dedicated Toll Free Calling III is a TFS for Customers that utilize Dedicated Access to receive calls from the long distance network. The Customer may subscribe to AT&T High Volume Calling III for outbound Service only, TFS only or for both outbound and TFS.
- .2 See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS. For Customers utilizing DVA facilities for TFS, AT&T High Volume Dedicated Toll Free Calling III allows Customers with TFS Number(s) to terminate TFS calls to a Customer-designated DVA facility. Toll free calls may originate on any type of access and are terminated via Switched Access or DVA lines to the Customer's location.
- .3 Customers subscribing to AT&T High Volume Toll Free Calling III and/or AT&T High Volume Dedicated Toll Free Calling III under a term plan arrangement may also subscribe to the Company's interstate CMR service which is an arrangement consisting of routing, control, and announcement features. A detailed description of the CMR service and the associated interstate usage charges and monthly recurring and non-recurring charges may be found in the Company's interstate Voice Product Reference and Pricing Guide.

(B) Availability

- .1 This optional calling plan is designed for Business Customers that utilize DVA and/or Switched Access arrangements to reach the long distance network. Outbound Service is available to Customers that utilize Switched Access and/or Dedicated Access. TFS is available for termination to a Customer's Switched Access or DVA lines. The Customer may subscribe to AT&T High Volume Calling III for outbound Service only, TFS only, or both outbound and TFS. Customers subscribing to AT&T High Volume Outbound Calling III or AT&T High Volume Dedicated Outbound Calling III may also subscribe to the Calling Card - Option 3 described in Section 3.1.5 (A).2 of this Guidebook.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.54 AT&T High Volume Calling III^{1, 2}

¹Effective November 12, 2007, the Dedicated Service Offering associated with High Volume Calling will no longer be available to new Customers.

²This Service is no longer available for new Customer term plan agreements effective July 12, 2009. Existing Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Customers upon expiration of their current term may continue with this Service on a month-to-month out of term basis, however, existing Customers may not add, move, remove or change lines and/or locations once their current term has expired.

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(A) General

- .1 AT&T High Volume Calling III is a custom combination Flat Rate optional pricing plan. There are four Service offerings available under this optional calling plan. AT&T High Volume Outbound Calling III is an outbound calling plan for Customers that utilize Switched Access to reach the long distance network. AT&T High Volume Toll Free Calling III is a TFS for Customers that utilize Switched Access to receive calls from the long distance network. AT&T High Volume Dedicated Outbound Calling III is an outbound calling plan for Customers that utilize Dedicated Access to reach the long distance network. AT&T High Volume Dedicated Toll Free Calling III is a TFS for Customers that utilize Dedicated Access to receive calls from the long distance network. The Customer may subscribe to AT&T High Volume Calling III for outbound Service only, TFS only or for both outbound and TFS.
- .2 See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS. For Customers utilizing DVA facilities for TFS, AT&T High Volume Dedicated Toll Free Calling III allows Customers with TFS Number(s) to terminate TFS calls to a Customer-designated DVA facility. Toll free calls may originate on any type of access and are terminated via Switched Access or DVA lines to the Customer's location.
- .3 Customers subscribing to AT&T High Volume Toll Free Calling III and/or AT&T High Volume Dedicated Toll Free Calling III under a term plan arrangement may also subscribe to the Company's interstate CMR service which is an arrangement consisting of routing, control, and announcement features. A detailed description of the CMR service and the associated interstate usage charges and monthly recurring and non-recurring charges may be found in the Company's interstate Voice Product Reference and Pricing Guide.

(B) Availability

- .1 This optional calling plan is designed for Business Customers that utilize DVA and/or Switched Access arrangements to reach the long distance network. Outbound Service is available to Customers that utilize Switched Access and/or Dedicated Access. TFS is available for termination to a Customer's Switched Access or DVA lines. The Customer may subscribe to AT&T High Volume Calling III for outbound Service only, TFS only, or both outbound and TFS. Customers subscribing to AT&T High Volume Outbound Calling III or AT&T High Volume Dedicated Outbound Calling III may also subscribe to the Calling Card - Option 3 described in Section 3.1.5 (A).2 of this Guidebook.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.54 AT&T High Volume Calling III¹

Effective June 30, 2011 the dedicated service offering associated with this Service will be discontinued pursuant to Title 47, Section 63.19 of the code of Federal Regulations. If your current dedicated term agreement has not expired, you will need to replace the dedicated Service on or before the expiration date of your current term agreement. If you are currently on a month-to-month arrangement, you will need to replace the dedicated Service on or before June 30, 2011.

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

(A) General

- .1 AT&T High Volume Calling III is a custom combination Flat Rate optional pricing plan. There are four Service offerings available under this optional calling plan. AT&T High Volume Outbound Calling III is an outbound calling plan for Customers that utilize Switched Access to reach the long distance network. AT&T High Volume Toll Free Calling III is a TFS for Customers that utilize Switched Access to receive calls from the long distance network. AT&T High Volume Dedicated Outbound Calling III is an outbound calling plan for Customers that utilize Dedicated Access to reach the long distance network. AT&T High Volume Dedicated Toll Free Calling III is a TFS for Customers that utilize Dedicated Access to receive calls from the long distance network. The Customer may subscribe to AT&T High Volume Calling III for outbound Service only, TFS only or for both outbound and TFS.
- .2 See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS. For Customers utilizing DVA facilities for TFS, AT&T High Volume Dedicated Toll Free Calling III allows Customers with TFS Number(s) to terminate TFS calls to a Customer-designated DVA facility. Toll free calls may originate on any type of access and are terminated via Switched Access or DVA lines to the Customer's location.
- .3 Customers subscribing to AT&T High Volume Toll Free Calling III and/or AT&T High Volume Dedicated Toll Free Calling III under a term plan arrangement may also subscribe to the Company's interstate CMR service which is an arrangement consisting of routing, control, and announcement features. A detailed description of the CMR service and the associated interstate usage charges and monthly recurring and non-recurring charges may be found in the Company's interstate Voice Product Reference and Pricing Guide.

(B) Availability

- .1 This optional calling plan is designed for Business Customers that utilize DVA and/or Switched Access arrangements to reach the long distance network. Outbound Service is available to Customers that utilize Switched Access and/or Dedicated Access. TFS is available for termination to a Customer's Switched Access or DVA lines. The Customer may subscribe to AT&T High Volume Calling III for outbound Service only, TFS only, or both outbound and TFS. Customers subscribing to AT&T High Volume Outbound Calling III or AT&T High Volume Dedicated Outbound Calling III may also subscribe to the Calling Card - Option 3 described in Section 3.1.5 (A).2 of this Guidebook.

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.54 AT&T High Volume Calling III¹

Effective June 30, 2011 the dedicated service offering associated with this Service will be discontinued pursuant to Title 47, Section 63.19 of the code of Federal Regulations. If your current dedicated term agreement has not expired, you will need to replace the dedicated Service on or before the expiration date of your current term agreement. If you are currently on a month-to-month arrangement, you will need to replace the dedicated Service on or before June 30, 2011.

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

(A) General

- .1 AT&T High Volume Calling III is a custom combination Flat Rate optional pricing plan. There are four Service offerings available under this optional calling plan. AT&T High Volume Outbound Calling III is an outbound calling plan for Customers that utilize Switched Access to reach the long distance network. AT&T High Volume Toll Free Calling III is a TFS for Customers that utilize Switched Access to receive calls from the long distance network. AT&T High Volume Dedicated Outbound Calling III is an outbound calling plan for Customers that utilize Dedicated Access to reach the long distance network. AT&T High Volume Dedicated Toll Free Calling III is a TFS for Customers that utilize Dedicated Access to receive calls from the long distance network. The Customer may subscribe to AT&T High Volume Calling III for outbound Service only, TFS only or for both outbound and TFS.
- .2 See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS. For Customers utilizing DVA facilities for TFS, AT&T High Volume Dedicated Toll Free Calling III allows Customers with TFS Number(s) to terminate TFS calls to a Customer-designated DVA facility. Toll free calls may originate on any type of access and are terminated via Switched Access or DVA lines to the Customer's location.

(B) Availability

- .1 This optional calling plan is designed for Business Customers that utilize DVA and/or Switched Access arrangements to reach the long distance network. Outbound Service is available to Customers that utilize Switched Access and/or Dedicated Access. TFS is available for termination to a Customer's Switched Access or DVA lines. The Customer may subscribe to AT&T High Volume Calling III for outbound Service only, TFS only, or both outbound and TFS. Customers subscribing to AT&T High Volume Outbound Calling III or AT&T High Volume Dedicated Outbound Calling III may also subscribe to the Calling Card - Option 3 described in Section 3.1.5 (A).2 of this Guidebook.

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.54 AT&T High Volume Calling III^{1, 2} (continued)

¹Effective November 12, 2007, the Dedicated Service Offering associated with High Volume Calling will no longer be available to new Customers.

²This Service is no longer available for new Customer term plan agreements effective July 12, 2009. Existing Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. This Service is no longer available to existing Customers upon the expiration of their current term plan agreement.

(B) (continued)

- .2 The AT&T High Volume Calling III plan is available to Business Customers that (1) request to be provisioned under this optional pricing plan; (2) make a MAC of at least \$600 per year and sign a term plan agreement for one (1), two (2) or three (3) years; and subscribe to AT&T High Volume Calling III for the provision of interstate service.
- .3 If a Centrex or Plexar® Customer with terminals subscribes to AT&T High Volume Outbound Calling III, all lines associated with the Centrex or Plexar® terminals must be presubscribed to the Company.
- .4 For Business Customers that subscribe to AT&T High Volume Dedicated Outbound Calling III or AT&T High Volume Dedicated Toll Free Calling III, the Customer must (1) use either DS1 Local Access or DS3 Local Access to reach the Company-designated POP and (2) authorize the Company to act as the Customer's agent for ordering the required DVA arrangements.

(C) MACs and Term Plan Agreements

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

(D) IntraLATA and InterLATA Service Options

- .1 For outbound Services provided via a Switched Access arrangement, Business Customers may subscribe to any of the Company's outbound Service offerings for the provision of (1) intrastate InterLATA and intrastate IntraLATA calling; (2) intrastate InterLATA calling only and select another company for the provision of the Customer's intrastate IntraLATA calling; or (3) intrastate IntraLATA calling only and select another company for the provision of the Customers's intrastate InterLATA calling.
- .2 For TFS, Customers may subscribe to TFS with or without the ability to receive intrastate IntraLATA Service from the Company.
- .3 If the Customer wishes to restrict IntraLATA calling for outbound Service provided via DVA arrangements, it is the Customer's responsibility to route those calls via other access facilities not associated with AT&T High Volume Calling III.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.54 AT&T High Volume Calling III^{1, 2} (continued)

¹Effective November 12, 2007, the Dedicated Service Offering associated with High Volume Calling will no longer be available to new Customers.

²This Service is no longer available for new Customer term plan agreements effective July 12, 2009. Existing Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Customers upon expiration of their current term may continue with this Service on a month-to-month out of term basis, however, existing Customers may not add, move, remove or change lines and/or locations once their current term has expired.

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(B) (continued)

- .2 The AT&T High Volume Calling III plan is available to Business Customers that (1) request to be provisioned under this optional pricing plan; (2) make a MAC of at least \$600 per year and sign a term plan agreement for one (1), two (2) or three (3) years; and subscribe to AT&T High Volume Calling III for the provision of interstate service.
- .3 If a Centrex or Plexar® Customer with terminals subscribes to AT&T High Volume Outbound Calling III, all lines associated with the Centrex or Plexar® terminals must be presubscribed to the Company.
- .4 For Business Customers that subscribe to AT&T High Volume Dedicated Outbound Calling III or AT&T High Volume Dedicated Toll Free Calling III, the Customer must (1) use either DS1 Local Access or DS3 Local Access to reach the Company-designated POP and (2) authorize the Company to act as the Customer's agent for ordering the required DVA arrangements.

(C) MACs and Term Plan Agreements

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

(D) IntraLATA and InterLATA Service Options

- .1 For outbound Services provided via a Switched Access arrangement, Business Customers may subscribe to any of the Company's outbound Service offerings for the provision of (1) intrastate InterLATA and intrastate IntraLATA calling; (2) intrastate InterLATA calling only and select another company for the provision of the Customer's intrastate IntraLATA calling; or (3) intrastate IntraLATA calling only and select another company for the provision of the Customers's intrastate InterLATA calling.
- .2 For TFS, Customers may subscribe to TFS with or without the ability to receive intrastate IntraLATA Service from the Company.
- .3 If the Customer wishes to restrict IntraLATA calling for outbound Service provided via DVA arrangements, it is the Customer's responsibility to route those calls via other access facilities not associated with AT&T High Volume Calling III.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.54 AT&T High Volume Calling III¹ (continued)

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

(B) (continued)

- .2 The AT&T High Volume Calling III plan is available to Business Customers that (1) request to be provisioned under this optional pricing plan; (2) make a MAC of at least \$600 per year and sign a term plan agreement for one (1), two (2) or three (3) years; and subscribe to AT&T High Volume Calling III for the provision of interstate service.
- .3 If a Centrex or Plexar® Customer with terminals subscribes to AT&T High Volume Outbound Calling III, all lines associated with the Centrex or Plexar® terminals must be presubscribed to the Company.
- .4 For Business Customers that subscribe to AT&T High Volume Dedicated Outbound Calling III or AT&T High Volume Dedicated Toll Free Calling III, the Customer must (1) use either DS1 Local Access or DS3 Local Access to reach the Company-designated POP and (2) authorize the Company to act as the Customer's agent for ordering the required DVA arrangements.

(C) MACs and Term Plan Agreements

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

(D) IntraLATA and InterLATA Service Options

- .1 For outbound Services provided via a Switched Access arrangement, Business Customers may subscribe to any of the Company's outbound Service offerings for the provision of (1) intrastate InterLATA and intrastate IntraLATA calling; (2) intrastate InterLATA calling only and select another company for the provision of the Customer's intrastate IntraLATA calling; or (3) intrastate IntraLATA calling only and select another company for the provision of the Customer's intrastate InterLATA calling.
- .2 For TFS, Customers may subscribe to TFS with or without the ability to receive intrastate IntraLATA Service from the Company.
- .3 If the Customer wishes to restrict IntraLATA calling for outbound Service provided via DVA arrangements, it is the Customer's responsibility to route those calls via other access facilities not associated with AT&T High Volume Calling III.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.54 AT&T High Volume Calling III¹ (continued)

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

(B) (continued)

- .2 The AT&T High Volume Calling III plan is available to Business Customers that (1) request to be provisioned under this optional pricing plan; (2) make a MAC of at least \$600 per year and sign a term plan agreement for one (1), two (2) or three (3) years; and subscribe to AT&T High Volume Calling III for the provision of interstate service.
- .3 If a Centrex or Plexar® Customer with terminals subscribes to AT&T High Volume Outbound Calling III, all lines associated with the Centrex or Plexar® terminals must be presubscribed to the Company.
- .4 For Business Customers that subscribe to AT&T High Volume Dedicated Outbound Calling III or AT&T High Volume Dedicated Toll Free Calling III, the Customer must (1) use either DS1 Local Access or DS3 Local Access to reach the Company-designated POP and (2) authorize the Company to act as the Customer's agent for ordering the required DVA arrangements.

(C) MACs, MMCs, and Term Plan Agreements

- .1 The Company will not charge an early termination fee and/or under utilization fee when a Customer cancels an existing term plan agreement with a MAC if at the same time: (a) the Customer signs a new term plan agreement or; (b) has an existing agreement for a functionally equivalent service from an Affiliate of the Company with a term that is equal to or longer than the remainder of the current term revenue commitment that is equal to or greater than the unpaid portion of the Customer's Total Revenue Commitment on the Customer's current term plan agreement that is being cancelled at the request of the Customer. (N)
- .2 At the end of a Customer's term plan agreement, if the Customer does not renew for a new term, or cancel Services, they may continue with this Service on a month-to-month basis at the out of term rates defined Section 4.7 of this Guidebook.
- .3 See Section 6 of this Guidebook for additional rules and regulations applicable to MACs, MMCs and term plan agreements. (N)

(D) IntraLATA and InterLATA Service Options

- .1 For outbound Services provided via a Switched Access arrangement, Business Customers may subscribe to any of the Company's outbound Service offerings for the provision of (1) intrastate InterLATA and intrastate IntraLATA calling; (2) intrastate InterLATA calling only and select another company for the provision of the Customer's intrastate IntraLATA calling; or (3) intrastate IntraLATA calling only and select another company for the provision of the Customer's intrastate InterLATA calling.
- .2 For TFS, Customers may subscribe to TFS with or without the ability to receive intrastate IntraLATA Service from the Company.
- .3 If the Customer wishes to restrict IntraLATA calling for outbound Service provided via DVA arrangements, it is the Customer's responsibility to route those calls via other access facilities not associated with AT&T High Volume Calling III.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.54 AT&T High Volume Calling III¹ (continued)

- (B) (continued) (1)
- .2 The AT&T High Volume Calling III plan is available to Business Customers that (1) request to be provisioned under this optional pricing plan; (2) make a MAC of at least \$600 per year and sign a term plan agreement for one (1), two (2) or three (3) years; and subscribe to AT&T High Volume Calling III for the provision of interstate service. (1)
- .3 If a Centrex or Plexar® Customer with terminals subscribes to AT&T High Volume Outbound Calling III, all lines associated with the Centrex or Plexar® terminals must be presubscribed to the Company.
- .4 For Business Customers that subscribe to AT&T High Volume Dedicated Outbound Calling III or AT&T High Volume Dedicated Toll Free Calling III, the Customer must (1) use either DS1 Local Access or DS3 Local Access to reach the Company-designated POP and (2) authorize the Company to act as the Customer's agent for ordering the required DVA arrangements.
- (C) MACs, MMCs, and Term Plan Agreements
- .1 Customers that subscribe to this service and who wish to: (1) change MAC or MMC; (2) change the length of their term; or; (3) change to another High Volume Calling Plan; customers must cancel their current term plan agreement and sign a new term plan agreement with new begin/end dates unless otherwise indicated in this Guidebook (N)
- 2 The Company will not charge an early termination fee and/or under utilization fee (ETF/UUF) when a Customer cancels an existing term plan agreement with a MAC if at the same time the Customer agrees to replace some or all of their existing service with Internet Protocol (IP) service, Wireless, or any functionally equivalent service from an Affiliate of the Company for the purpose of placing outbound and/or inbound live voice communications outside of the customer's local calling area. (C)
- .3 At the end of a Customer's term plan agreement, if the Customer does not renew for a new term, or cancel Services, they may continue with this Service on a month-to-month basis at the out of term rates defined Section 4.7 of this Guidebook. (C)
- See Section 6 of this Guidebook for additional rules and regulations applicable to MACs, MMCs and term plan agreements. (C)
- (D) IntraLATA and InterLATA Service Options
- .1 For outbound Services provided via a Switched Access arrangement, Business Customers may subscribe to any of the Company's outbound Service offerings for the provision of (1) intrastate InterLATA and intrastate IntraLATA calling; (2) intrastate InterLATA calling only and select another company for the provision of the Customer's intrastate IntraLATA calling; or (3) intrastate IntraLATA calling only and select another company for the provision of the Customers's intrastate InterLATA calling.
- .2 For TFS, Customers may subscribe to TFS with or without the ability to receive intrastate IntraLATA Service from the Company.
- .3 If the Customer wishes to restrict IntraLATA calling for outbound Service provided via DVA arrangements, it is the Customer's responsibility to route those calls via other access facilities not associated with AT&T High Volume Calling III.

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

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.54 AT&T High Volume Calling III^{1, 2} (continued)

¹Effective November 12, 2007, the Dedicated Service Offering associated with High Volume Calling will no longer be available to new Customers.

²This Service is no longer available for new Customer term plan agreements effective July 12, 2009. Existing Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. This Service is no longer available to existing Customers upon the expiration of their current term plan agreement.

(E) Rating TFS and Outbound Calls and Calls Billed To The Calling Card - Option 3

.1 Usage Rates

The Customer's usage rate for each call is based on (1) whether the call is outbound or TFS; (2) type of originating access (Switched Access or DVA) for outbound calls; (3) type of terminating access (Switched Access or DVA) for TFS calls; (4) the Customer's MAC; and (5) the length of the Customer's term plan (1-Year, 2-Years, or 3-Years). An additional usage charge applies for TFS calls if the Customer has subscribed to CMR service. For fully automated, operator assisted or operator dialed calls billed to the Calling Card - Option 3, the usage rate is the same as the usage rates for 1+ outbound calls rated under this Service offering.

.2 Billing Increments

.a Outbound, TFS Provided Without CMR, and Calls Billed to the Calling Card - Option 3

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

.b TFS Provided With CMR

For TFS calls, all calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute.

.3 Per Call Charges

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

(F) Billing

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

(G) Transfer of an Existing TFS to High Volume Toll Free Calling III

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

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.54 AT&T High Volume Calling III^{1, 2} (continued)

¹Effective November 12, 2007, the Dedicated Service Offering associated with High Volume Calling will no longer be available to new Customers.

²This Service is no longer available for new Customer term plan agreements effective July 12, 2009. Existing Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Customers upon expiration of their current term may continue with this Service on a month-to-month out of term basis, however, existing Customers may not add, move, remove or change lines and/or locations once their current term has expired.

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(E) Rating TFS and Outbound Calls and Calls Billed To The Calling Card - Option 3

.1 Usage Rates

The Customer's usage rate for each call is based on (1) whether the call is outbound or TFS; (2) type of originating access (Switched Access or DVA) for outbound calls; (3) type of terminating access (Switched Access or DVA) for TFS calls; (4) the Customer's MAC; and (5) the length of the Customer's term plan (1-Year, 2-Years, or 3-Years). An additional usage charge applies for TFS calls if the Customer has subscribed to CMR service. For fully automated, operator assisted or operator dialed calls billed to the Calling Card - Option 3, the usage rate is the same as the usage rates for 1+ outbound calls rated under this Service offering.

.2 Billing Increments

.a Outbound, TFS Provided Without CMR, and Calls Billed to the Calling Card - Option 3

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

.b TFS Provided With CMR

For TFS calls, all calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute.

.3 Per Call Charges

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

(F) Billing

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

(G) Transfer of an Existing TFS to High Volume Toll Free Calling III

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

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.54 AT&T High Volume Calling III¹ (continued)

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

(E) Rating TFS and Outbound Calls and Calls Billed To The Calling Card - Option 3

.1 Usage Rates

The Customer's usage rate for each call is based on (1) whether the call is outbound or TFS; (2) type of originating access (Switched Access or DVA) for outbound calls; (3) type of terminating access (Switched Access or DVA) for TFS calls; (4) the Customer's MAC; and (5) the length of the Customer's term plan (1-Year, 2-Years, or 3-Years). An additional usage charge applies for TFS calls if the Customer has subscribed to CMR service. For fully automated, operator assisted or operator dialed calls billed to the Calling Card - Option 3, the usage rate is the same as the usage rates for 1+ outbound calls rated under this Service offering.

.2 Billing Increments

.a Outbound, TFS Provided Without CMR, and Calls Billed to the Calling Card - Option 3

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

.b TFS Provided With CMR

For TFS calls, all calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute.

.3 Per Call Charges

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

(F) Billing

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

(G) Transfer of an Existing TFS to High Volume Toll Free Calling III

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

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.54 AT&T High Volume Calling III¹ (continued)

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

(E) Rating TFS and Outbound Calls and Calls Billed To The Calling Card - Option 3

.1 Usage Rates

The Customer's usage rate for each call is based on (1) whether the call is outbound or TFS; (2) type of originating access (Switched Access or DVA) for outbound calls; (3) type of terminating access (Switched Access or DVA) for TFS calls; (4) the Customer's MAC; and (5) the length of the Customer's term plan (1-Year, 2-Years, or 3-Years).

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For fully automated, operator assisted or operator dialed calls billed to the Calling Card - Option 3, the usage rate is the same as the usage rates for 1+ outbound calls rated under this Service offering.

.2 Billing Increments

Outbound, TFS and Calls Billed to the Calling Card - Option 3

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

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.3 Per Call Charges

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

(F) Billing

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

(G) Transfer of an Existing TFS to High Volume Toll Free Calling III

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

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.54 AT&T High Volume Calling III¹ (continued)

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- (E) Rating TFS and Outbound Calls and Calls Billed To The Calling Card - Option 3
 - .1 Usage Rates

The Customer's usage rate for each call is based on (1) whether the call is outbound or TFS; (2) the Customer's MAC; and (3) the length of the Customer's term plan (1-Year, 2-Years, or 3-Years). (C)
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For fully automated, operator assisted or operator dialed calls billed to the Calling Card - Option 3, the usage rate is the same as the usage rates for 1+ outbound calls rated under this Service offering.
 - .2 Billing Increments

Outbound, TFS and Calls Billed to the Calling Card - Option 3

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

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

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

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

¹This Service is no longer available for new Customer term plan agreements effective July 12, 2009. Existing Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Customers upon expiration of their current term may continue with this Service on a month-to-month out of term basis, however, existing Customers may not add, move, remove or change lines and/or locations once their current term has expired. (1)
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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.54 AT&T High Volume Calling III^{1,2} (continued)

¹Effective November 12, 2007, the Dedicated Service Offering associated with High Volume Calling will no longer be available to new Customers.

²This Service is no longer available for new Customer term plan agreements effective July 12, 2009. Existing Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. This Service is no longer available to existing Customers upon the expiration of their current term plan agreement.

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

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

3.7.55 AT&T Business Calling \$15Advantage formerly Business Domestic Saver 15 PrimeSM

- (A) AT&T Business Calling \$15Advantage is a custom combination of domestic outbound 1+, switched TFS, and calling card Flat Rate Business Optional Calling Plan available to Business Customers that:
- .1 request to be provisioned under this Business Optional Calling Plan;
 - .2 utilize Switched Access to reach the long distance network for domestic outbound 1+ calling and/or utilize Switched Access to receive calls from the long distance network for TFS;
 - .3 commit to:
 - an MMC of \$15 per month for a 1-Year term plan agreement, or
 - an MMC of \$15 per month for a 2-Year term plan agreement and sign a written term plan agreement with the Company; and
 - .4 subscribe to and maintain Service for the provision of (1) interstate and intrastate InterLATA Service or (2) intrastate IntraLATA Service or (3) intrastate IntraLATA Services, intrastate InterLATA Service, and interstate service.

For rules and regulations regarding the MMC and term plan agreements, see Section 6 of this Guidebook. This Service is established at the BTN level and is only available for a single BTN/BAN.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.54 AT&T High Volume Calling III^{1,2} (continued)

¹Effective November 12, 2007, the Dedicated Service Offering associated with High Volume Calling will no longer be available to new Customers.

²This Service is no longer available for new Customer term plan agreements effective July 12, 2009. Existing Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Customers upon expiration of their current term may continue with this Service on a month-to-month out of term basis, however, existing Customers may not add, move, remove or change lines and/or locations once their current term has expired.

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

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

3.7.55 AT&T Business Calling \$15Advantage formerly Business Domestic Saver 15 PrimeSM

(A) AT&T Business Calling \$15Advantage is a custom combination of domestic outbound 1+, switched TFS, and calling card Flat Rate Business Optional Calling Plan available to Business Customers that:

- .1 request to be provisioned under this Business Optional Calling Plan;
- .2 utilize Switched Access to reach the long distance network for domestic outbound 1+ calling and/or utilize Switched Access to receive calls from the long distance network for TFS;
- .3 commit to:
 - an MMC of \$15 per month for a 1-Year term plan agreement, or
 - an MMC of \$15 per month for a 2-Year term plan agreement and sign a written term plan agreement with the Company; and
- .4 subscribe to and maintain Service for the provision of (1) interstate and intrastate InterLATA Service or (2) intrastate IntraLATA Service or (3) intrastate IntraLATA Services, intrastate InterLATA Service, and interstate service.

For rules and regulations regarding the MMC and term plan agreements, see Section 6 of this Guidebook. This Service is established at the BTN level and is only available for a single BTN/BAN.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.54 AT&T High Volume Calling III¹ (continued)

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

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

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

3.7.55 AT&T Business Calling \$15Advantage formerly Business Domestic Saver 15 PrimeSM

- (A) AT&T Business Calling \$15Advantage is a custom combination of domestic outbound 1+, switched TFS, and calling card Flat Rate Business Optional Calling Plan available to Business Customers that:
- .1 request to be provisioned under this Business Optional Calling Plan;
 - .2 utilize Switched Access to reach the long distance network for domestic outbound 1+ calling and/or utilize Switched Access to receive calls from the long distance network for TFS;
 - .3 commit to:
 - an MMC of \$15 per month for a 1-Year term plan agreement, or
 - an MMC of \$15 per month for a 2-Year term plan agreement and sign a written term plan agreement with the Company; and
 - .4 subscribe to and maintain Service for the provision of (1) interstate and intrastate InterLATA Service or (2) intrastate IntraLATA Service or (3) intrastate IntraLATA Services, intrastate InterLATA Service, and interstate service.

For rules and regulations regarding the MMC and term plan agreements, see Section 6 of this Guidebook. This Service is established at the BTN level and is only available for a single BTN/BAN.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.54 AT&T High Volume Calling III¹ (continued)

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(1)

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

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

3.7.55 AT&T Business Calling \$15Advantage² formerly Business Domestic Saver 15 PrimeSM

(T)

(A) AT&T Business Calling \$15Advantage is a custom combination of domestic outbound 1+, switched TFS, and calling card Flat Rate Business Optional Calling Plan available to Business Customers that:

- .1 request to be provisioned under this Business Optional Calling Plan;
- .2 utilize Switched Access to reach the long distance network for domestic outbound 1+ calling and/or utilize Switched Access to receive calls from the long distance network for TFS;
- .3 commit to:
 - an MMC of \$15 per month for a 1-Year term plan agreement, or
 - an MMC of \$15 per month for a 2-Year term plan agreement and sign a written term plan agreement with the Company; and
- .4 subscribe to and maintain Service for the provision of (1) interstate and intrastate InterLATA Service or (2) intrastate IntraLATA Service or (3) intrastate IntraLATA Services, intrastate InterLATA Service, and interstate service.

For rules and regulations regarding the MMC and term plan agreements, see Section 6 of this Guidebook. This Service is established at the BTN level and is only available for a single BTN/BAN.

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

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(1)

²This plan is no longer available to new customers effective November 12, 2013. Existing customers may keep this plan until: (a) they move locations; and/or (b) make changes to their service; or (c) until it is discontinued by the Company, whichever occurs first.

(N)
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(N)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.55 AT&T Business Calling \$15Advantage formerly Business Domestic Saver 15 PrimeSM

(B) The Customer may subscribe to AT&T Business Calling \$15Advantage for domestic outbound 1+ service only, TFS only or both domestic outbound 1+ and TFS for a single BTN/BAN. Business Customers subscribing to AT&T Business Calling \$15Advantage may also subscribe to Calling Card – Option 2, Category 11. Fully automated, operator assisted, and operator dialed calls billed to the Calling Card – Option 2, Category 11 are billed at the rates specified in Section 4.7.55 of this Guidebook in lieu of the usage rates specified in Section 4.1.1 (B) and Section 4.1.2 (A) of this Guidebook.

(C) Switched AT&T Long Distance Toll FreeSM Service calls may originate on any type of access and are terminated via Switched Access to the Customer's location. See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding switched TFS. C

(D) Customer's usage rate is based on the length of the term plan agreement.

(E) Rate Options

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

3.7.56 Business Unlimited Prime Long Distance Plans¹

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

(A) Business Unlimited Prime Long Distance Plans are custom combination switched TFS, outbound, and calling card long distance Business Optional Calling Plans. For a MRC, the Customer receives unlimited intrastate and interstate one-plus (1+) Direct Dialed MOU. Switched TFS calls and calls billed to a calling card are billed on a usage sensitive basis. A Business Unlimited Prime Long Distance Plan is established at the BTN level and is only available for a single BTN. For rates and charges, see Section 4.7.56 of this Guidebook.

(B) Business Unlimited Prime Long Distance Plans are available to new and existing Business Customers that:

- .1 request to be provisioned under this Business Optional Calling Plan;
- .2 utilize Switched Access to reach the long distance network for outbound calling and/or utilize Switched Access to receive calls from the long distance network for TFS;
- .3 subscribe to and maintain, or currently subscribe to and maintain at least one (1) but not more than ten (10) business Access Lines of the Company or an Affiliate of the Company are associated with the qualifying BTN;

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.55 AT&T Business Calling \$15Advantage¹ formerly Business Domestic Saver 15 PrimeSM (T)

(B) The Customer may subscribe to AT&T Business Calling \$15Advantage for domestic outbound 1+ service only, TFS only or both domestic outbound 1+ and TFS for a single BTN/BAN. Business Customers subscribing to AT&T Business Calling \$15Advantage may also subscribe to Calling Card – Option 2, Category 11. Fully automated, operator assisted, and operator dialed calls billed to the Calling Card – Option 2, Category 11 are billed at the rates specified in Section 4.7.55 of this Guidebook in lieu of the usage rates specified in Section 4.1.1 (B) and Section 4.1.2 (A) of this Guidebook.

(C) Switched AT&T Long Distance Toll FreeSM Service calls may originate on any type of access and are terminated via Switched Access to the Customer's location. See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding switched TFS.

(D) Customer's usage rate is based on the length of the term plan agreement.

(E) Rate Options

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

3.7.56 Business Unlimited Prime Long Distance Plans² (T)

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(1)

(A) Business Unlimited Prime Long Distance Plans are custom combination switched TFS, outbound, and calling card long distance Business Optional Calling Plans. For a MRC, the Customer receives unlimited intrastate and interstate one-plus (1+) Direct Dialed MOU. Switched TFS calls and calls billed to a calling card are billed on a usage sensitive basis. A Business Unlimited Prime Long Distance Plan is established at the BTN level and is only available for a single BTN. For rates and charges, see Section 4.7.56 of this Guidebook.

(B) Business Unlimited Prime Long Distance Plans are available to new and existing Business Customers that:

.1 request to be provisioned under this Business Optional Calling Plan;

.2 utilize Switched Access to reach the long distance network for outbound calling and/or utilize Switched Access to receive calls from the long distance network for TFS;

.3 subscribe to and maintain, or currently subscribe to and maintain at least one (1) but not more than ten (10) business Access Lines of the Company or an Affiliate of the Company are associated with the qualifying BTN;

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

²This Service is no longer available to new Customers or to existing Customers at new locations effective February 12, 2007. (N)
(1)
(1)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.55 AT&T Business Calling \$15Advantage¹ formerly Business Domestic Saver 15 PrimeSM

(B) The Customer may subscribe to AT&T Business Calling \$15Advantage for domestic outbound 1+ service only, TFS only or both domestic outbound 1+ and TFS for a single BTN/BAN. Business Customers subscribing to AT&T Business Calling \$15Advantage may also subscribe to Calling Card – Option 2, Category 11. Fully automated, operator assisted, and operator dialed calls billed to the Calling Card – Option 2, Category 11 are billed at the rates specified in Section 4.7.55 of this Guidebook in lieu of the usage rates specified in Section 4.1.1 (B) and Section 4.1.2 (A) of this Guidebook.

(C) Switched AT&T Long Distance Toll FreeSM Service calls may originate on any type of access and are terminated via Switched Access to the Customer’s location. See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding switched TFS.

(D) Customer’s usage rate is based on the length of the term plan agreement.

(E) Rate Options

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

3.7.56 Business Unlimited Prime Long Distance Plans^{2,3} also known as AT&T Business Unlimited CallingSM Advantage^{3,4}

(C)
(C)

(A) Business Unlimited Prime Long Distance Plans are custom combination switched TFS, outbound, and calling card long distance Business Optional Calling Plans. For a MRC, the Customer receives unlimited intrastate and interstate one-plus (1+) Direct Dialed MOU. Switched TFS calls and calls billed to a calling card are billed on a usage sensitive basis. A Business Unlimited Prime Long Distance Plan is established at the BTN level and is only available for a single BTN. For rates and charges, see Section 4.7.56 of this Guidebook.

(D)

(D)

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

²This Service is no longer available to new Customers or to existing Customers at new locations effective February 12, 2007.

³Effective February 12, 2015, term agreements for existing Customers will be unavailable for term renewal and will no longer automatically renew for a subsequent term. Customers who continue with this plan at the end of their current term will be billed on a month-to-month basis at the out of term rates defined in Section 4 of this Guidebook

⁴This Service is no longer available for new Customer term plan agreements or to existing Customers who make changes to their existing service or move to a new location effective October 12, 2009.

(N)
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(N)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.55 AT&T Business Calling \$15Advantage¹ formerly Business Domestic Saver 15 PrimeSM

(B) The Customer may subscribe to AT&T Business Calling \$15Advantage for domestic outbound 1+ service only, TFS only or both domestic outbound 1+ and TFS for a single BTN/BAN.

(D)
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(D)

(C) Switched AT&T Long Distance Toll FreeSM Service calls may originate on any type of access and are terminated via Switched Access to the Customer's location. See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding switched TFS.

(D) Customer's usage rate is based on the length of the term plan agreement.

(E) Rate Options

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

3.7.56 Business Unlimited Prime Long Distance Plans^{2,3} also known as AT&T Business Unlimited CallingSM Advantage^{3,4}

(A) Business Unlimited Prime Long Distance Plans are custom combination switched TFS, and outbound long distance Business Optional Calling Plans. For a MRC, the Customer receives unlimited intrastate and interstate one-plus (1+) Direct Dialed MOU. Switched TFS calls are billed on a usage sensitive basis. A Business Unlimited Prime Long Distance Plan is established at the BTN level and is only available for a single BTN. For rates and charges, see Section 4.7.56 of this Guidebook.

(D)
(D)

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

²This Service is no longer available to new Customers or to existing Customers at new locations effective February 12, 2007.

³Effective February 12, 2015, term agreements for existing Customers will be unavailable for term renewal and will no longer automatically renew for a subsequent term. Customers who continue with this plan at the end of their current term will be billed on a month-to-month basis at the out of term rates defined in Section 4 of this Guidebook

⁴This Service is no longer available for new Customer term plan agreements or to existing Customers who make changes to their existing service or move to a new location effective October 12, 2009.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.56 Business Unlimited Prime Long Distance Plans¹ (continued)

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

(B) (continued)

- .4 subscribe to at least one of the following products or services of the Company or an Affiliate of the Company at the time of subscribing to the Business Unlimited Prime Long Distance Plans:
 - .a SimpleLinkSM
 - .b Business SolutionsSM
 - .c Centrex Service (1 to 10 station lines only, under term plan agreement)
 - .d Custom BizSaverSM
 - .e FeatureLinkSM, under term plan agreement
 - .f Extended Metropolitan Service (1 to 10 line only, under term plan agreement) + Caller ID (on one line)
- .5 commit to a 1-year term plan agreement
 - .a If the Customer discontinues Service prior to the expiration of the term plan agreement, the early termination fee applies pursuant to Section 6 of this Guidebook. If the Customer commits to a new 1-year term plan agreement, the Customer may upgrade or downgrade the Business Unlimited Prime Long Distance Plans if the Customer adds or removes a business Access Line as long as the Customer continues to meet the requirements in Section 3.7.56 of this Guidebook; and the Company will waive the early termination fee associated with the change in plan.
 - .b The Company will waive the early termination fee for existing Business Customers canceling their existing Small Business Optional Calling Plans term plan agreement and committing to a 1-year term plan for Business Unlimited Prime Long Distance Plans. For Customers that subscribe to one of the Company's High Volume Calling Plans, early termination fees will apply.
- .6 maintains no more than one (1) business local access service BTN at business entity's premise. The business entity's premise may comprise more than one service location as long as all Service is aggregated under the single BTN. The following exceptions:
 - .a when subscription to an additional BTN is required for technical reasons by the Company or an Affiliate of the Company for DSL provisioning. The DSL service billed under the second BTN must be physically located at the same business premises as the original local service and result in less than eleven (11) total Access Lines, and may subscribe to the Business Unlimited Prime Long Distance Plans if the Customer desires the plan and meets the requirements in Section 3.7.56 of this Guidebook.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.56 Business Unlimited Prime Long Distance Plans¹(continued)

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

(B) (continued)

.6 (continued)

.b when subscription to an additional BTN is required for provisioning of alarm services as required by a third party alarm vendor. The alarm service billed under the second BTN must be physically located at the same business premises as the original local service and result in less than eleven (11) total Access Lines, and may subscribe to the Business Unlimited Prime Long Distance Plans if the Customer desires the plan and meets the requirements in Section 3.7.56 of this Guidebook

.7 maintain no more than ten (10) business Access Lines at the business entity's premises billed to the qualifying BTN. Customers with more than ten (10) business Access Lines at the business entity's premises are not eligible for the Service.

.8 provision all business Access Lines billed to the participating BTN with Business Unlimited Prime Long Distance Plans.

.a Customers found in violation of the maximum Access Line requirement shall forfeit eligibility for rates under this plan and will be moved to AT&T Business Calling unless an alternative plan is selected by the Customer. Early termination charges may apply as described in Section 6 of this Guidebook. If the Customer chooses an alternative Service and the Customer's term plan commitment is equal to or greater than the term plan commitment under AT&T Business Unlimited Calling Plans, the Company will credit the Customer's account for the amount of any early termination charges as described in Section 6 of this Guidebook.

.9 maintain the qualifying products, services or features as specified in Section 3.7.56 (B).3 and .5 of this Guidebook. Customers who cancel or discontinue any of the qualifying products, services or features or whose Service is refused, cancelled or discontinued by the Company or an Affiliate of the Company, for these Services listed in Section 3.7.56 (B).3 and .5 of this Guidebook, shall forfeit eligibility for rates under this Service. Customers continuing to presubscribed to the Company will be moved to AT&T Business Calling. Early termination charges may apply as described in Section 6 of this Guidebook.

.10 subscribe to and maintain Service for the provisioning of (1) interstate and intrastate InterLATA Service or (2) intrastate IntraLATA Service or (3) intrastate IntraLATA Service, intrastate InterLATA Service, and interstate Service.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.56 Business Unlimited Prime Long Distance Plans^{1,2} also known as AT&T Business Unlimited CallingSM Advantage^{1,3}(continued)

(1)

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(D)

(B)

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(D)

Customers who cancel or discontinue any of the qualifying products, services or features or whose Service is refused, cancelled or discontinued by the Company or an Affiliate of the Company shall forfeit eligibility for rates under this Service. Customers continuing to presubscribed to the Company will be moved to AT&T Business Calling. Early termination charges may apply as described in Section 6 of this Guidebook.

(D)

(D)

(D)

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

(1)

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

(N)

³This Service is no longer available for new Customer term plan agreements or to existing Customers who make changes to their existing service or move to a new location effective October 12, 2009.

(N)

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.56 Business Unlimited Prime Long Distance Plans¹(continued)

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

- (C) Any or all individual businesses or business entities owned and/or billed to the same person or legal entity may each be provisioned with a Business Unlimited Prime Long Distance Plans' Business Optional Calling Plan as long as each business individually qualifies for Business Unlimited Prime Long Distance Plans as specified in Section 3.7.56 (B).1 through Section 3.7.56 (B) .10 of this Guidebook.
- (D) The Customer may subscribe to Business Unlimited Prime Long Distance Plans for outbound Service only or for both outbound and TFS for a single BTN. Business Customers subscribing to the Business Unlimited Prime Long Distance Plans may also subscribe to the Calling Card – Option 2 at the rates described in Section 4.7.56 of this Guidebook.
- (E) Toll Free Service calls may originate on any type of access and are terminated via the Switched Access to the Customer's location. See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS.
- (F) For Switched TFS calls and calls billed to the Calling Card – Option 2, calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of thirty (30) seconds.
- (G) Certain restrictions apply. Business Unlimited Prime Long Distance Plans may not be used in conjunction with the following: auto dialers; long distance Internet access; long distance Intranet access; call center applications including but not limited to auto dialers; PBX trunks; ground start line or trunks; ISDN service; Broadcast FAX; foreign exchange services; Remote call Forwarding/Telebranch Service (ADDED); public telephone service; public access smart-pay phones; analog to digital conversion digital PBX service; WATS service; PBX/PABX/EABX services; nonsquare electronic key telephone systems; hybrid key telephone systems; predictive calling/dialing systems; automatic outbound dialing systems; any type of automatic call distribution system; or the functional equivalent of any such system listed above. If the Company determines that the Customer is in violation of the above listed restrictions, the Customer shall forfeit eligibility for rates under this plan and will be moved to AT&T Business Calling unless an alternative plan is selected by the Customer.
- (H) Customers subscribing to Business Unlimited Prime Long Distance Plans are eligible for the Call Detail Suppression optional feature. Call Detail Suppression feature provides a summary of all zero-rated calls included in this Business Optional Calling Plan, displaying 'total minutes' and 'total number of calls' in lieu of itemizing each call in the "Call Charges" section of the bill. The Call Detail Suppression optional feature is available at no additional charge. Customers who select this optional feature may request the itemized call detail of the Customer's zero-rated calls for up to twenty-four (24) previous months' bills at no charge. Activation and deactivation of the feature will begin on the Customer's next billing cycle. Customers may add or remove the Call Detail Suppression optional features from the Business Unlimited Prime Long Distance Plan without charge.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.56 Business Unlimited Prime Long Distance Plans^{1,2} also known as AT&T Business Unlimited CallingSM Advantage^{2,3} (continued) (C)

(1)

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(D)

(C) For Switched TFS calls and calls billed to the Calling Card – Option 2, calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of thirty (30) seconds. (C)

(D) Certain restrictions apply. Business Unlimited Prime Long Distance Plans may not be used in conjunction with the following: auto dialers; long distance Internet access; long distance Intranet access; call center applications including but not limited to auto dialers; PBX trunks; ground start line or trunks; ISDN service; Broadcast FAX; foreign exchange services; Remote call Forwarding/Telebranch Service (ADDED); public telephone service; public access smart-pay phones; analog to digital conversion digital PBX service; WATS service; PBX/PABX/EABX services; nonsquare electronic key telephone systems; hybrid key telephone systems; predictive calling/dialing systems; automatic outbound dialing systems; any type of automatic call distribution system; or the functional equivalent of any such system listed above. If the Company determines that the Customer is in violation of the above listed restrictions, the Customer shall forfeit eligibility for rates under this plan and will be moved to AT&T Business Calling unless an alternative plan is selected by the Customer. (C)

(E) Customers subscribing to Business Unlimited Prime Long Distance Plans are eligible for the Call Detail Suppression optional feature. Call Detail Suppression feature provides a summary of all zero-rated calls included in this Business Optional Calling Plan, displaying ‘total minutes’ and ‘total number of calls’ in lieu of itemizing each call in the “Call Charges” section of the bill. The Call Detail Suppression optional feature is available at no additional charge. Customers who select this optional feature may request the itemized call detail of the Customer’s zero-rated calls for up to twenty-four (24) previous months’ bills at no charge. Activation and deactivation of the feature will begin on the Customer’s next billing cycle. Customers may add or remove the Call Detail Suppression optional features from the Business Unlimited Prime Long Distance Plan without charge. (C)

¹This Service is no longer available to new Customers or to existing Customers at new locations effective February 12, 2007. (1)

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

³This Service is no longer available for new Customer term plan agreements or to existing Customers who make changes to their existing service or move to a new location effective October 12, 2009. (N)

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.56 Business Unlimited Prime Long Distance Plans^{1,2} also known as AT&T Business Unlimited CallingSM Advantage^{2,3} (continued)

- (C) For Switched TFS calls, calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of thirty (30) seconds. (D)
- (D) Certain restrictions apply. Business Unlimited Prime Long Distance Plans may not be used in conjunction with the following: auto dialers; long distance Internet access; long distance Intranet access; call center applications including but not limited to auto dialers; PBX trunks; ground start line or trunks; ISDN service; Broadcast FAX; foreign exchange services; Remote call Forwarding/Telebranch Service (ADDED); public telephone service; public access smart-pay phones; analog to digital conversion digital PBX service; WATS service; PBX/PABX/EABX services; nonsquare electronic key telephone systems; hybrid key telephone systems; predictive calling/dialing systems; automatic outbound dialing systems; any type of automatic call distribution system; or the functional equivalent of any such system listed above. If the Company determines that the Customer is in violation of the above listed restrictions, the Customer shall forfeit eligibility for rates under this plan and will be moved to AT&T Business Calling unless an alternative plan is selected by the Customer.
- (E) Customers subscribing to Business Unlimited Prime Long Distance Plans are eligible for the Call Detail Suppression optional feature. Call Detail Suppression feature provides a summary of all zero-rated calls included in this Business Optional Calling Plan, displaying ‘total minutes’ and ‘total number of calls’ in lieu of itemizing each call in the “Call Charges” section of the bill. The Call Detail Suppression optional feature is available at no additional charge. Customers who select this optional feature may request the itemized call detail of the Customer’s zero-rated calls for up to twenty-four (24) previous months’ bills at no charge. Activation and deactivation of the feature will begin on the Customer’s next billing cycle. Customers may add or remove the Call Detail Suppression optional features from the Business Unlimited Prime Long Distance Plan without charge.

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

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

³This Service is no longer available for new Customer term plan agreements or to existing Customers who make changes to their existing service or move to a new location effective October 12, 2009.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.57 AT&T Business Unlimited Calling Advantage

- (A) AT&T Business Unlimited Calling Advantage is a custom combination switched TFS, outbound, and calling card optional pricing plan. For a MRC, the Customer receives unlimited interstate and intrastate one plus (1+) Direct-Dialed MOU. Switched TFS calls and calls billed to a calling card are billed on a usage sensitive basis.
- (B) AT&T Business Unlimited Calling Advantage is established at the BTN level and is only available for Customers with a single BTN at their physical service location. For rates and charges, see Section 4.7.57 of this Guidebook. AT&T Business Unlimited Calling Advantage is available to new and existing Business Customers that:
 - .1 request to be provisioned under this Business Optional Calling Plan;
 - .2 utilize Switched Access to reach the long distance network for outbound calling and may utilize Switched Access to receive calls from the long distance network for TFS;
 - .3 subscribe to and maintain at least one but not more than ten (10) Business Access Lines from an Affiliate of the Company that are associated with the qualifying BTN;
 - .4 commit to a 1-year term plan. For rules and regulations regarding term plan agreements, see Section 6 of this Guidebook.
 - a. If the Customer discontinues Service prior to the expiration of the term plan agreement, the early termination fee applies, pursuant to Section 6 of this Guidebook.
 - b. If the Customer commits to a new 1-year term, the Customer may upgrade or downgrade the AT&T Business Unlimited Calling Advantage by adding or removing Business Access Lines and the Company will waive the early termination fee associated with the change as long as Customer continues to qualify for the Plan, including maintaining a quantity of Business Access Lines that meet the eligibility requirements for the Plan.
- (C) Except for Customers subscribing to one of the Company's High Volume Calling Plans, the Company will waive the early termination fee for existing Business Customers canceling their existing term plan agreement and committing to a 1-year term plan for AT&T Business Unlimited Calling Advantage.
- (D) AT&T Business Unlimited Calling Advantage is established at the BTN level. To qualify, Customer must:
 - .1 Maintain no more than one (1) Business local access service BTN at business entity's premise. A single business entity with more than one BTN at that business entity's physical service location is not eligible for the Service.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.57 AT&T Business Unlimited Calling Advantage¹

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- (A) AT&T Business Unlimited Calling Advantage is a custom combination switched TFS, outbound, and calling card optional pricing plan. For a MRC, the Customer receives unlimited interstate and intrastate one plus (1+) Direct-Dialed MOU. Switched TFS calls and calls billed to a calling card are billed on a usage sensitive basis.
- (B) AT&T Business Unlimited Calling Advantage is established at the BTN level and is only available for Customers with a single BTN at their physical service location. For rates and charges, see Section 4.7.57 of this Guidebook. AT&T Business Unlimited Calling Advantage is available to new and existing Business Customers that:
 - .1 request to be provisioned under this Business Optional Calling Plan;
 - .2 utilize Switched Access to reach the long distance network for outbound calling and may utilize Switched Access to receive calls from the long distance network for TFS;
 - .3 subscribe to and maintain at least one but not more than ten (10) Business Access Lines from an Affiliate of the Company that are associated with the qualifying BTN;
 - .4 commit to a 1-year term plan. For rules and regulations regarding term plan agreements, see Section 6 of this Guidebook.
 - a. If the Customer discontinues Service prior to the expiration of the term plan agreement, the early termination fee applies, pursuant to Section 6 of this Guidebook.
 - b. If the Customer commits to a new 1-year term, the Customer may upgrade or downgrade the AT&T Business Unlimited Calling Advantage by adding or removing Business Access Lines and the Company will waive the early termination fee associated with the change as long as Customer continues to qualify for the Plan, including maintaining a quantity of Business Access Lines that meet the eligibility requirements for the Plan.
- (C) Except for Customers subscribing to one of the Company's High Volume Calling Plans, the Company will waive the early termination fee for existing Business Customers canceling their existing term plan agreement and committing to a 1-year term plan for AT&T Business Unlimited Calling Advantage.
- (D) AT&T Business Unlimited Calling Advantage is established at the BTN level. To qualify, Customer must:
 - .1 Maintain no more than one (1) Business local access service BTN at business entity's premise. A single business entity with more than one BTN at that business entity's physical service location is not eligible for the Service.

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

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.57 AT&T Business Unlimited CallingSM Advantage^{1, 2}

(C)

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

(D)

(D)

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

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

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.57 AT&T Business Unlimited Calling Advantage (continued)

(D) (continued)

- .2 maintain no more than ten (10) Business Access Lines in total at the Customer's premise billed to the qualifying BTN. Customers with more than ten (10) Business Access Lines at the Business entity's premise are not eligible for the Service. All Business Access Lines associated with the participating BTN must be included and charged appropriately for the AT&T Business Unlimited Calling Advantage.
- .3 subscribe to and maintain Service for the provisioning of (1) interstate and intrastate InterLATA Service or (2) intrastate IntraLATA Service or (3) intrastate IntraLATA Service, intrastate InterLATA Service, and interstate Service.

(E) Any or all individual businesses or business entities owned and/or billed to the same person or legal entity may each be provisioned with an AT&T Business Unlimited Calling Advantage Business Optional Calling Plan as long as each business individually qualifies for this Service. A single Customer's premise may comprise more than one service location as long as all Service is aggregated under the single BTN. Exceptions allowed are:

- .1 when subscription to an additional BTN is required for technical reasons by the Company or an Affiliate of the Company for DSL provisioning. The DSL service billed under the second BTN must be physically located at the same business premise as the BTN subscribing to the Plan and result in no more than ten (10) Business Access Lines at the Customer premise, and may subscribe to the AT&T Business Unlimited Calling Advantage if the Customer desires the plan and meets the requirements in Section 3.7.57 of this Guidebook; or
- .2 when subscription to an additional BTN is required for provisioning of alarm services as required by a third party alarm vendor. The alarm service billed under the second BTN must be physically located at the same business premise as the BTN subscribing to the Plan and result in no more than ten (10) Business Access Lines at the Customer premise, and may subscribe to the AT&T Business Unlimited Calling Advantage if the Customer desires the plan and meets the requirements in Section 3.7.57 of this Guidebook.

(F) The Customer may subscribe to AT&T Business Unlimited Calling Advantage for outbound Service only or for both outbound and TFS for a single BTN. Subscription for inbound service (TFS) only is not allowed. Business Customers subscribing to the AT&T Business Unlimited Calling Advantage may also subscribe to the Calling Card - Option 2 at the rates described in Section 4.7.57 of this Guidebook.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.57 AT&T Business Unlimited Calling Advantage¹ (continued)

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(D) (continued)

- .2 maintain no more than ten (10) Business Access Lines in total at the Customer's premise billed to the qualifying BTN. Customers with more than ten (10) Business Access Lines at the Business entity's premise are not eligible for the Service. All Business Access Lines associated with the participating BTN must be included and charged appropriately for the AT&T Business Unlimited Calling Advantage.
- .3 subscribe to and maintain Service for the provisioning of (1) interstate and intrastate InterLATA Service or (2) intrastate IntraLATA Service or (3) intrastate IntraLATA Service, intrastate InterLATA Service, and interstate Service.

(E) Any or all individual businesses or business entities owned and/or billed to the same person or legal entity may each be provisioned with an AT&T Business Unlimited Calling Advantage Business Optional Calling Plan as long as each business individually qualifies for this Service. A single Customer's premise may comprise more than one service location as long as all Service is aggregated under the single BTN. Exceptions allowed are:

- .1 when subscription to an additional BTN is required for technical reasons by the Company or an Affiliate of the Company for DSL provisioning. The DSL service billed under the second BTN must be physically located at the same business premise as the BTN subscribing to the Plan and result in no more than ten (10) Business Access Lines at the Customer premise, and may subscribe to the AT&T Business Unlimited Calling Advantage if the Customer desires the plan and meets the requirements in Section 3.7.57 of this Guidebook; or
- .2 when subscription to an additional BTN is required for provisioning of alarm services as required by a third party alarm vendor. The alarm service billed under the second BTN must be physically located at the same business premise as the BTN subscribing to the Plan and result in no more than ten (10) Business Access Lines at the Customer premise, and may subscribe to the AT&T Business Unlimited Calling Advantage if the Customer desires the plan and meets the requirements in Section 3.7.57 of this Guidebook.

(F) The Customer may subscribe to AT&T Business Unlimited Calling Advantage for outbound Service only or for both outbound and TFS for a single BTN. Subscription for inbound service (TFS) only is not allowed. Business Customers subscribing to the AT&T Business Unlimited Calling Advantage may also subscribe to the Calling Card - Option 2 at the rates described in Section 4.7.57 of this Guidebook.

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

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.57 AT&T Business Unlimited Calling Advantage (continued)

- (G) Where Customers subscribe to TFS, inbound toll free calls may originate on any type of access and are terminated via Switched Access to the Customer's location. See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS. For switched TFS calls and calls billed to the Calling Card - Option 2, calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of thirty (30) seconds.
- (H) Customers who cancel or discontinue any of the requirements or qualifications for this Plan or who fail to qualify for the Service because a qualifying component or required Service is discontinued by the Company or an Affiliate of the Company, or whose application of use or terminating CPE falls within the restrictions as described in Section 3.7.57, (I), of this Guidebook, shall forfeit eligibility for rates under this Plan.
- (I) Customers found in violation of any of the terms and conditions of this Service shall forfeit eligibility for rates under this Plan and will be moved to AT&T Business Calling unless an alternative Plan is selected by the Customer. In the event the Customer forfeits eligibility for this Plan:
 - .1 The Company will attempt to notify Customer of the violation of the terms and conditions of this Service, if any; and
 - .2 Early termination charges may apply as described in Section 6 of this Guidebook.
- (J) Certain restrictions apply. AT&T Business Unlimited Calling Advantage is provided for standard voice calling involving live dialog between individuals. The Plans is not intended for use as a substitute for dedicated or open circuits, or similar applications. This Plan may not be used for data connections, including but not limited to, modem to modem calls, remote access applications, Internet access, or Intranet access, including access to corporate LAN's. Additionally, these plans may not be used for dedicated point to point connections between equipment that leaves a circuit connected without a contemporary, continuous voice communication. The plan may not be used for auto dialers; PBX trunks; ground start line or trunks; ISDN service, including PRI; foreign exchange services; Remote Call Forwarding/Telebranch Service; public telephone service; public access smart-pay phones; analog to digital conversion digital PBX service, including local access provisioned via T-1 facilities; WATS service; PBX/PABX/EABX services; nonsquare electronic key telephone systems; hybrid key telephone systems; predictive calling/dialing systems; automatic outbound dialing systems; any type of automatic call distribution system; or the functional equivalent of any such system listed above.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.57 AT&T Business Unlimited Calling Advantage¹ (continued)

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- (G) Where Customers subscribe to TFS, inbound toll free calls may originate on any type of access and are terminated via Switched Access to the Customer's location. See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS. For switched TFS calls and calls billed to the Calling Card - Option 2, calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of thirty (30) seconds.
- (H) Customers who cancel or discontinue any of the requirements or qualifications for this Plan or who fail to qualify for the Service because a qualifying component or required Service is discontinued by the Company or an Affiliate of the Company, or whose application of use or terminating CPE falls within the restrictions as described in Section 3.7.57, (I), of this Guidebook, shall forfeit eligibility for rates under this Plan.
- (I) Customers found in violation of any of the terms and conditions of this Service shall forfeit eligibility for rates under this Plan and will be moved to AT&T Business Calling unless an alternative Plan is selected by the Customer. In the event the Customer forfeits eligibility for this Plan:
 - .1 The Company will attempt to notify Customer of the violation of the terms and conditions of this Service, if any; and
 - .2 Early termination charges may apply as described in Section 6 of this Guidebook.
- (J) Certain restrictions apply. AT&T Business Unlimited Calling Advantage is provided for standard voice calling involving live dialog between individuals. The Plans is not intended for use as a substitute for dedicated or open circuits, or similar applications. This Plan may not be used for data connections, including but not limited to, modem to modem calls, remote access applications, Internet access, or Intranet access, including access to corporate LAN's. Additionally, these plans may not be used for dedicated point to point connections between equipment that leaves a circuit connected without a contemporary, continuous voice communication. The plan may not be used for auto dialers; PBX trunks; ground start line or trunks; ISDN service, including PRI; foreign exchange services; Remote Call Forwarding/Telebranch Service; public telephone service; public access smart-pay phones; analog to digital conversion digital PBX service, including local access provisioned via T-1 facilities; WATS service; PBX/PABX/EABX services; nonsquare electronic key telephone systems; hybrid key telephone systems; predictive calling/dialing systems; automatic outbound dialing systems; any type of automatic call distribution system; or the functional equivalent of any such system listed above.

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

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.57 AT&T Business Unlimited Calling Advantage (continued)

(J) (continued)

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

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

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.57 AT&T Business Unlimited Calling Advantage¹ (continued)

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(J) (continued)

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

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

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

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.58 AT&T Business Long Distance Aggregation Preferred¹

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

A. General

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

B. Availability

- .1 This optional calling plan is designed for Business Customers that utilize Switched Access arrangements to reach the long distance network. Outbound Service is available to Customers that utilize Switched Access. TFS is available for termination to a Customer's Switched Access. The Customer may subscribe to AT&T Business Long Distance Aggregation Preferred for outbound Service only, TFS only, or both outbound and TFS. Customers subscribing to AT&T Business Long Distance Aggregation Preferred Outbound may also subscribe to the Calling Card - Option 3 described in Section 3.1.5 (A).2 of this Guidebook.
- .2 The AT&T Business Long Distance Aggregation Preferred plan is available to Business Customers that; (1) are currently provisioned with a Grandfathered AT&T High Volume Calling II Plus (HVCPII+) plan; (2) request to be provisioned under this optional pricing plan; (3) make a MAC of at least \$9,000 per year and; (4) sign a term plan agreement for one (1), two (2) or three (3) years.
- .3 If a Centrex or Plexar^{®#} Customer with terminals subscribes to AT&T Business Long Distance Aggregation Preferred Outbound Calling, all lines associated with the Centrex or Plexar^{®#} terminals must be presubscribed to the Company.

(C) MACs and Term Plan Agreements

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

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.58 AT&T Business Long Distance Aggregation Preferred¹

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

A. General

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

B. Availability

- .1 This optional calling plan is designed for Business Customers that utilize Switched Access arrangements to reach the long distance network. Outbound Service is available to Customers that utilize Switched Access. TFS is available for termination to a Customer's Switched Access. The Customer may subscribe to AT&T Business Long Distance Aggregation Preferred for outbound Service only, TFS only, or both outbound and TFS. Customers subscribing to AT&T Business Long Distance Aggregation Preferred Outbound may also subscribe to the Calling Card - Option 3 described in Section 3.1.5 (A).2 of this Guidebook.
- .2 The AT&T Business Long Distance Aggregation Preferred plan is available to Business Customers that; (1) are currently provisioned with a Grandfathered AT&T High Volume Calling II Plus (HVCPII+) plan; (2) request to be provisioned under this optional pricing plan; (3) make a MAC of at least \$9,000 per year and; (4) sign a term plan agreement for one (1), two (2) or three (3) years.
- .3 If a Centrex or Plexar^{®#} Customer with terminals subscribes to AT&T Business Long Distance Aggregation Preferred Outbound Calling, all lines associated with the Centrex or Plexar^{® #} terminals must be presubscribed to the Company.

(C) MACs, MMCs, and Term Plan Agreements

The Company will not charge an early termination fee and/or under utilization fee when a Customer cancels an existing term plan agreement with a MAC if at the same time: (a) the Customer signs a new term plan agreement or; (b) has an existing agreement for a functionally equivalent service from an Affiliate of the Company with a term that is equal to or longer than the remainder of the current term revenue commitment that is equal to or greater than the unpaid portion of the Customer's Total Revenue Commitment on the Customer's current term plan agreement that is being cancelled at the request of the Customer.

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

(C)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.58 AT&T Business Long Distance Aggregation Preferred¹

A. General

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

B. Availability

- .1 This optional calling plan is designed for Business Customers that utilize Switched Access arrangements to reach the long distance network. Outbound Service is available to Customers that utilize Switched Access. TFS is available for termination to a Customer's Switched Access. The Customer may subscribe to AT&T Business Long Distance Aggregation Preferred for outbound Service only, TFS only, or both outbound and TFS. Customers subscribing to AT&T Business Long Distance Aggregation Preferred Outbound may also subscribe to the Calling Card - Option 3 described in Section 3.1.5 (A).2 of this Guidebook.
- .2 The AT&T Business Long Distance Aggregation Preferred plan is available to Business Customers that; (1) are currently provisioned with a Grandfathered AT&T High Volume Calling II Plus (HVCPII+) plan; (2) request to be provisioned under this optional pricing plan; (3) make a MAC of at least \$9,000 per year and; (4) sign a term plan agreement for one (1), two (2) or three (3) years.
- .3 If a Centrex or Plexar[®] Customer with terminals subscribes to AT&T Business Long Distance Aggregation Preferred Outbound Calling, all lines associated with the Centrex or Plexar[®] terminals must be presubscribed to the Company.

(1)
(1)

(2)

(2)

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

(1)

(1) – Material relocated on this Page
(2) – Material moved to Page 214.1

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.58 AT&T Business Long Distance Aggregation Preferred¹

(C) MACs, MMCs, and Term Plan Agreements

.1 Customers that subscribe to this service and who wish to: (1) change MAC or MMC; (2) change the length of their term; or; (3) change to another High Volume Calling Plan; customers must cancel their current term plan agreement and sign a new term plan agreement with new begin/end dates unless otherwise indicated in this Guidebook (N)
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(N)

.2 The Company will not charge an early termination fee and/or under utilization fee (ETF/UUF) when a Customer cancels an existing term plan agreement with a MAC if at the same time the Customer agrees to replace some or all of their existing service with Internet Protocol (IP) service, Wireless, or any functionally equivalent service from an Affiliate of the Company for the purpose of placing outbound and/or inbound live voice communications outside of the customer's local calling area. (1/C)
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See Section 6 of this Guidebook for additional rules and regulations applicable to MACs, MMCs and term plan agreements. (1)
(1)

¹This Service is no longer available to new Customers or existing Customers at new locations effective June 1, 2008 (N)
(1) – Material moved from Page 214

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.58 AT&T Business Long Distance Aggregation Preferred¹ (continued)

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

(D) Rating Inbound and Outbound Calls and Calls Billed To Calling Card - Option 3

.1 Usage Rates

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

For fully automated, operator assisted or operator dialed calls billed to the Calling Card - Option 3, the usage rate is the same as the usage rates for 1+ outbound calls rated under this Service.

.2 Billing Increments - Outbound, TFS, and Calls Billed to the Calling Card - Option 3

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

.3 Per Call Charges

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

(E) Billing

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

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

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

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

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.59 AT&T Business Long Distance Aggregation Preferred II

A. General

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

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

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

B. Availability

- .1 This optional calling plan is designed for Business Customers that utilize Switched Access arrangements to reach the long distance network. Outbound Service is available to Customers that utilize Switched Access. TFS is available for termination to a Customer's Switched Access. The Customer may subscribe to AT&T Business Long Distance Aggregation Preferred II for outbound Service only, TFS only, or both outbound and TFS. Customers subscribing to AT&T Business Long Distance Aggregation Preferred II Outbound may also subscribe to the Calling Card - Option 3 described in Section 3.1.5 (A).2 of this Guidebook.

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

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

(C) MACs and Term Plan Agreements

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

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.59 AT&T Business Long Distance Aggregation Preferred II

A. General

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

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

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

B. Availability

.1 This optional calling plan is designed for Business Customers that utilize Switched Access arrangements to reach the long distance network. Outbound Service is available to Customers that utilize Switched Access. TFS is available for termination to a Customer's Switched Access. The Customer may subscribe to AT&T Business Long Distance Aggregation Preferred II for outbound Service only, TFS only, or both outbound and TFS. Customers subscribing to AT&T Business Long Distance Aggregation Preferred II Outbound may also subscribe to the Calling Card - Option 3 described in Section 3.1.5 (A).2 of this Guidebook.

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

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

(C) MACs, MMCs, and Term Plan Agreements

The Company will not charge an early termination fee and/or under utilization fee when a Customer cancels an existing term plan agreement with a MAC if at the same time: (a) the Customer signs a new term plan agreement or; (b) has an existing agreement for a functionally equivalent service from an Affiliate of the Company with a term that is equal to or longer than the remainder of the current term revenue commitment that is equal to or greater than the unpaid portion of the Customer's Total Revenue Commitment on the Customer's current term plan agreement that is being cancelled at the request of the Customer.

(N)

(N)

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

(C)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.59 AT&T Business Long Distance Aggregation Preferred II

A. General

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

B. Availability

- .1 This optional calling plan is designed for Business Customers that utilize Switched Access arrangements to reach the long distance network. Outbound Service is available to Customers that utilize Switched Access. TFS is available for termination to a Customer's Switched Access. The Customer may subscribe to AT&T Business Long Distance Aggregation Preferred II for outbound Service only, TFS only, or both outbound and TFS. Customers subscribing to AT&T Business Long Distance Aggregation Preferred II Outbound may also subscribe to the Calling Card - Option 3 described in Section 3.1.5 (A).2 of this Guidebook.
- .2 The AT&T Business Long Distance Aggregation Preferred II plan is available to Business Customers that (1) are currently provisioned with a Grandfathered AT&T High Volume Calling II Plus (HVCPII+) plan, (2) request to be provisioned under this optional pricing plan; (3) make a MAC of at least \$9,000 per year and (4) sign a term plan agreement for one (1), two (2) or three (3) years.
- .3 If a Centrex or Plexar ® Customer with terminals subscribes to AT&T Business Long Distance Aggregation Preferred II Outbound Calling, all lines associated with the Centrex or Plexar ® terminals must be presubscribed to the Company.

(1)

(1)

(1) – Material moved to Page 216.1

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.59 AT&T Business Long Distance Aggregation Preferred II¹

(C)

A. General

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

B. Availability

- .1 This optional calling plan is designed for Business Customers that utilize Switched Access arrangements to reach the long distance network. Outbound Service is available to Customers that utilize Switched Access. TFS is available for termination to a Customer's Switched Access. The Customer may subscribe to AT&T Business Long Distance Aggregation Preferred II for outbound Service only, TFS only, or both outbound and TFS. Customers subscribing to AT&T Business Long Distance Aggregation Preferred II Outbound may also subscribe to the Calling Card - Option 3 described in Section 3.1.5 (A).2 of this Guidebook.
- .2 The AT&T Business Long Distance Aggregation Preferred II plan is available to Business Customers that (1) are currently provisioned with a Grandfathered AT&T High Volume Calling II Plus (HVCPII+) plan, (2) request to be provisioned under this optional pricing plan; (3) make a MAC of at least \$9,000 per year and (4) sign a term plan agreement for one (1), two (2) or three (3) years.
- .3 If a Centrex or Plexar ® Customer with terminals subscribes to AT&T Business Long Distance Aggregation Preferred II Outbound Calling, all lines associated with the Centrex or Plexar ® terminals must be presubscribed to the Company.

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

(N)
|
(N)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.59 AT&T Business Long Distance Aggregation Preferred II

- | | | |
|-----|---|-------------------------------|
| (C) | MACs, MMCs, and Term Plan Agreements | (1) |
| .1 | Customers that subscribe to this service and who wish to: (1) change MAC or MMC; (2) change the length of their term; or; (3) change to another High Volume Calling Plan; customers must cancel their current term plan agreement and sign a new term plan agreement with new begin/end dates unless otherwise indicated in this Guidebook | (N)

(N) |
| .2 | The Company will not charge an early termination fee and/or under utilization fee (ETF/UUF) when a Customer cancels an existing term plan agreement with a MAC if at the same time the Customer agrees to replace some or all of their existing service with Internet Protocol (IP) service, Wireless, or any functionally equivalent service from an Affiliate of the Company for the purpose of placing outbound and/or inbound live voice communications outside of the customer's local calling area. | (1/C)

(1/C) |
| | See Section 6 of this Guidebook for additional rules and regulations applicable to MACs and term plan agreements. | (1)
(1) |

(M) – Material moved from Page 216

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.59 AT&T Business Long Distance Aggregation Preferred II (continued)

(D) Rating Inbound and Outbound Calls and Calls Billed To Calling Card - Option 3

.1 Usage Rates

The Customer's usage rate for each call is based on (1) whether the call is outbound or inbound TFS; (2) the Customer's MAC; and (3) the length of the Customer's term plan (1-Year, 2-Years, or 3-Years). For fully automated, operator assisted or operator dialed calls billed to the Calling Card - Option 3, the usage rate is the same as the usage rates for 1+ outbound calls rated under this Service.

.2 Billing Increments

.a Outbound, TFS, and Calls Billed to the Calling Card - Option 3 For Customers with a MAC, calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of eighteen (18) seconds.

.3 Per Call Charges

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

(E) Billing - Customers subscribing to any of the Business Long Distance Aggregation Preferred II plans will be direct-billed.

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

(G) Customer who purchases a MAC of \$9,000 and \$12,000 must maintain a minimum of two access lines or voice equivalent switched local exchange service from an affiliated LEC or CLEC. Customers who purchase a MAC of \$18,000, \$24,000, \$30,000 \$42,000, \$60,000 and \$90,000 must maintain a minimum of four access lines or voice equivalent switched local exchange service from an affiliated LEC or CLEC. Customer who purchases a MAC of \$120,000 and \$180,000 must maintain a minimum of six access lines or voice equivalent switched local exchange service from an affiliated LEC or CLEC. If customer drops below the minimum number of lines stated above they will be moved to the AT&T High Volume Calling II Service as described in Section 3.7.2 of this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.59 AT&T Business Long Distance Aggregation Preferred II¹ (continued)

(C)

(D) Rating Inbound and Outbound Calls and Calls Billed To Calling Card - Option 3

.1 Usage Rates

The Customer's usage rate for each call is based on (1) whether the call is outbound or inbound TFS; (2) the Customer's MAC; and (3) the length of the Customer's term plan (1-Year, 2-Years, or 3-Years). For fully automated, operator assisted or operator dialed calls billed to the Calling Card - Option 3, the usage rate is the same as the usage rates for 1+ outbound calls rated under this Service.

.2 Billing Increments

.a Outbound, TFS, and Calls Billed to the Calling Card - Option 3 For Customers with a MAC, calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of eighteen (18) seconds.

.3 Per Call Charges

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

(E) Billing - Customers subscribing to any of the Business Long Distance Aggregation Preferred II plans will be direct-billed.

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

(G) Customer who purchases a MAC of \$9,000 and \$12,000 must maintain a minimum of two access lines or voice equivalent switched local exchange service from an affiliated LEC or CLEC. Customers who purchase a MAC of \$18,000, \$24,000, \$30,000, \$42,000, \$60,000 and \$90,000 must maintain a minimum of four access lines or voice equivalent switched local exchange service from an affiliated LEC or CLEC. Customer who purchases a MAC of \$120,000 and \$180,000 must maintain a minimum of six access lines or voice equivalent switched local exchange service from an affiliated LEC or CLEC. If customer drops below the minimum number of lines stated above they will be moved to the AT&T High Volume Calling II Service as described in Section 3.7.2 of this Guidebook

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

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.60 AT&T Business Block of TimeSM 200 II

- (A) AT&T Business Block of TimeSM 200 II is a bundled intrastate/interstate outbound calling and/or Switched Toll Free Service inbound calling long distance calling plan. This plan is established at the BTN level. Multiple BTN aggregation is not available with this Service. If the Customer or Applicant selects a different business long distance calling plan for specific WTN(s), the Customer is required to establish a separate BTN for each variation.
- (B) This optional calling plan is available to new or existing Business Customers who:
- .1 use Switched Access to reach the long distance network for outbound calling and/or to receive calls from the long distance network for Switched AT&T Long Distance Toll FreeSM Service;
 - .2 subscribe to access line# from an Affiliated ILEC of the Company;
 - .3 subscribe to the Company for the provision of interstate, intrastate InterLATA , and intrastate IntraLATA Service for outbound long distance calling and/or Switched AT&T Long Distance Toll FreeSM Service for inbound long distance calling;
 - .4 commits to subscribe to this plan for a 1-Year term agreement;
 - .5 specify at the time of ordering if the MOUs are to be used for outbound calling, inbound toll free calls, or both; and
 - 6 request to be provisioned under this plan.
- (C) Customers subscribing to this Service receive (1+) Direct-Dialed domestic outbound long distance calling and/or domestic inbound switched AT&T Long Distance Toll FreeSM Service calls. Calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. Any minutes not used in a billing cycle will not be carried over to the next billing cycle. No credits will be given for any unused minutes. See Section 4.7.60 of this Guidebook for per minute rates after the BOT has been used.
- (D) Fully automated, operator assisted, and operator dialed calls billed to the Calling Card - Option 2 are not included in the Term Agreement or the MOUs. Calling card calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. Calling cards per minute rates and per call charges associated with this plan are subject to change with prior notification to the customer. See Section 4.7.n of this Guidebook for calling card rates associated with this plan.

#Service not regulated under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.60 AT&T Business Block of TimeSM 200 II (continued)

- (E) The term agreement is an oral agreement and will automatically renew on the first day after the term has expired for one-year renewal term(s). The Customer is under no obligation to re-subscribe to this Service after completion of the initial or any renewal term period.
- (F) The initial or renewal term(s) will automatically renew until either: (a) the Customer terminates the Service or (b) until the Company no longer offers this Service to new Customers or existing subscribers moving to new locations, whichever occurs first.
- (G) This Service will remain in effect until either: (a) cancelled or changed by the Customer or, (b) until the Company no longer offers this Service to new customers or existing subscribers moving to new locations, whichever occurs first. Changes to this Service will be effective on the day the Customer's order is processed.
- (H) Customers that subscribe to this Service and terminate Service prior to the expiration date of the initial or any renewal term may be required to pay an early termination fee (ETF). The ETF shall be 50% of the MRC times the number of months remaining in the initial or renewal term in effect at the time of termination.
- (I) If the Customer provides notice to the Company of its intent to terminate this Service within thirty (30) days prior to or thirty (30) days after the automatic renewal of the initial or a renewal term, the Company will adjust to zero any charged ETF fees.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.61 AT&T Business CallingSM Monthly

- (A) AT&T Business Calling MonthlySM is a bundled domestic intrastate/interstate outbound calling and/or Switched AT&T Long Distance Toll FreeSM Service inbound calling long distance calling plan. This plan is established at the BTN level. Multiple BTN aggregation is not available with this Service. If the Customer or Applicant selects a different business long distance calling plan for specific WTN(s), the Customer is required to establish a separate BTN for each variation. This Service is available to new and existing Business Customers who:
- .1 use Switched Access to reach the long distance network for outbound calling and/or to receive calls from the long distance network for Switched AT&T Long Distance Toll FreeSM Service;
 - .2 Subscribe to the Company for the provision of interstate and intrastate InterLata and/or intrastate IntraLata Service;
 - .3 request to be provisioned under this optional calling plan.
- (B) Outbound and Switched AT&T Long Distance Toll FreeSM Service inbound calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of one (1) minute.
- (C) Fully automated, operator assisted, and operator dialed calls billed to the Calling Card - Option 2 are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of one (1) minute. See Section 4.7.61 of this Guidebook for calling card rates associated with this plan.

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.61 AT&T Business CallingSM Monthly

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

(D)
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(D)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.62 AT&T High Volume Calling IV

(A) General

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

(B) Availability

- .1 This optional calling plan is designed for Business Customers that utilize Switched Access arrangements to reach the long distance network. Outbound Service is available to Customers that utilize Switched Access. TFS is available for termination to a Customer's Switched Access lines. The Customer may subscribe to this plan for outbound Service only, TFS only, or both outbound and TFS. Customers may also subscribe to the Calling Card - Option 3 described in Section 3.1.5 (A).2 of this Guidebook.
- .2 This plan is available to Business Customers that (1) request to be provisioned under this optional pricing plan; (2) make a MAC of at least \$600 per year and sign a term plan agreement for one (1), two (2) or three (3) years; and subscribe to this plan for the provision of interstate service.
- .3 If a Centrex or Plexar[®] Customer with terminals subscribes to this plan, all lines associated with the Centrex or Plexar[®] terminals must be presubscribed to the Company.

(C) MACs and Term Plan Agreements

See Section 2.26 of this Guidebook for rules and regulations applicable to MACs and term plan agreements.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.62 AT&T High Volume Calling IV

(A) General

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

(B) Availability

- .1 This optional calling plan is designed for Business Customers that utilize Switched Access arrangements to reach the long distance network. Outbound Service is available to Customers that utilize Switched Access. TFS is available for termination to a Customer's Switched Access lines. The Customer may subscribe to this plan for outbound Service only, TFS only, or both outbound and TFS. Customers may also subscribe to the Calling Card - Option 3 described in Section 3.1.5 (A).2 of this Guidebook.
- .2 This plan is available to Business Customers that (1) request to be provisioned under this optional pricing plan; (2) make a MAC of at least \$600 per year and sign a term plan agreement for one (1), two (2) or three (3) years; and subscribe to this plan for the provision of interstate service.
- .3 If a Centrex or Plexar[®] Customer with terminals subscribes to this plan, all lines associated with the Centrex or Plexar[®] terminals must be presubscribed to the Company.

(C) MACs and Term Plan Agreements

At the end of a Customer's term plan agreement, if the Customer does not renew for a new term, or cancel Services, they may continue with this Service on a month-to-month basis at the out of term rates defined Section 4.7.62 of this Tariff.

See Section 2.26 of this Guidebook for additional rules and regulations applicable to MACs and term plan agreements.

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.62 AT&T High Volume Calling IV

(A) General

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

(B) Availability

- .1 This optional calling plan is designed for Business Customers that utilize Switched Access arrangements to reach the long distance network. Outbound Service is available to Customers that utilize Switched Access. TFS is available for termination to a Customer's Switched Access lines. The Customer may subscribe to this plan for outbound Service only, TFS only, or both outbound and TFS. Customers may also subscribe to the Calling Card - Option 3 described in Section 3.1.5 (A).2 of this Guidebook.
- .2 This plan is available to Business Customers that (1) request to be provisioned under this optional pricing plan; (2) make a MAC of at least \$600 per year and sign a term plan agreement for one (1), two (2) or three (3) years; and subscribe to this plan for the provision of interstate service.
- .3 If a Centrex or Plexar[®] Customer with terminals subscribes to this plan, all lines associated with the Centrex or Plexar[®] terminals must be presubscribed to the Company.

(C) MACs and Term Plan Agreements

- .1 The Company will not charge an early termination fee and/or under utilization fee when a Customer cancels an existing term plan agreement with a MAC if at the same time: (a) the Customer signs a new term plan agreement or; (b) has an existing agreement for a functionally equivalent service from an Affiliate of the Company with a term that is equal to or longer than the remainder of the current term revenue commitment that is equal to or greater than the unpaid portion of the Customer's Total Revenue Commitment on the Customer's current term plan agreement that is being cancelled at the request of the Customer. (N)
- .2 At the end of a Customer's term plan agreement, if the Customer does not renew for a new term, or cancel Services, they may continue with this Service on a month-to-month basis at the out of term rates defined Section 4.7 of this Guidebook.
- .3 See Section 6 of this Guidebook for additional rules and regulations applicable to MACs, MMCs and term plan agreements. (N)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.62 AT&T High Volume Calling IV

(A) General

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

(B) Availability

- .1 This optional calling plan is designed for Business Customers that utilize Switched Access arrangements to reach the long distance network. Outbound Service is available to Customers that utilize Switched Access. TFS is available for termination to a Customer's Switched Access lines. The Customer may subscribe to this plan for outbound Service only, TFS only, or both outbound and TFS. Customers may also subscribe to the Calling Card - Option 3 described in Section 3.1.5 (A).2 of this Guidebook.
- .2 This plan is available to Business Customers that (1) request to be provisioned under this optional pricing plan; (2) make a MAC of at least \$600 per year and sign a term plan agreement for one (1), two (2) or three (3) years; and subscribe to this plan for the provision of interstate service.
- .3 If a Centrex or Plexar[®] Customer with terminals subscribes to this plan, all lines associated with the Centrex or Plexar[®] terminals must be presubscribed to the Company.

(C) MACs and Term Plan Agreements

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

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

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.62 AT&T High Volume Calling IV

(A) General

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

(B) Availability

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

(D)
(D)

(C) MACs and Term Plan Agreements

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

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

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.62 AT&T High Volume Calling IV (continued)

(D) IntraLATA and InterLATA Service Options

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

(E) Rating TFS and Outbound Calls and Calls Billed To The Calling Card - Option 3

.1 Usage Rates

The Customer's usage rate for each call is based on (1) whether the call is outbound or TFS; (2) the Customer's MAC; and (3) the length of the Customer's term plan (1 year, 2 years, or 3 years). For fully automated, operator assisted or operator dialed calls billed to the Calling Card - Option 3, the usage rate is the same as the usage rates for 1+ outbound calls rated under this Service offering.

.2 Billing Increments - Outbound TFS and Calls billed to the Calling Card - Option 3

For Customers with a MAC, calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of eighteen (18) seconds. This optional pricing plan is rated on an Aggregation ID basis if multiple BTN's are involved. See Section 4.1.1 (B).2 of this Guidebook for per minute calling card rates

(F) Billing

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

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.62 AT&T High Volume Calling IV (continued)

(D) IntraLATA and InterLATA Service Options

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

(E) Rating TFS and Outbound Calls

(D)

.1 Usage Rates

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

(D)

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(D)

.2 Billing Increments - Outbound and TFS Calls

(D)

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

(D)

(D)

(F) Billing

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

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.62 AT&T High Volume Calling IV (continued)

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

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

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

If the Customer is moved to AT&T High Volume Calling II or any alternative Service and the Customer's MAC and term plan commitment is equal to or greater than the MAC and term plan commitment for AT&T High Volume Calling IV, the Company will credit the Customer's account for the amount of any early termination charges as described in Section 2.26 of this Guidebook.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.63 AT&T Business Unlimited CallingSM II – Plan Available Effective August 3, 2009

- (A) AT&T Business Unlimited CallingSM II is a outbound calling and optional inbound Switched TFS long distance calling plan. This plan is established at the BTN level and multiple BTN, aggregation is not available with this plan. If the Customer or Applicant selects a different long distance calling plan for specific WTNs the Customer is required to establish a separate BTN for each variation.
- (B) This plan is available to new and existing Business Customers that:
 - .1 utilize Switched Access to reach the long distance network for outbound calling and to receive calls from the long distance network for TFS;
 - .2 subscribe to the Company for the provision of interstate and intrastate (interLATA and/or intraLATA) Service for outbound long distance calling, and may also subscribe to the Company for the provision of TFS for inbound long distance calling;
 - .3 newly subscribe or currently subscribe to AT&T Business Local CallingSM# from an Affiliated ILEC of the Company, and where that Affiliate is operating as a CLEC;
 - .4 subscribe to and maintain or currently subscribe to and maintain at least one (1) but no more than ten (10) business access lines# (*i.e.*, BTNs and WTNs) from an Affiliated ILEC of the Company, and where that Affiliate is operating as a CLEC;
 - .5 commit to subscribe to this plan for a one (1) or two (2) year term; and
 - .6 request to be provisioned under this plan.
- (C) A single business entity with more than one BTN at that business entity's physical service location is eligible for this plan on one (1) BTN only, provided the total number of business access lines# do not exceed ten (10) at that location.
- (D) The Customer may subscribe to this plan for outbound Service only or for both outbound and inbound TFS. Customers subscribing to the plan receive unlimited domestic 1+ direct-dialed outbound calling. Where a Customer subscribes to TFS, inbound toll free calls may originate on any type of access and are terminated via Switched Access to the Customer's location. See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS.

#This service not offered under this Guidebook

3.7 Custom Business Services (continued)

3.7.63 AT&T Business Unlimited CallingSM II (continued)

(B) (continued)

OPTION 2 – RETENTION

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

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

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

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.63 AT&T Business Unlimited CallingSM II - Plan Available Effective August 3, 2009 (continued)

- (E) Inbound Switched TFS calls and fully automated, operator assisted, and operator dialed calls billed to the Calling Card - Option 2 are not included in the unlimited MOUs. TFS and calling card calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of thirty (30) seconds. TFS and Calling card per minute rates and per call charges associated with this plan are subject to change with prior notification to the customer. See Section 4.7.63 of this Guidebook for inbound TFS and calling card rates associated with this plan.
- (F) Term Agreement.
- .1 1-Year term agreements are oral agreements and do not require a signed agreement.
 - .2 2-Year term agreements must be signed under any method accepted by the Company, including electronically, and must be received by Company within thirty (30) calendar days from the order date. If the Company does not receive the Customer's signed agreement within the thirty calendar (30) days, and Service has been provisioned in reliance thereon, the term of the agreement shall default to a 1-Year term under the rates, terms and conditions of this plan.
 - .3 If defaulted to a 1-Year term, the 1-Year term will start on the day the Company completes the change from a 2-Year term to a 1-Year term. The Company will endeavor to complete the change within thirty (30) calendar days after the expired due date for receipt of the signed agreement from the Customer.
 - .4 All term agreements for this plan will automatically renew on the first day after the initial or any renewal term has expired at the then current rates for this plan defined in Section 4.7.63 of this Guidebook. The term will automatically renew until any one of the following occurs:
 - .a the Customer terminates Service with the Company;
 - .b after the Company no longer offers this plan to new Customers or existing Customers who:
 - .i move to a new location; or
 - .ii change the number of access lines# under the BTN(s) to which this plan applies; or
 - .c the Company notifies the Customer this plan is no longer available

#This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.63 AT&T Business Unlimited CallingSM II (C)

(E) Inbound Switched TFS calls and fully automated, operator assisted, and operator dialed calls billed to the Calling Card - Option 2 are not included in the unlimited MOUs. TFS and calling card calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of thirty (30) seconds. TFS and Calling card per minute rates and per call charges associated with this plan are subject to change with prior notification to the customer. See Section 4.7.63 of this Guidebook for inbound TFS and calling card rates associated with this plan.

(F) Term Agreement.

- .1 1-Year term agreements are oral agreements and do not require a signed agreement.
- .2 2-Year term agreements must be signed under any method accepted by the Company, including electronically, and must be received by Company within thirty (30) calendar days from the order date. If the Company does not receive the Customer's signed agreement within the thirty calendar (30) days, and Service has been provisioned in reliance thereon, the term of the agreement shall default to a 1-Year term under the rates, terms and conditions of this plan.
- .3 If defaulted to a 1-Year term, the 1-Year term will start on the day the Company completes the change from a 2-Year term to a 1-Year term. The Company will endeavor to complete the change within thirty (30) calendar days after the expired due date for receipt of the signed agreement from the Customer.
- .4 All term agreements for this plan will automatically renew on the first day after the initial or any renewal term has expired at the then current rates for this plan defined in Section 4.7.63 of this Guidebook.

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

(C)
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#This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.63 AT&T Business Unlimited CallingSM II

(E) Inbound Switched TFS calls and fully automated, operator assisted, and operator dialed calls billed to the Calling Card - Option 2 are not included in the unlimited MOUs. TFS and calling card calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of thirty (30) seconds. TFS and Calling card per minute rates and per call charges associated with this plan are subject to change with prior notification to the customer. See Section 4.7.63 of this Guidebook for inbound TFS and calling card rates associated with this plan.

(F) Term Agreement.

.1 1-Year term agreements are oral agreements and do not require a signed agreement.

.2 2-Year term agreements must be signed under any method accepted by the Company, including electronically, and must be received by Company within thirty (30) calendar days from the order date. If the Company does not receive the Customer's signed agreement within the thirty calendar (30) days, and Service has been provisioned in reliance thereon, the term of the agreement shall default to a 1-Year term under the rates, terms and conditions of this plan.

.3 If defaulted to a 1-Year term, the 1-Year term will start on the day the Company completes the change from a 2-Year term to a 1-Year term. The Company will endeavor to complete the change within thirty (30) calendar days after the expired due date for receipt of the signed agreement from the Customer.

.4 Term Renewals

(N)

.a 1-Year Term Agreements

(N)

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

(C)

.b 2-Year and 3-Year Term Agreements

(N)

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

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

(N)

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

(D)

#This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.63 AT&T Business Unlimited CallingSM II- Plan Available Effective August 3, 2009
(continued) -

(F) Term Agreement.(continued)

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

(G) Restrictions

- .1 This plan is provided for standard voice calling involving live dialog between individuals. This plan is not intended for use as a substitute for dedicated or open circuits, or similar applications. This plan may not be used for data connections, including but not limited to, modem to modem calls, remote access applications, Internet access, or Intranet access, including access to corporate LANs. Additionally, this plan may not be used for dedicated point-to-point connections between equipment that leaves a circuit connected without a contemporary, continuous voice communication. The plan may not be used for auto dialers; PBX trunks; ground start line or trunks; ISDN service, including PRI; foreign exchange services; Remote Call Forwarding/Telebranch Service; public telephone service; public access smart-pay phones; analog to digital conversion digital PBX service, including local access provisioned via T-1 facilities; WATS service; PBX/PABX/EABX services; nonsquare electronic key telephone systems; hybrid key telephone systems; predictive calling/dialing systems; automatic outbound dialing systems; any type of automatic call distribution system; or the functional equivalent of any such system listed above. This plan may be used for fax transmissions, excluding broadcast fax applications.
- .2 If the Company determines that the Customer is in violation of any of the restrictions listed above and/or the total number of access lines# exceeds the maximum of ten (10), the Customer shall forfeit eligibility for rates under this plan and will be moved to AT&T Business CallingSM Monthly unless an alternative plan is selected by the Customer. If moved to AT&T Business CallingSM Monthly, the rates associated with AT&T Business CallingSM Monthly will apply in lieu of the rates specified in Section 4.763 of this Guidebook.

#This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.63 AT&T Business Unlimited CallingSM II- Plan Available Effective August 3, 2009
(continued) -

(F) Term Agreement.(continued)

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

(G) Restrictions

- .1 This plan is provided for standard voice calling involving live dialog between individuals. This plan is not intended for use as a substitute for dedicated or open circuits, or similar applications. This plan may not be used for data connections, including but not limited to, modem to modem calls, remote access applications, Internet access, or Intranet access, including access to corporate LANs. Additionally, this plan may not be used for dedicated point-to-point connections between equipment that leaves a circuit connected without a contemporary, continuous voice communication. The plan may not be used for auto dialers; PBX trunks; ground start line or trunks; ISDN service, including PRI; foreign exchange services; Remote Call Forwarding/Telebranch Service; public telephone service; public access smart-pay phones; analog to digital conversion digital PBX service, including local access provisioned via T-1 facilities; WATS service; PBX/PABX/EABX services; nonsquare electronic key telephone systems; hybrid key telephone systems; predictive calling/dialing systems; automatic outbound dialing systems; any type of automatic call distribution system; or the functional equivalent of any such system listed above. This plan may be used for fax transmissions, excluding broadcast fax applications. Where customer has more than 10 calls to any single number of a duration of more than 3 hours each during a billing cycle or any single call of greater than 10 hours of duration, Customer will be presumed to be in violation of these restrictions. In such case, Customer may be asked to provide reasonable proof to the Company that it is not using the Service for a prohibited purpose. Failure to provide such proof to the Company shall be treated as a violation of the terms and conditions of this Plan
- .2 If the Company determines that the Customer is in violation of any of the restrictions listed above and/or the total number of access lines# exceeds the maximum of ten (10), the Customer shall forfeit eligibility for rates under this plan and will be moved to AT&T Business CallingSM Monthly unless an alternative plan is selected by the Customer. If moved to AT&T Business CallingSM Monthly, the rates associated with AT&T Business CallingSM Monthly will apply in lieu of the rates specified in Section 4.763 of this Guidebook.

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#This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.63 AT&T Business Unlimited CallingSM II - Plan Available Effective August 3, 2009 (continued)

(H) Call Detail Suppression

Call Detail Suppression provides a summary of all zero-rated calls included in this calling plan, displaying 'total minutes' and 'total number of calls' in lieu of itemizing each call in the "Call Charges" section of the bill. Call Detail Suppression is available at no additional charge.

Customers who select this optional feature can request the itemized call detail of the Customers zero-rated calls for up to twenty-four (24) previous months' bills at no charge. Activation and deactivation of the feature will begin on the Customer's next billing cycle. Customers may add or remove the Call Detail Suppression optional feature from this plan at no charge.

(I) Early Termination Fee (ETF)

- .1 If prior to the expiration date of the initial or any renewal term the Customer chooses to either: (a) terminate long distance Service with the Company; or (b) disconnect this plan and does not select another Small Business plan; or (c) downgrade to another Service without a term plan agreement, the Customer may be charged an ETF. The ETF shall be 50% of the full MRC rate in effect for this plan at the time of termination multiplied by the number of months remaining in the term.
- .2 If during a 1-Year or 2-Year term agreement the Customer adds or removes business access lines# or relocates Service to a new address and agrees to re-start a 1-Year or 2-Year term agreement for this plan, the Company will adjust to zero any charged ETFs.
- .3 If the Customer provides notice to the Company of its intent to terminate this plan within thirty (30) calendar days prior to or thirty (30) calendar days after the automatic renewal of the term, the Company will adjust to zero any charged ETFs.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.63 AT&T Business Unlimited CallingSM (continued)

(J) Rewards

- .1 Business Customers who subscribe to this plan and at the same time subscribe to a minimum of one (1) or more of the following Company or Affiliate of the Company qualifying services will receive a reward of \$50.00 (if ordered via sales channel) or \$50.00 (if ordered on-line) for this plan plus additional rewards for the qualifying services:

Company Qualifying Services

Qualifying Services	Reward Amount	
	Ordered Via Sales Channel	Ordered On-line
AT&T Toll Free Service	\$25.00	\$50.00
AT&T Business International Calling SM 1-Year ¹	\$25.00	\$50.00

Affiliate of the Company Qualifying Services²

- AT&T High Speed InternetSM
 - AT&T Unified MessagingSM
 - AT&T Web HostingSM - Share Hosting
 - AT&T Tech Support 360SM
 - AT&T U-VerseSM High Speed Internet Business Edition.
 - AT&T Mobility voice and data plan with the purchase of a qualifying Smartphone
- .2 Rewards will only be provided in the form of a bank issued prepaid reward card. A reward card redemption coupon/redemption form and instructions will be mailed within 6-8 weeks following installation of all applicable services. Customer must deliver the redemption coupon/redemption form via website or U.S. mail within 45 days of mailing. Reward card will be mailed to the Customer’s address of record within 2 weeks upon the Company’s receipt of the redemption coupon/redemption form. The Company is not responsible for lost, late, mutilated, misdirected, or post due mail or Internet service outages. Reward cards may expire. Void where prohibited, taxed or restricted. Other terms and restrictions apply. The reward card is subject to terms and conditions imposed by the card issuer.
- .3 Restrictions
- .a One (1) reward card per customer service location.
 - .b Reward cards cannot be used to pay any bill or invoice from the Company or any Affiliate of the Company
 - .c Customers who subscribe to this plan as part of a promotional offering as defined in Section 5 of this guidebook are not eligible for this reward, unless otherwise specified in the promotional offering.

¹This service not offered under this Guidebook

²Theses services not offered under this Guidebook and reward amounts are defined and offered by the Affiliate of the Company.

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.64 Block of Time Term Agreement Plans – Plans Available Effective September 1, 2009

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

SECTION 3 – DESCRIPTION OF SERVICES

- 3.7 Custom Business Services (continued)
- 3.7.64 Block of Time II Term Agreement Plans (C)
- (A) Block of Time II Term Agreement Plans are outbound calling and optional inbound Switched TFS long distance calling plans. These plans are established at the BTN level. Aggregation of multiple BTNs is not available with this plan. If the Customer or Applicant selects a different long distance calling plan for specific WTNs the Customer is required to establish a separate BTN for each variation. (C)
 - (B) Unless otherwise specified in the rates options defined in Section 3.7.18(L), Block of Time II Term Agreement Plans are available to new or existing Business Customers who: (C)
 - .1 utilize Switched Access to reach the long distance network for outbound calling and to receive calls from the long distance network for TFS;
 - .2 subscribe to access line # from from an Affiliate of the Company that operates in whole or in part as an AT&T ILEC;
 - .3 subscribe to the Company for the provision of interstate and intrastate (interLATA and/or intraLATA) Service for outbound long distance calling, and may also subscribe to the Company for the provision of TFS for inbound long distance calling;
 - .4 commit to subscribe to a Block of Time II Term Agreement rate option for a (1), two (2), or three (3) year term agreement as defined in Section 3.7.64 (L).1 through Section 3.7.64(L).9, of this guidebook (C)
 - .5 specify at the time of ordering if the MOUs are to be used for outbound calling, or both outbound and inbound TFS calling; and (C)
 - .6 request to be provisioned under this plan.
 - (C) Customers may subscribe to a Block of Time II Term Agreement rate option for outbound Service only or for both outbound and inbound TFS. Where a Customer subscribes to TFS, inbound toll free calls may originate on any type of access and are terminated via Switched Access to the Customer's location. See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS (C)
 - (D) Each Block of Time II Term Agreement rate option provides the Customer a specific amount (block) of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calls. All usage in excess of the selected block of time will be billed at a fixed rate per minute. Any minutes not used in a billing cycle will not be carried over to the next billing cycle. No credits will be given for any unused minutes. (C)
 - (E) Calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. (D)
(D)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.64 Block of Time II Term Agreement Plans

- (A) Block of Time II Term Agreement Plans are outbound calling and optional inbound Switched TFS long distance calling plans. These plans are established at the BTN level. Aggregation of multiple BTNs is not available with this plan. If the Customer or Applicant selects a different long distance calling plan for specific WTNs the Customer is required to establish a separate BTN for each variation.
- (B) Unless otherwise specified in the rates options defined in Section 3.7.18(L), Block of Time II Term Agreement Plans are available to new or existing Business Customers who:
 - .1 utilize Switched Access to reach the long distance network for outbound calling and to receive calls from the long distance network for TFS;
 - .2 subscribe to access line # from from an Affiliate of the Company that operates in whole or in part as an AT&T ILEC;
 - .3 subscribe to the Company for the provision of interstate and intrastate (interLATA and/or intraLATA) Service for outbound long distance calling, and may also subscribe to the Company for the provision of TFS for inbound long distance calling;
 - .4 commit to subscribe to a Block of Time II Term Agreement rate option for a one (1) or two (2) year term agreement as defined in Section 3.7.64 (L).1 through Section 3.7.64(L).9, of this guidebook (D)
 - .5 specify at the time of ordering if the MOUs are to be used for outbound calling, or both outbound and inbound TFS calling; and (D)
 - .6 request to be provisioned under this plan.
- (C) Customers may subscribe to a Block of Time II Term Agreement rate option for outbound Service only or for both outbound and inbound TFS. Where a Customer subscribes to TFS, inbound toll free calls may originate on any type of access and are terminated via Switched Access to the Customer's location. See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS
- (D) Each Block of Time II Term Agreement rate option provides the Customer a specific amount (block) of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calls. All usage in excess of the selected block of time will be billed at a fixed rate per minute. Any minutes not used in a billing cycle will not be carried over to the next billing cycle. No credits will be given for any unused minutes.
- (E) Calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.64 Block of Time II Term Agreement Plans

- (A) Block of Time II Term Agreement Plans are outbound calling and optional inbound Switched TFS long distance calling plans. These plans are established at the BTN level. Aggregation of multiple BTNs is not available with this plan. If the Customer or Applicant selects a different long distance calling plan for specific WTNs the Customer is required to establish a separate BTN for each variation.
- (B) Unless otherwise specified in the rates options defined in Section 3.7.18(L), Block of Time II Term Agreement Plans are available to new or existing Business Customers who:
 - .1 utilize Switched Access to reach the long distance network for outbound calling and/or to receive calls from the long distance network for TFS; (C)
(D)
(D)
 - .2 subscribe to the Company for interLATA (interstate and intrastate) Service or intraLATA (local toll) Service or interLATA and intraLATA Service for outbound long distance calling, and/or subscribe to the Company's TFS for inbound long distance calling; (C)
(C)
 - .3 commit to subscribe to a Block of Time II Term Agreement rate option for a one (1) or two (2) year term agreement as defined in Section 3.7.64 (L).1 through Section 3.7.64(L).9, of this guidebook (C)
 - .4 specify at the time of ordering if the MOUs are to be used for outbound calling only, inbound TFS calling only, or both outbound and inbound TFS calling; and (C)
(C)
 - .5 request to be provisioned under this plan. (C)
- (C) Customers may subscribe to a Block of Time II Term Agreement rate option for outbound Service only, inbound TFS Service only or for both outbound and inbound TFS. Where a Customer subscribes to TFS, inbound toll free calls may originate on any type of access and are terminated via Switched Access to the Customer's location. See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS (C)
- (D) Each Block of Time II Term Agreement rate option provides the Customer a specific amount (block) of time for placing (1+) Direct-Dialed domestic outbound long distance calling, inbound switched TFS calling, or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calling. All usage in excess of the selected block of time will be billed at a fixed rate per minute. Any minutes not used in a billing cycle will not be carried over to the next billing cycle. No credits will be given for any unused minutes. (C)
(C)
- (E) Calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.64 Block of Time Term Agreement Plans – Plans Available Effective September 1, 2009 (continued)

C

- (F) The Block of Time Term Agreement rate option selected at the time the Customer's order is processed will remain in effect until cancelled or changed by the Customer. Changes to the selected Block of Time Term Agreement rate option will be effective on the day the Customer's change order is processed. If an existing Customer initially subscribes to a Block of Time Term Agreement option in the middle of its billing cycle, the change will be effective on the first day after the Customer's change order is processed.
- (G) Fully automated, operator assisted, and operator dialed calls billed to the Calling Card - Option 2 are not included in the selected Block of Time Term Agreement rate option MOUs. Calling card calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. Calling cards per minute rates and per call charges associated with this plan are subject to change with prior notification to the customer. See Section 4.7.64 of this Guidebook for calling card rates associated with Block of Time Term Agreement rate options.
- (H) Term Agreements
 - .1 1-Year term agreements are oral agreements and do not require a signed agreement.
 - .2 2-Year and 3-Year term agreements must be signed under any method accepted by the Company, including electronically, and must be received by Company within thirty (30) calendar days from the order date. If the Company does not receive the Customer's signed agreement within the thirty calendar (30) days, and Service has been provisioned in reliance thereon, the term of the agreement shall default to a 1-Year term under the rates, terms and conditions of this plan.
 - .3 If defaulted to a 1-Year term, the 1-Year term will start on the day the Company completes the change from a 2-Year or 3-Year term to a 1-Year term. The Company will endeavor to complete the change within thirty (30) calendar days after the expired due date for receipt of the signed agreement from the Customer.
 - .4 All term agreements for the block of time rate option selected will automatically renew on the first day after the initial or any renewal term has expired at the then current rates for the Block of Time Term Agreement rate option selected as defined in Section 4.7.64 of this Guidebook. The term will automatically renew until any one of the following occurs:
 - .a the Customer terminates Service with the Company
 - .b the Company no longer offers the selected Block of Time Term Agreement rate option to new Customers or existing subscribers moving to new locations.

SECTION 3 – DESCRIPTION OF SERVICES

- 3.7 Custom Business Services (continued)
- 3.7.64 Block of Time II Term Agreement Plans (continued) (C)
- (F) The Block of Time II Term Agreement rate option selected at the time the Customer's order is processed will remain in effect until cancelled or changed by the Customer. Changes to the selected Block of Time II Term Agreement rate option will be effective on the day the Customer's change order is processed. If an existing Customer initially subscribes to a Block of Time II Term Agreement option in the middle of its billing cycle, the change will be effective on the first day after the Customer's change order is processed. (C)
 - (G) Fully automated, operator assisted, and operator dialed calls billed to the Calling Card - Option 2 are not included in the selected Block of Time II Term Agreement rate option MOUs. Calling card calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. Calling cards per minute rates and per call charges associated with this plan are subject to change with prior notification to the customer. See Section 4.7.64 of this Guidebook for calling card rates associated with Block of Time II Term Agreement rate options. (C)
 - (H) Term Agreements
 - .1 1-Year term agreements are oral agreements and do not require a signed agreement.
 - .2 2-Year and 3-Year term agreements must be signed under any method accepted by the Company, including electronically, and must be received by Company within thirty (30) calendar days from the order date. If the Company does not receive the Customer's signed agreement within the thirty calendar (30) days, and Service has been provisioned in reliance thereon, the term of the agreement shall default to a 1-Year term under the rates, terms and conditions of the 1-Year term agreement/ (C)
 - .3 If defaulted to a 1-Year term, the 1-Year term will start on the day the Company completes the change from a 2-Year or 3-Year term to a 1-Year term. The Company will endeavor to complete the change within thirty (30) calendar days after the expired due date for receipt of the signed agreement from the Customer.
 - .4 All term agreements for the selected Block of Time II Term Agreement rate option will automatically renew on the first day after the initial or any renewal term has expired at the then current rates for the selected Block of Time II Term Agreement rate option as defined in Section 4.7.64 of this Guidebook. The term will automatically renew until any one of the following occurs:
 - .a the Customer terminates Service with the Company
 - .b the Company no longer offers the selected Block of Time II Term Agreement rate option to new Customers or existing subscribers moving to new locations. (C)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.64 Block of Time II Term Agreement Plans (continued)

- (F) The Block of Time II Term Agreement rate option selected at the time the Customer's order is processed will remain in effect until cancelled or changed by the Customer. Changes to the selected Block of Time II Term Agreement rate option will be effective on the day the Customer's change order is processed. If an existing Customer initially subscribes to a Block of Time II Term Agreement option in the middle of its billing cycle, the change will be effective on the first day after the Customer's change order is processed.
- (G) Fully automated, operator assisted, and operator dialed calls billed to the Calling Card - Option 2 are not included in the selected Block of Time II Term Agreement rate option MOUs. Calling card calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. Calling cards per minute rates and per call charges associated with this plan are subject to change with prior notification to the customer. See Section 4.7.64 of this Guidebook for calling card rates associated with Block of Time II Term Agreement rate options.
- (H) Term Agreements
 - .1 1-Year term agreements are oral agreements and do not require a signed agreement.
 - .2 2-Year and 3-Year term agreements must be signed under any method accepted by the Company, including electronically, and must be received by Company within thirty (30) calendar days from the order date. If the Company does not receive the Customer's signed agreement within the thirty calendar (30) days, and Service has been provisioned in reliance thereon, the term of the agreement shall default to a 1-Year term under the rates, terms and conditions of the 1-Year term agreement/
 - .3 If defaulted to a 1-Year term, the 1-Year term will start on the day the Company completes the change from a 2-Year or 3-Year term to a 1-Year term. The Company will endeavor to complete the change within thirty (30) calendar days after the expired due date for receipt of the signed agreement from the Customer.
 - .4 All term agreements for the selected Block of Time II Term Agreement rate option will automatically renew on the first day after the initial or any renewal term has expired at the then current rates for the selected Block of Time II Term Agreement rate option as defined in Section 4.7.64 of this Guidebook. The term will automatically renew until any one of the following occurs:
 - .a the Customer terminates Service with the Company
 - .b the Company no longer offers the selected Block of Time II Term Agreement rate option to new Customers or existing subscribers moving to new locations.
 - .c the Company notifies the Customer this plan is no longer available. (N)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.64 Block of Time II Term Agreement Plans (continued)

- (F) The Block of Time II Term Agreement rate option selected at the time the Customer's order is processed will remain in effect until cancelled or changed by the Customer. Changes to the selected Block of Time II Term Agreement rate option will be effective on the day the Customer's change order is processed. If an existing Customer initially subscribes to a Block of Time II Term Agreement option in the middle of its billing cycle, the change will be effective on the first day after the Customer's change order is processed.
- (G) Fully automated, operator assisted, and operator dialed calls billed to the Calling Card - Option 2 are not included in the selected Block of Time II Term Agreement rate option MOUs. Calling card calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. Calling cards per minute rates and per call charges associated with this plan are subject to change with prior notification to the customer. See Section 4.7.64 of this Guidebook for calling card rates associated with Block of Time II Term Agreement rate options.
- (H) Term Agreements
 - .1 1-Year term agreements are oral agreements and do not require a signed agreement.
 - .2 2-Year and 3-Year term agreements must be signed under any method accepted by the Company, including electronically, and must be received by Company within thirty (30) calendar days from the order date. If the Company does not receive the Customer's signed agreement within the thirty calendar (30) days, and Service has been provisioned in reliance thereon, the term of the agreement shall default to a 1-Year term under the rates, terms and conditions of the 1-Year term agreement/
 - .3 If defaulted to a 1-Year term, the 1-Year term will start on the day the Company completes the change from a 2-Year or 3-Year term to a 1-Year term. The Company will endeavor to complete the change within thirty (30) calendar days after the expired due date for receipt of the signed agreement from the Customer.
 - .4 Unless otherwise indicated in this Guidebook, all term agreements for the selected Block of Time II Term Agreement rate option will automatically renew on the first day after the initial or any renewal term has expired at the then current rates for the selected Block of Time II Term Agreement rate option as defined in Section 4.7.64 of this Guidebook. (C)

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

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.64 Block of Time II Term Agreement Plans (continued)

- (F) The Block of Time II Term Agreement rate option selected at the time the Customer's order is processed will remain in effect until cancelled or changed by the Customer. Changes to the selected Block of Time II Term Agreement rate option will be effective on the day the Customer's change order is processed. If an existing Customer initially subscribes to a Block of Time II Term Agreement option in the middle of its billing cycle, the change will be effective on the first day after the Customer's change order is processed.
- (G) Fully automated, operator assisted, and operator dialed calls billed to the Calling Card - Option 2 are not included in the selected Block of Time II Term Agreement rate option MOUs. Calling card calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. Calling cards per minute rates and per call charges associated with this plan are subject to change with prior notification to the customer. See Section 4.7.64 of this Guidebook for calling card rates associated with Block of Time II Term Agreement rate options.
- (H) Term Agreements
 - .1 1-Year term agreements are oral agreements and do not require a signed agreement.
 - .2 2-Year and 3-Year term agreements must be signed under any method accepted by the Company, including electronically, and must be received by Company within thirty (30) calendar days from the order date. If the Company does not receive the Customer's signed agreement within the thirty calendar (30) days, and Service has been provisioned in reliance thereon, the term of the agreement shall default to a 1-Year term under the rates, terms and conditions of the 1-Year term agreement/
 - .3 If defaulted to a 1-Year term, the 1-Year term will start on the day the Company completes the change from a 2-Year or 3-Year term to a 1-Year term. The Company will endeavor to complete the change within thirty (30) calendar days after the expired due date for receipt of the signed agreement from the Customer.

(1)

(1)

(1) – Material moved to Page 220.9.1

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.64 Block of Time II Term Agreement Plans (continued)

- (F) The Block of Time II Term Agreement rate option selected at the time the Customer's order is processed will remain in effect until cancelled or changed by the Customer. Changes to the selected Block of Time II Term Agreement rate option will be effective on the day the Customer's change order is processed. If an existing Customer initially subscribes to a Block of Time II Term Agreement option in the middle of its billing cycle, the change will be effective on the first day after the Customer's change order is processed.
- (G) Fully automated, operator assisted, and operator dialed calls billed to the Calling Card - Option 2 are not included in the selected Block of Time II Term Agreement rate option MOUs. Calling card calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. Calling cards per minute rates and per call charges associated with this plan are subject to change with prior notification to the customer. See Section 4.7.64 of this Guidebook for calling card rates associated with Block of Time II Term Agreement rate options.
- (H) Term Agreements
 - .1 1-Year term agreements are oral agreements and do not require a signed agreement.
 - .2 2-Year term agreements must be signed under any method accepted by the Company, including electronically, and must be received by Company within thirty (30) calendar days from the order date. If the Company does not receive the Customer's signed agreement within the thirty calendar (30) days, and Service has been provisioned in reliance thereon, the term of the agreement shall default to a 1-Year term under the rates, terms and conditions of the 1-Year term agreement/ (D)
 - .3 If defaulted to a 1-Year term, the 1-Year term will start on the day the Company completes the change from a 2-Year to a 1-Year term. The Company will endeavor to complete the change within thirty (30) calendar days after the expired due date for receipt of the signed agreement from the Customer. (D)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.64 Block of Time II Term Agreement Plans (continued)

(H) Term Agreements (continued)

.4 Term Renewals

a 1-Year Term Agreements

Unless otherwise indicated in this Guidebook, 1-Year term agreements for the selected Block of Time II Term Agreement rate option will automatically renew on the first day after the initial or any renewal term has expired at the then current rates for the selected Block of Time II Term Agreement rate option as defined in Section 4.7.64 of this Guidebook.

b 2-Year and 3-Year Term Agreements

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

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

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

(N)
(N)
(N)
(N)
(1/C)
(1)
(1)
(N)
(N)
(1)
(D/1)
(1)
(1)

(1) – Material moved from Page 220.9

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.64 Block of Time II Term Agreement Plans (continued)

(H) Term Agreements (continued)

.4 Term Renewals

a 1-Year Term Agreements

Unless otherwise indicated in this Guidebook, 1-Year term agreements for the selected Block of Time II Term Agreement rate option will automatically renew on the first day after the initial or any renewal term has expired at the then current rates for the selected Block of Time II Term Agreement rate option as defined in Section 4.7.64 of this Guidebook.

b 2-Year Term Agreements

(D)

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

(D)

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

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

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.64 Block of Time Term Agreement Plans – Plans Available Effective September 1, 2009
(continued)

(H) (continued)

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

(I) The selected Block of Time Term Agreement rate option will remain in effect until either: (a) cancelled or changed by the Customer or, (b) until the Company no longer offers this Service to new customers or existing subscribers moving to new locations, whichever occurs first. Changes to this Service will be effective on the day the Customer's order is processed.

(J) Customers that subscribe to a Block Of Time Term Agreement Service and terminate the Service prior to the expiration date of the initial or any renewal term may be required to pay an early termination fee (ETF). The ETF shall be 50% of the MRC times the number of months remaining in the initial or renewal term in effect at the time of termination.

(K) If the Customer provides notice to the Company of its intent to terminate The Block of Time Term Agreement Service within thirty (30) days prior to or thirty (30) days after the automatic renewal of the initial or a renewal term, the Company will adjust to zero any charged ETF fees.

(L) Rate Options

.1 AT&T Business Block of TimeSM 700 II

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

.2 AT&T Business Block of TimeSM 1200 II

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

N

N

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.64 Block of Time Term Agreement Plans

C

(H) (continued)

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

(I) The selected Block of Time Term Agreement rate option will remain in effect until either: (a) cancelled or changed by the Customer or, (b) until the Company no longer offers this Service to new customers or existing subscribers moving to new locations, whichever occurs first. Changes to this Service will be effective on the day the Customer's order is processed.

(J) Customers that subscribe to a Block Of Time Term Agreement Service and terminate the Service prior to the expiration date of the initial or any renewal term may be required to pay an early termination fee (ETF). The ETF shall be 50% of the MRC times the number of months remaining in the initial or renewal term in effect at the time of termination.

(K) If the Customer provides notice to the Company of its intent to terminate The Block of Time Term Agreement Service within thirty (30) days prior to or thirty (30) days after the automatic renewal of the initial or a renewal term, the Company will adjust to zero any charged ETF fees.

(L) Rate Options

.1 AT&T Business Block of TimeSM 700 II

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

.2 AT&T Business Block of TimeSM 1200 II

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

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.64 Block of Time Term Agreement Plans

(H) (continued)

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

(I) The selected Block of Time Term Agreement rate option will remain in effect until either: (a) cancelled or changed by the Customer or, (b) until the Company no longer offers this Service to new customers or existing subscribers moving to new locations, whichever occurs first. Changes to this Service will be effective on the day the Customer's order is processed.

(J) Customers that subscribe to a Block Of Time Term Agreement Service and terminate the Service prior to the expiration date of the initial or any renewal term may be required to pay an early termination fee (ETF). The ETF shall be 50% of the MRC times the number of months remaining in the initial or renewal term in effect at the time of termination.

(K) If the Customer provides notice to the Company of its intent to terminate The Block of Time Term Agreement Service within thirty (30) days prior to or thirty (30) days after the automatic renewal of the initial or a renewal term, the Company will adjust to zero any charged ETF fees.

(L) Rate Options

.1 AT&T Business Block of TimeSM 700 II

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

.2 AT&T Business Block of TimeSM 1200 II

This rate option is available for a 1-Year, 2-Year, or 3-Year term agreement. For the MRC specified in Section 4.7.64(B) of this Guidebook, the Customer receives a 1200 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calls. See Section 4.7.64(B) of this Guidebook for the per minute rate after the block of time has been used.

C

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.64 Block of Time II Term Agreement Plans (C)

(H) (continued)

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

(I) The selected Block of Time II Term Agreement rate option will remain in effect until either: (a) cancelled or changed by the Customer or, (b) until the Company no longer offers the selected Block of Time II Rate Option to new customers or existing subscribers moving to new locations, whichever occurs first. Changes to this the selected Block of Time II Term Agreement rates options will be effective on the day the Customer's order is processed. (C)

(J) Customers that subscribe to a Block Of Time II Term Agreement plan and terminate the plan prior to the expiration date of the initial or any renewal term may be required to pay an early termination fee (ETF). The ETF shall be 50% of the MRC times the number of months remaining in the initial or renewal term in effect at the time of termination. (C)

(K) If the Customer provides notice to the Company of its intent to terminate The Block of Time II Term Agreement Service within thirty (30) days prior to or thirty (30) days after the automatic renewal of the initial or a renewal term, the Company will adjust to zero any charged ETF fees. (C)

(L) Rate Options

.1 AT&T Business Block of TimeSM 700 II

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

.2 AT&T Business Block of TimeSM 1200 II

This rate option is available for a 1-Year, 2-Year, or 3-Year term agreement. For the MRC specified in Section 4.7.64(B) of this Guidebook, the Customer receives a 1200 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calls. See Section 4.7.64(B) of this Guidebook for the per minute rate after the block of time has been used.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.64 Block of Time II Term Agreement Plans

(H) (continued)

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

(I) The selected Block of Time II Term Agreement rate option will remain in effect until either: (a) cancelled or changed by the Customer or, (b) until the Company no longer offers the selected Block of Time II Rate Option to new customers or existing subscribers moving to new locations, whichever occurs first. Changes to this the selected Block of Time II Term Agreement rates options will be effective on the day the Customer's order is processed.

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.64 Block of Time II Term Agreement Plans (continued)

(L) Rate Options

.1 AT&T Business Block of TimeSM 700 II

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

.2 AT&T Business Block of TimeSM 1200 II

This rate option is available for a 1-Year, 2-Year, or 3-Year term agreement. For the MRC specified in Section 4.7.64(B) of this Guidebook, the Customer receives a 1200 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calls. See Section 4.7.64(B) of this Guidebook for the per minute rate after the block of time has been used.

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.64 Block of Time II Term Agreement Plans (continued)

(L) Rate Options

.1 AT&T Business Block of TimeSM 700 II

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

.2 AT&T Business Block of TimeSM 1200 II

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

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.64 Block of Time II Term Agreement Plans (continued)

(L) Rate Options

.1 AT&T Business Block of TimeSM 700 II

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

.2 AT&T Business Block of TimeSM 1200 II

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

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.64 Block of Time Term Agreement Plans – Plans Available Effective September 1, 2009
(continued)

(L) Rate Options (continued)

.3 AT&T Business Block of TimeSM 2500 II

This rate option is available for a 1-Year, 2-Year, or 3-Year term agreement. For the MRC specified in Section 4.7.64(C) of this Guidebook, the Customer receives a 2500 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calls. See Section 4.7.64(C) of this Guidebook for the per minute rate after the block of time has been used.

.4 AT&T Business Block of TimeSM 5000 II

This rate option is available for a 1-Year, 2-Year, or 3-Year term agreement. For the MRC specified in Section 4.7.64(D) of this Guidebook, the Customer receives a 5000 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calls. See Section 4.7.64(D) of this Guidebook for the per minute rate after the block of time has been used.

.5 AT&T Business Block of TimeSM 7500 II

This rate option is available for a 1-Year, 2-Year, or 3-Year term agreement. For the MRC specified in Section 4.7.64(E) of this Guidebook, the Customer receives a 7500 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calls. See Section 4.7.64(E) of this Guidebook for the per minute rate after the block of time has been used.

.6 AT&T Business Block of TimeSM 10000 II

This rate option is available for a 1-Year, 2-Year, or 3-Year term agreement. For the MRC specified in Section 4.7.64(F) of this Guidebook, the Customer receives a 10000 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calls. See Section 4.7.64(F) of this Guidebook for the per minute rate after the block of time has been used.

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.64 Block of Time Term Agreement Plans

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(L) Rate Options (continued)

.3 AT&T Business Block of TimeSM 2500 II

This rate option is available for a 1-Year, 2-Year, or 3-Year term agreement. For the MRC specified in Section 4.7.64(C) of this Guidebook, the Customer receives a 2500 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calls. See Section 4.7.64(C) of this Guidebook for the per minute rate after the block of time has been used.

.4 AT&T Business Block of TimeSM 5000 II

This rate option is available for a 1-Year, 2-Year, or 3-Year term agreement. For the MRC specified in Section 4.7.64(D) of this Guidebook, the Customer receives a 5000 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calls. See Section 4.7.64(D) of this Guidebook for the per minute rate after the block of time has been used.

.5 AT&T Business Block of TimeSM 7500 II

This rate option is available for a 1-Year, 2-Year, or 3-Year term agreement. For the MRC specified in Section 4.7.64(E) of this Guidebook, the Customer receives a 7500 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calls. See Section 4.7.64(E) of this Guidebook for the per minute rate after the block of time has been used.

.6 AT&T Business Block of TimeSM 10000 II

This rate option is available for a 1-Year, 2-Year, or 3-Year term agreement. For the MRC specified in Section 4.7.64(F) of this Guidebook, the Customer receives a 10000 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calls. See Section 4.7.64(F) of this Guidebook for the per minute rate after the block of time has been used.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.64 Block of Time Term Agreement Plans

(L) Rate Options (continued)

- .3 AT&T Business Block of TimeSM 2500 II
This rate option is available for a 1-Year, 2-Year, or 3-Year term agreement. For the MRC specified in Section 4.7.64(C) of this Guidebook, the Customer receives a 2500 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calls. See Section 4.7.64(C) of this Guidebook for the per minute rate after the block of time has been used.
- .4 AT&T Business Block of TimeSM 5000 II
This rate option is available for a 1-Year, 2-Year, or 3-Year term agreement. For the MRC specified in Section 4.7.64(D) of this Guidebook, the Customer receives a 5000 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calls. See Section 4.7.64(D) of this Guidebook for the per minute rate after the block of time has been used.
- .5 AT&T Business Block of TimeSM 7500 II
This rate option is available for a 1-Year, 2-Year, or 3-Year term agreement. For the MRC specified in Section 4.7.64(E) of this Guidebook, the Customer receives a 7500 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calls. See Section 4.7.64(E) of this Guidebook for the per minute rate after the block of time has been used.
- .6 AT&T Business Block of TimeSM 10000 II
This rate option is available for a 1-Year, 2-Year, or 3-Year term agreement. For the MRC specified in Section 4.7.64(F) of this Guidebook, the Customer receives a 10000 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calls. See Section 4.7.64(F) of this Guidebook for the per minute rate after the block of time has been used.
- .7 AT&T Business Block of TimeSM 250 II
This rate option is available for a 1-Year term agreement. For the MRC specified in Section 4.7.64(G) of this Guidebook, the Customer receives a 250 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calls. See Section 4.7.64(G) of this Guidebook for the per minute rate after the block of time has been used.

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.64 Block of Time II Term Agreement Plans

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(L) Rate Options (continued)

.3 AT&T Business Block of TimeSM 2500 II

This rate option is available for a 1-Year, 2-Year, or 3-Year term agreement. For the MRC specified in Section 4.7.64(C) of this Guidebook, the Customer receives a 2500 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calls. See Section 4.7.64(C) of this Guidebook for the per minute rate after the block of time has been used.

.4 AT&T Business Block of TimeSM 5000 II

This rate option is available for a 1-Year, 2-Year, or 3-Year term agreement. For the MRC specified in Section 4.7.64(D) of this Guidebook, the Customer receives a 5000 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calls. See Section 4.7.64(D) of this Guidebook for the per minute rate after the block of time has been used.

.5 AT&T Business Block of TimeSM 7500 II

This rate option is available for a 1-Year, 2-Year, or 3-Year term agreement. For the MRC specified in Section 4.7.64(E) of this Guidebook, the Customer receives a 7500 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calls. See Section 4.7.64(E) of this Guidebook for the per minute rate after the block of time has been used.

.6 AT&T Business Block of TimeSM 10000 II

This rate option is available for a 1-Year, 2-Year, or 3-Year term agreement. For the MRC specified in Section 4.7.64(F) of this Guidebook, the Customer receives a 10000 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calls. See Section 4.7.64(F) of this Guidebook for the per minute rate after the block of time has been used.

.7 AT&T Business Block of TimeSM 250 II

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

.8 AT&T Business Block of TimeSM 200 II

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

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.64 Block of Time II Term Agreement Plans

(L) Rate Options (continued)

- .3 AT&T Business Block of TimeSM 2500 II
This rate option is available for a 1-Year, 2-Year, or 3-Year term agreement. For the MRC specified in Section 4.7.64(C) of this Guidebook, the Customer receives a 2500 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calls. See Section 4.7.64(C) of this Guidebook for the per minute rate after the block of time has been used.
- .4 AT&T Business Block of TimeSM 5000 II
This rate option is available for a 1-Year, 2-Year, or 3-Year term agreement. For the MRC specified in Section 4.7.64(D) of this Guidebook, the Customer receives a 5000 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calls. See Section 4.7.64(D) of this Guidebook for the per minute rate after the block of time has been used.
- .5 AT&T Business Block of TimeSM 7500 II
This rate option is available for a 1-Year, 2-Year, or 3-Year term agreement. For the MRC specified in Section 4.7.64(E) of this Guidebook, the Customer receives a 7500 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calls. See Section 4.7.64(E) of this Guidebook for the per minute rate after the block of time has been used.
- .6 AT&T Business Block of TimeSM 10000 II
This rate option is available for a 1-Year, 2-Year, or 3-Year term agreement. For the MRC specified in Section 4.7.64(F) of this Guidebook, the Customer receives a 10000 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calls. See Section 4.7.64(F) of this Guidebook for the per minute rate after the block of time has been used.
- .7 AT&T Business Block of TimeSM 250 II
This rate option is available for a 1-Year term agreement. For the MRC specified in Section 4.7.64(G) of this Guidebook, the Customer receives a 250 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calls. See Section 4.7.64(G) of this Guidebook for the per minute rate after the block of time has been used.
- .8 AT&T Business Block of TimeSM 200 II¹ (T)
This rate option is available for a 1-Year term agreement. For the MRC specified in Section 4.7.64(H) of this Guidebook, the Customer receives a 200 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calls. See Section 4.7.64(H) of this Guidebook for the per minute rate after the block of time has been used.

¹This plan is no longer available to new customers effective November 12, 2013. Existing customers may keep this plan until: (a) they move locations; and/or (b) make changes to their service; or (c) until it is discontinued by the Company, whichever occurs first. (N)
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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.64 Block of Time II Term Agreement Plans

(L) Rate Options (continued)

- .3 AT&T Business Block of TimeSM 2500 II
This rate option is available for a 1-Year, 2-Year, or 3-Year term agreement. For the MRC specified in Section 4.7.64(C) of this Guidebook, the Customer receives a 2500 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calls. See Section 4.7.64(C) of this Guidebook for the per minute rate after the block of time has been used.
- .4 AT&T Business Block of TimeSM 5000 II
This rate option is available for a 1-Year, 2-Year, or 3-Year term agreement. For the MRC specified in Section 4.7.64(D) of this Guidebook, the Customer receives a 5000 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calls. See Section 4.7.64(D) of this Guidebook for the per minute rate after the block of time has been used.
- .5 AT&T Business Block of TimeSM 7500 II
This rate option is available for a 1-Year, 2-Year, or 3-Year term agreement. For the MRC specified in Section 4.7.64(E) of this Guidebook, the Customer receives a 7500 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calls. See Section 4.7.64(E) of this Guidebook for the per minute rate after the block of time has been used.
- .6 AT&T Business Block of TimeSM 10000 II
This rate option is available for a 1-Year, 2-Year, or 3-Year term agreement. For the MRC specified in Section 4.7.64(F) of this Guidebook, the Customer receives a 10000 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calls. See Section 4.7.64(F) of this Guidebook for the per minute rate after the block of time has been used.
- .7 AT&T Business Block of TimeSM 250 II
This rate option is available for a 1-Year term agreement. For the MRC specified in Section 4.7.64(G) of this Guidebook, the Customer receives a 250 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calls. See Section 4.7.64(G) of this Guidebook for the per minute rate after the block of time has been used.
- .8 AT&T Business Block of TimeSM 200 II^{1,2} (C)
For the MRC specified in Section 4.7.64(H) of this Guidebook, the Customer receives a 200 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calls. See Section 4.7.64(H) of this Guidebook for the per minute rate after the block of time has been used. (C)

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

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

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.64 Block of Time II Term Agreement Plans

(L) Rate Options (continued)

- .3 AT&T Business Block of TimeSM 2500 II (D)
This rate option is available for a 1-Year or 2-Year term agreement. For the MRC specified in Section 4.7.64(C) of this Guidebook, the Customer receives a 2500 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calls. See Section 4.7.64(C) of this Guidebook for the per minute rate after the block of time has been used.
- .4 AT&T Business Block of TimeSM 5000 II (D)
This rate option is available for a 1-Year or 2-Year term agreement. For the MRC specified in Section 4.7.64(D) of this Guidebook, the Customer receives a 5000 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calls. See Section 4.7.64(D) of this Guidebook for the per minute rate after the block of time has been used.
- .5 AT&T Business Block of TimeSM 7500 II (D)
This rate option is available for a 1-Year or 2-Year term agreement. For the MRC specified in Section 4.7.64(E) of this Guidebook, the Customer receives a 7500 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calls. See Section 4.7.64(E) of this Guidebook for the per minute rate after the block of time has been used.
- .6 AT&T Business Block of TimeSM 10000 II (C) (D)
This rate option is available for a 1-Year or 2-Year term agreement. For the MRC specified in Section 4.7.64(F) of this Guidebook, the Customer receives a 10000 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calls. See Section 4.7.64(F) of this Guidebook for the per minute rate after the block of time has been used.
- .7 AT&T Business Block of TimeSM 250 II
This rate option is available for a 1-Year term agreement. For the MRC specified in Section 4.7.64(G) of this Guidebook, the Customer receives a 250 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calls. See Section 4.7.64(G) of this Guidebook for the per minute rate after the block of time has been used.
- .8 AT&T Business Block of TimeSM 200 II^{1,2}
For the MRC specified in Section 4.7.64(H) of this Guidebook, the Customer receives a 200 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calls. See Section 4.7.64(H) of this Guidebook for the per minute rate after the block of time has been used.

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

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

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.64 Block of Time II Term Agreement Plans

(L) Rate Options (continued)

- .3 AT&T Business Block of TimeSM 2500 II
This rate option is available for a 1-Year or 2-Year term agreement. For the MRC specified in Section 4.7.64(C) of this Guidebook, the Customer receives a 2500 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling, inbound switched TFS calling, or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calling. See Section 4.7.64(C) of this Guidebook for the per minute rate after the block of time has been used. (C)
- .4 AT&T Business Block of TimeSM 5000 II
This rate option is available for a 1-Year or 2-Year term agreement. For the MRC specified in Section 4.7.64(D) of this Guidebook, the Customer receives a 5000 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling, inbound switched TFS calling, or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calling. See Section 4.7.64(D) of this Guidebook for the per minute rate after the block of time has been used. (C)
- .5 AT&T Business Block of TimeSM 7500 II
This rate option is available for a 1-Year or 2-Year term agreement. For the MRC specified in Section 4.7.64(E) of this Guidebook, the Customer receives a 7500 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling, inbound switched TFS calling, or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calling. See Section 4.7.64(E) of this Guidebook for the per minute rate after the block of time has been used. (C)
- .6 AT&T Business Block of TimeSM 10000 II
This rate option is available for a 1-Year or 2-Year term agreement. For the MRC specified in Section 4.7.64(F) of this Guidebook, the Customer receives a 10000 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling, inbound switched TFS calling, or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calling. See Section 4.7.64(F) of this Guidebook for the per minute rate after the block of time has been used. (C)
- .7 AT&T Business Block of TimeSM 250 II
This rate option is available for a 1-Year term agreement. For the MRC specified in Section 4.7.64(G) of this Guidebook, the Customer receives a 250 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling, inbound switched TFS calling, or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calling. See Section 4.7.64(G) of this Guidebook for the per minute rate after the block of time has been used. (C)
- .8 AT&T Business Block of TimeSM 200 II^{1,2}
For the MRC specified in Section 4.7.64(H) of this Guidebook, the Customer receives a 200 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling, inbound switched TFS calling, or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calling. See Section 4.7.64(H) of this Guidebook for the per minute rate after the block of time has been used. (C)

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

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

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.64 Block of Time Term Agreement

(M) Rewards

- .1 Business Customers who subscribe to this plan and at the same time subscribe to a minimum of one (1) or more of the following Company or Affiliate of the Company qualifying services will receive a reward of \$50.00 (if ordered via sales channel) or \$50.00 (if ordered on-line) for this plan plus additional rewards for the qualifying services:

Company Qualifying Services

Qualifying Services	Reward Amount	
	Ordered Via Sales Channel	Ordered On-line
AT&T Toll Free Service	\$25.00	\$50.00
AT&T Business International Calling SM 1-Year	\$25.00	\$50.00

Affiliate of the Company Qualifying Services¹

- AT&T High Speed InternetSM
 - AT&T Unified MessagingSM
 - AT&T Web HostingSM - Share Hosting
 - AT&T Tech Support 360SM
 - AT&T U-VerseSM High Speed Internet Business Edition
 - AT&T Mobility voice and data plan with the purchase of a qualifying Smartphone
- .2 Rewards will only be provided in the form of a bank issued prepaid reward card. A reward card redemption coupon/redemption form and instructions will be mailed within 6-8 weeks following installation of all applicable services. Customer must deliver the redemption coupon/redemption form via website or U.S. mail within 45 days of mailing. Reward card will be mailed to the Customer's address of record within 2 weeks upon the Company's receipt of the redemption coupon/redemption form. The Company is not responsible for lost, late, mutilated, misdirected, or post due mail or Internet service outages. Reward cards may expire. Void where prohibited, taxed or restricted. Other terms and restrictions apply. The reward card is subject to terms and conditions imposed by the card issuer.
- .3 Restrictions
- .a Rewards are available on the following rate options only:
AT&T Business Block of TimeSM 700 II
AT&T Business Block of TimeSM 1200 II
AT&T Business Block of TimeSM 2500 II
 - .b One (1) reward card per customer service location.
 - .c Reward cards cannot be used to pay any bill or invoice from the Company or any Affiliate of the Company
 - .d Customers who subscribe to this plan as part of a promotional offering as defined in Section 5 of this guidebook are not eligible for this reward, unless otherwise specified in the promotional offering.

¹This service not offered under this Guidebook

²Theses services not offered under this Guidebook and reward amounts are defined and offered by the Affiliate of the Company.

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.64 Block of Time II Term Agreement Plans (continued)

(L) Rate Options (continued)

.9 AT&T Business Block of TimeSM 500 II – Available Effective September 4, 2012

This rate option is available to new or existing business customers who:

.1 NEW OR EXISTING

- .a utilize Switched Access to reach the long distance network for outbound calling and to receive calls from the long distance network for toll free calling;
- .b subscribe to the Company for interLATA (interstate and intrastate) and intraLATA (local toll) Service for outbound long distance calling on each access line[#], and may also subscribe to the Company's TFS for inbound long distance calling;
- .c subscribe to access line[#] from an Affiliated ILEC of the Company;
- .d newly subscribe to or restart a minimum 1-Year term agreement for one of the following services from an Affiliated ILEC of the Company: (a) AT&T Business Local Calling^{SM#}; (b) Custom BizSaverSM II[#]
- .e Meet one of the following two options:
 - OPTION 1
newly subscribe to one of the following for a one (1) year term: (a) AT&T U-verse High Speed Internet-Business Edition[#]; (b) AT&T High Speed Internet – Business Edition Basic[#]; (c) AT&T High Speed Internet Business Edition Express[#]; (d) AT&T High Speed Internet Business Edition Pro[#]; or (e) AT&T High Speed Internet Business Edition Elite[#].
 - OPTION 2
- .i newly subscribe to one of the following offered by an Affiliated Wireless provider of the Company for a two (2) year term: (a) Wireless Voice[#]; (b) Wireless Data[#] (c) Wireless Voice and Data[#]; or (d) Wireless Laptop card[#]; and
- .ii agree the Company may combine the Affiliate of the Company's wireless billing with the Company's wireline billing except when participating in the Affiliate of the Company's SBS Wireless Deposit Waiver Program[#];
- .f specify at the time of ordering if the MOUs are to be used for outbound calling, or both outbound and inbound toll free calling;
- .g commit to subscribe to a this rate option for a 1-Year term agreement; and
- .h request to be provisioned under this plan.

#This Service not offered under this Guidebook

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.64 Block of Time II Term Agreement Plans (continued)

(L) Rate Options (continued)

.9 AT&T Business Block of TimeSM 500 II

(C)

This rate option is available to new or existing business customers who:

.1 NEW OR EXISTING

- .a utilize Switched Access to reach the long distance network for outbound calling and to receive calls from the long distance network for toll free calling;
- .b subscribe to the Company for interLATA (interstate and intrastate) and intraLATA (local toll) Service for outbound long distance calling on each access line[#], and may also subscribe to the Company's TFS for inbound long distance calling;
- .c subscribe to access line# from an Affiliated ILEC of the Company;
- .d newly subscribe to or restart a minimum 1-Year term agreement for one of the following services from an Affiliated ILEC of the Company: (a) AT&T Business Local Calling^{SM#}; (b) Custom BizSaverSM II[#]

.e Meet one of the following two options:

OPTION 1

newly subscribe to one of the following for a one (1) year term: (a) AT&T U-verse High Speed Internet-Business Edition[#]; (b) AT&T High Speed Internet – Business Edition

Basic[#]; (c) AT&T High Speed Internet Business Edition Express[#]; (d) AT&T High Speed Internet Business Edition Pro[#]; or (e) AT&T High Speed Internet Business Edition Elite[#].

OPTION 2

.i newly subscribe to one of the following offered by an Affiliated Wireless provider of the Company for a two (2) year term: (a) Wireless Voice[#]; (b) Wireless Data[#] (c) Wireless Voice and Data[#]; or (d) Wireless Laptop card[#]; and

.ii agree the Company may combine the Affiliate of the Company's wireless billing with the Company's wireline billing except when participating in the Affiliate of the Company's SBS Wireless Deposit Waiver Program[#];

OPTION 3

currently subscribe to Internet Service from an Affiliate of the Company and agree to upgrade current internet service to AT&T U-Verse High Speed Internet Max[#], Max Plus[#], or Max Turbo[#].

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- .f specify at the time of ordering if the MOUs are to be used for outbound calling, or both outbound and inbound toll free calling;
- .g commit to subscribe to a this rate option for a 1-Year term agreement; and
- .h request to be provisioned under this plan.

#This Service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.64 Block of Time II Term Agreement Plans (continued)

(L) Rate Options (continued)

.9 AT&T Business Block of TimeSM 500 II

This rate option is available to new or existing business customers who:

.1 NEW OR EXISTING

- .a utilize Switched Access to reach the long distance network for outbound calling and to receive calls from the long distance network for toll free calling;
- .b subscribe to the Company for interLATA (interstate and intrastate) and intraLATA (local toll) Service for outbound long distance calling on each access line[#], and may also subscribe to the Company's TFS for inbound long distance calling;
- .c subscribe to access line# from an Affiliated ILEC of the Company;
- .d newly subscribe to or restart a minimum 1-Year term agreement for one of the following services from an Affiliated ILEC of the Company: (a) AT&T Business Local Calling^{SM#}; (b) Custom BizSaverSM II[#]
- .e Meet one of the following two options:
 - OPTION 1
newly subscribe to one of the following for a one (1) year term: (a) AT&T U-verse High Speed Internet-Business Edition[#]; (b) AT&T High Speed Internet – Business Edition Basic[#]; (c) AT&T High Speed Internet Business Edition Express[#]; (d) AT&T High Speed Internet Business Edition Pro[#]; or (e) AT&T High Speed Internet Business Edition Elite[#].
 - OPTION 2
 - .i newly subscribe to one of the following offered by an Affiliated Wireless provider of the Company for a two (2) year term: (a) Wireless Voice[#]; (b) Wireless Data[#] (c) Wireless Voice and Data[#]; or (d) Wireless Laptop card[#]; and
 - .ii agree the Company may combine the Affiliate of the Company's wireless billing with the Company's wireline billing except when participating in the Affiliate of the Company's SBS Wireless Deposit Waiver Program[#];
 - OPTION 3
currently subscribe to Internet Service from an Affiliate of the Company and agree to upgrade current internet service to AT&T U-verse High Speed Internet – Business Edition Elite (6Mbps) or higher speed[#]. (C) (C)
- .f specify at the time of ordering if the MOUs are to be used for outbound calling, or both outbound and inbound toll free calling;
- .g commit to subscribe to a this rate option for a 1-Year term agreement; and
- .h request to be provisioned under this plan.

#This Service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.64 Block of Time II Term Agreement Plans (continued)

(L) Rate Options (continued)

.9 AT&T Business Block of TimeSM 500 II

Availability

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

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.64 Block of Time II Term Agreement Plans (continued)

(L) Rate Options (continued)

.9 AT&T Business Block of TimeSM 500 II - Available Effective September 4, 2012 (continued)

(N)

.2 RETENTION

- .a utilize Switched Access to reach the long distance network for outbound calling and optionally, to receive calls from the long distance network for TFS;
- .b subscribe to the Company for interLATA (interstate and intrastate) and intraLATA (local toll) Service for outbound long distance calling on each access line# for a one (1) year term, and may also subscribe to the Company's TFS for inbound long distance calling;
- .c currently subscribe to local dial tone service# from an Affiliate ILEC of the Company (including where that Affiliate is operating as a CLEC) and state an intention to change local carriers for economic reasons and/or in response to a competitive offer;
- .d subscribe to access line# from an Affiliated ILEC of the Company,
- .e subscribe to this Plan on business access lines# that are part of the AT&T Business Local Calling^{SM#} or Customr BizSaver II# package offered by an Affiliated ILEC of the Company with a new or restart an existing, minimum 1-Year term agreement; and,
- f currently subscribe to Internet Service or Wireless Service as defined and offered by an Affiliate of the Company and/or Affiliated Wireless provider of the Company;
- .g request to be provisioned under this plan.

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

#This service not offered under this Guidebook

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.64 Block of Time II Term Agreement Plans (continued)

(L) Rate Options (continued)

.9 AT&T Business Block of TimeSM 500¹

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

(C)

(D)

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

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.64 Block of Time II Term Agreement Plans (continued)

(L) Rate Options (continued)

.9 AT&T Business Block of TimeSM 500^{1,2}

(C)

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

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

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

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.65 AT&T Business Unlimited CallingSM III – Plan Available Effective November 2, 2009

- (A) AT&T Business Unlimited CallingSM III is an outbound calling and optional inbound Switched TFS long distance calling plan. This plan is established at the BTN level; multiple BTN aggregation is not available with this plan. If the Customer or Applicant selects a different long distance calling plan for specific WTNs, the Customer or Applicant is required to establish a separate BTN for each plan.
- (B) This plan is available to Business Customers who:

OPTION 1 – NEW OR EXISTING

- .1 utilize Switched Access to reach the long distance network for outbound calling and to receive calls from the long distance network for TFS;
- .2 subscribe to the Company for the provision of interstate and intrastate (interLATA and/or intraLATA) Service for outbound long distance calling on each access line#, and may also subscribe to the Company for the provision of TFS for inbound long distance calling;
- .3 newly subscribe to or currently subscribe to AT&T Business Local Calling AssuranceSM# from an Affiliated ILEC of the Company (including where that Affiliate is operating as a CLEC) on at least one (1), but no more than five (5) business access lines# (*i.e.*, WTNs) on a single BTN;
- .4 newly subscribe or currently subscribe to one of the following services from an Affiliate of the Company: (a) AT&T U-verse High Speed Internet-Business Edition#; (b)AT&T High Speed Internet – Business Edition Basic#; (c)AT&T High Speed Internet Business Edition Express# -#; (d)AT&T High Speed Internet Business Edition Pro#; or (e) AT&T High Speed Internet Business Edition Elite#;
- .5 newly subscribe or currently subscribe to one of the following services from an Affiliate of the Company with a minimum two (2) year term commitment: (a) Wireless Voice#; (b) Wireless Data# (c) Wireless Voice and Data#; or (d) Wireless Laptop card#;
- .6 agree the Company may combine the Affiliate of the Company’s wireless billing with the Company’s wireline billing except when participating in the Affiliate of the Company’s SBS Wireless Deposit Waiver Program#; and,
- .7 commit to subscribe to this plan for a one (1) or two (2) year term.

#This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.65 AT&T Business Unlimited CallingSM III

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

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

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

OPTION 1 – NEW OR EXISTING

- .1 utilize Switched Access to reach the long distance network for outbound calling and to receive calls from the long distance network for TFS;
- .2 subscribe to the Company for the provision of interstate and intrastate (interLATA and/or intraLATA) Service for outbound long distance calling on each access line#, and may also subscribe to the Company for the provision of TFS for inbound long distance calling;
- .3 newly subscribe to or currently subscribe to AT&T Business Local Calling AssuranceSM# from an Affiliated ILEC of the Company (including where that Affiliate is operating as a CLEC) on at least one (1), but no more than five (5) business access lines# (*i.e.*, WTNs) on a single BTN;
- .4 newly subscribe or currently subscribe to one of the following services from an Affiliate of the Company: (a) AT&T U-verse High Speed Internet-Business Edition#; (b)AT&T High Speed Internet – Business Edition Basic#; (c)AT&T High Speed Internet Business Edition Express# -#; (d)AT&T High Speed Internet Business Edition Pro#; or (e) AT&T High Speed Internet Business Edition Elite#;
- .5 newly subscribe or currently subscribe to one of the following services from an Affiliate of the Company with a minimum two (2) year term commitment: (a) Wireless Voice#; (b) Wireless Data# (c) Wireless Voice and Data#; or (d) Wireless Laptop card#;
- .6 agree the Company may combine the Affiliate of the Company’s wireless billing with the Company’s wireline billing except when participating in the Affiliate of the Company’s SBS Wireless Deposit Waiver Program#; and,
- .7 commit to subscribe to this plan for a one (1) or two (2) year term.

#This service not offered under this Guidebook

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.65 AT&T Business Unlimited CallingSM III (continued) – Plan Available Effective November 2, 2009

OPTION 2 – WINBACK

- .1 utilize Switched Access to reach the long distance network for outbound calling and to receive calls from the long distance network for TFS;
- .2 subscribe to the Company for the provision of interstate and intrastate (interLATA and/or intraLATA) Service for outbound long distance calling on each access line#, and may also subscribe to the Company for the provision of TFS for inbound long distance calling;
- .3 meet a minimum of one (1) of the following conditions:
 - .a have previously subscribed to local dial tone Service of an Affiliate ILEC of the Company (including where that Affiliate is operating as a CLEC) and have cancelled that Service; or
 - .b are currently local telephone customers of a competitor in the local serving territory of one of the Affiliate ILECs of the Company (including where that Affiliate is operating as a CLEC) and are now moving dial tone services from the competitor to the Affiliate ILEC;
- .4 newly subscribe to AT&T Business Local Calling AssuranceSM # from an Affiliate ILEC of the Company (including where that Affiliate is operating as a CLEC) on at least one (1), but no more than five (5) business access lines# (*i.e.*, WTNs) on a single BTN;
- 5 newly subscribe or currently subscribe to one of the following services from an Affiliate of the Company: (a) AT&T U-verse High Speed Internet-Business Edition#; (b) AT&T High Speed Internet – Business Edition Basic#; (c) AT&T High Speed Internet Business Edition Express#; (d) AT&T High Speed Internet Business Edition Pro#; or (e) AT&T High Speed Internet Business Edition Elite#;
- .6 newly subscribe or currently subscribe to one of the following services from an Affiliate of the Company with a minimum two (2) year term commitment: (a) Wireless Voice#; (b) Wireless Data#; (c) Wireless Voice and Data#; or (d) Wireless Laptop card#;
- .7 agree the Company may combine the Affiliate of the Company's wireless billing with the Company's wireline billing except when participating in the Affiliate of the Company's SBS Wireless Deposit Waiver Program#; and,
- .8 commit to subscribe to this plan for a one (1) or two (2) year term.

#This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.65 AT&T Business Unlimited CallingSM III

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OPTION 2 – WINBACK

- .1 utilize Switched Access to reach the long distance network for outbound calling and to receive calls from the long distance network for TFS;
- .2 subscribe to the Company for the provision of interstate and intrastate (interLATA and/or intraLATA) Service for outbound long distance calling on each access line#, and may also subscribe to the Company for the provision of TFS for inbound long distance calling;
- .3 meet a minimum of one (1) of the following conditions:
 - .a have previously subscribed to local dial tone Service of an Affiliate ILEC of the Company (including where that Affiliate is operating as a CLEC) and have cancelled that Service; or
 - .b are currently local telephone customers of a competitor in the local serving territory of one of the Affiliate ILECs of the Company (including where that Affiliate is operating as a CLEC) and are now moving dial tone services from the competitor to the Affiliate ILEC;
- .4 newly subscribe to AT&T Business Local Calling AssuranceSM # from an Affiliate ILEC of the Company (including where that Affiliate is operating as a CLEC) on at least one (1), but no more than five (5) business access lines# (i.e., WTNs) on a single BTN;
- 5 newly subscribe or currently subscribe to one of the following services from an Affiliate of the Company: (a) AT&T U-verse High Speed Internet-Business Edition#; (b) AT&T High Speed Internet – Business Edition Basic#; (c) AT&T High Speed Internet Business Edition Express#; (d) AT&T High Speed Internet Business Edition Pro#; or (e) AT&T High Speed Internet Business Edition Elite#;
- .6 newly subscribe or currently subscribe to one of the following services from an Affiliate of the Company
 - .a (1) Wireless Voice#; (2) Wireless Data# (3) Wireless Voice and Data#; or (4) Wireless Laptop card# # for a minimum 2-Year Term or;
 - .b solution set bundle# as defined and offered by the Affiliate of the Company for a 1-Year or 2-year term;
- .7 agree the Company may combine the Affiliate of the Company's wireless billing with the Company's wireline billing except when participating in the Affiliate of the Company's SBS Wireless Deposit Waiver Program#; and,
- .8 commit to subscribe to this plan for a one (1) or two (2) year term.

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#This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.65 AT&T Business Unlimited CallingSM III

OPTION 2 – WINBACK

- .1 utilize Switched Access to reach the long distance network for outbound calling and to receive calls from the long distance network for TFS;
- .2 subscribe to the Company for the provision of interstate and intrastate (interLATA and/or intraLATA) Service for outbound long distance calling on each access line#, and may also subscribe to the Company for the provision of TFS for inbound long distance calling;
- .3 meet a minimum of one (1) of the following conditions:
 - .a have previously subscribed to local dial tone Service of an Affiliate ILEC of the Company (including where that Affiliate is operating as a CLEC) and have cancelled that Service; or
 - .b are currently local telephone customers of a competitor in the local serving territory of one of the Affiliate ILECs of the Company (including where that Affiliate is operating as a CLEC) and are now moving dial tone services from the competitor to the Affiliate ILEC;
- .4 newly subscribe to AT&T Business Local Calling AssuranceSM # from an Affiliate ILEC of the Company (including where that Affiliate is operating as a CLEC) on at least one (1), but no more than five (5) business access lines# (i.e., WTNs) on a single BTN;
- .5 newly subscribe or currently subscribe to one of the following services from an Affiliate of the Company: (a) AT&T U-verse High Speed Internet-Business Edition#; (b) AT&T High Speed Internet – Business Edition Basic#; (c) AT&T High Speed Internet Business Edition Express# ; (d) AT&T High Speed Internet Business Edition Pro#; or (e) AT&T High Speed Internet Business Edition Elite#;
- .6 newly subscribe or currently subscribe to one of the following services from an Affiliate of the Company
 - .a (1) Wireless Voice#; (2) Wireless Data# (3) Wireless Voice and Data#; or (4) Wireless Laptop card# # for a minimum 2-Year Term or;
 - .b subscription to one of the following: (1) AT&T Tech Support 360SM Advanced Service Package# and AT&T Web HostingSM - Shared Hosting#; or (2) AT&T Tech Support 360SM Premium Service Package# and AT&T Tech Support 360SM Back-up and Go# for a 1-Year or 2-Year Term;
- .7 agree the Company may combine the Affiliate of the Company's wireless billing with the Company's wireline billing except when participating in the Affiliate of the Company's SBS Wireless Deposit Waiver Program#; and,
- .8 commit to subscribe to this plan for a one (1) or two (2) year term.

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#This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.65 AT&T Business Unlimited CallingSM III (continued) – Plan Available Effective November 2, 2009

OPTION 3 – RETENTION

- .1 utilize Switched Access to reach the long distance network for outbound calling and to receive calls from the long distance network for TFS;
 - .2 subscribe to the Company for the provision of interstate and intrastate (interLATA and/or intraLATA) Service for outbound long distance calling on each access line#, and may also subscribe to the Company for the provision of TFS for inbound long distance calling;
 - .3 currently subscribe to local dial tone service from an Affiliate ILEC of the Company (including where that Affiliate is operating as a CLEC) and state an intention to change local carriers;
 - .4 newly subscribe to or currently subscribe to AT&T Business Local Calling AssuranceSM from an Affiliate ILEC of the Company (including where that Affiliate is operating as a CLEC) on at least one (1), but no more than five (5) business access lines# (*i.e.*, WTNs) on a single BTN;
 - .5 newly subscribe or currently subscribe to one of the following services from an Affiliate of the Company: (a) AT&T U-verse High Speed Internet-Business Edition#; (b) AT&T High Speed Internet – Business Edition Basic#; (c) AT&T High Speed Internet Business Edition Express#-; (d) AT&T High Speed Internet Business Edition Pro#-; or (e) AT&T High Speed Internet Business Edition Elite#;
 - .6 newly subscribe or currently subscribe to one of the following services from an Affiliate of the Company with a minimum two (2) year term commitment: (a) Wireless Voice#; (b) Wireless Data#; (c) Wireless Voice and Data#; or (d) Wireless Laptop card#;
 - .7 agree the Company may combine the Affiliate of the Company's wireless billing with the Company's wireline billing except when participating in the Affiliate of the Company's SBS Wireless Deposit Waiver Program#; and,
 - .8 commit to subscribe to this plan for a one (1) or two (2) year term.
- (C) A single legal business entity with more than one BTN at that legal business entity's physical service location is eligible for this plan on one (1) BTN only, and only if the total number of business access lines# does not exceed ten (10) at that location. Additionally, service under this plan is limited to one BTN with one (1) to five (5) business access lines# per legal business entity.
- (D) The Customer may subscribe to this plan solely for outbound long distance calling, or for both outbound long distance calling and inbound TFS. Customers subscribing to the plan receive unlimited domestic 1+ direct-dialed outbound calling. Where a Customer subscribes to TFS, inbound toll free calls may originate on any type of access and are terminated via Switched Access to the Customer's location. See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS.

#This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.65 AT&T Business Unlimited CallingSM III (continued)

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OPTION 3 – RETENTION

- .1 utilize Switched Access to reach the long distance network for outbound calling and to receive calls from the long distance network for TFS;
 - .2 subscribe to the Company for the provision of interstate and intrastate (interLATA and/or intraLATA) Service for outbound long distance calling on each access line#, and may also subscribe to the Company for the provision of TFS for inbound long distance calling;
 - .3 currently subscribe to local dial tone service from an Affiliate ILEC of the Company (including where that Affiliate is operating as a CLEC) and state an intention to change local carriers;
 - .4 newly subscribe to or currently subscribe to AT&T Business Local Calling AssuranceSM from an Affiliate ILEC of the Company (including where that Affiliate is operating as a CLEC) on at least one (1), but no more than five (5) business access lines# (*i.e.*, WTNs) on a single BTN;
 - .5 newly subscribe or currently subscribe to one of the following services from an Affiliate of the Company: (a) AT&T U-verse High Speed Internet-Business Edition#; (b) AT&T High Speed Internet – Business Edition Basic#; (c) AT&T High Speed Internet Business Edition Express#-; (d) AT&T High Speed Internet Business Edition Pro#-; or (e) AT&T High Speed Internet Business Edition Elite#;
 - .6 newly subscribe or currently subscribe to one of the following services from an Affiliate of the Company
 - .a (1) Wireless Voice#; (2) Wireless Data# (3) Wireless Voice and Data#; or (4) Wireless Laptop card# # for a minimum 2-Year Term or;
 - .b solution set bundle# as defined and offered by the Affiliate of the Company for a 1-Year or 2-year term;
 - .7 agree the Company may combine the Affiliate of the Company's wireless billing with the Company's wireline billing except when participating in the Affiliate of the Company's SBS Wireless Deposit Waiver Program#; and,
 - .8 commit to subscribe to this plan for a one (1) or two (2) year term.
- (C) A single legal business entity with more than one BTN at that legal business entity's physical service location is eligible for this plan on one (1) BTN only, and only if the total number of business access lines# does not exceed ten (10) at that location. Additionally, service under this plan is limited to one BTN with one (1) to five (5) business access lines# per legal business entity.
- (D) The Customer may subscribe to this plan solely for outbound long distance calling, or for both outbound long distance calling and inbound TFS. Customers subscribing to the plan receive unlimited domestic 1+ direct-dialed outbound calling. Where a Customer subscribes to TFS, inbound toll free calls may originate on any type of access and are terminated via Switched Access to the Customer's location. See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS.

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#This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.65 AT&T Business Unlimited CallingSM III (continued)

OPTION 3 – RETENTION

- .1 utilize Switched Access to reach the long distance network for outbound calling and to receive calls from the long distance network for TFS;
 - .2 subscribe to the Company for the provision of interstate and intrastate (interLATA and/or intraLATA) Service for outbound long distance calling on each access line#, and may also subscribe to the Company for the provision of TFS for inbound long distance calling;
 - .3 currently subscribe to local dial tone service from an Affiliate ILEC of the Company (including where that Affiliate is operating as a CLEC) and state an intention to change local carriers;
 - .4 newly subscribe to or currently subscribe to AT&T Business Local Calling AssuranceSM from an Affiliate ILEC of the Company (including where that Affiliate is operating as a CLEC) on at least one (1), but no more than five (5) business access lines# (*i.e.*, WTNs) on a single BTN;
 - .5 newly subscribe or currently subscribe to one of the following services from an Affiliate of the Company: (a) AT&T U-verse High Speed Internet-Business Edition#; (b) AT&T High Speed Internet – Business Edition Basic#; (c) AT&T High Speed Internet Business Edition Express#; (d) AT&T High Speed Internet Business Edition Pro#; or (e) AT&T High Speed Internet Business Edition Elite#;
 - .6 newly subscribe or currently subscribe to one of the following services from an Affiliate of the Company
 - .a (1) Wireless Voice#; (2) Wireless Data# (3) Wireless Voice and Data#; or (4) Wireless Laptop card# # for a minimum 2-Year Term or;
 - .b subscription to one of the following: (1) AT&T Tech Support 360SM Advanced Service Package# and AT&T Web HostingSM - Shared Hosting#; or (2) AT&T Tech Support 360SM Premium Service Package# and AT&T Tech Support 360SM Back-up and Go# for a 1-Year or 2-Year Term;
 - .7 agree the Company may combine the Affiliate of the Company's wireless billing with the Company's wireline billing except when participating in the Affiliate of the Company's SBS Wireless Deposit Waiver Program#; and,
 - .8 commit to subscribe to this plan for a one (1) or two (2) year term.
- (C) A single legal business entity with more than one BTN at that legal business entity's physical service location is eligible for this plan on one (1) BTN only, and only if the total number of business access lines# does not exceed ten (10) at that location. Additionally, service under this plan is limited to one BTN with one (1) to five (5) business access lines# per legal business entity.
- (D) The Customer may subscribe to this plan solely for outbound long distance calling, or for both outbound long distance calling and inbound TFS. Customers subscribing to the plan receive unlimited domestic 1+ direct-dialed outbound calling. Where a Customer subscribes to TFS, inbound toll free calls may originate on any type of access and are terminated via Switched Access to the Customer's location. See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS.

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#This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.65 AT&T Business Unlimited CallingSM III (continued) – Plan Available Effective November 2, 2009

(E) Inbound Switched TFS calls and fully automated, operator assisted, and operator dialed calls billed to the Calling Card - Option 2 are not included in the unlimited MOUs. TFS and calling card calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of thirty (30) seconds. TFS and Calling card per minute rates and per call charges associated with this plan are subject to change with prior notification to the customer. See Section 4.7.65 of this Guidebook for inbound TFS and calling card rates associated with this plan.

(F) Term Agreement

- .1 1-Year term agreements are oral agreements and do not require a signature.
- .2 2-Year term agreements must be signed under any method accepted by the Company, including electronically, and must be received by Company within thirty (30) calendar days from the order date. If the Company does not receive the Customer's signed agreement within the thirty calendar (30) day period, and Service has been provisioned in reliance thereon, the term of the agreement shall default to a 1-Year term under the rates, terms and conditions of this plan.
- .3 If defaulted to a 1-Year term, the 1-Year term will start on the day the Company completes the change from a 2-Year term to a 1-Year term. The Company will endeavor to complete the change within thirty (30) calendar days after the expired due date for receipt of the signed agreement from the Customer.
- .4 All term agreements for this plan will automatically renew on the first day after the initial or any renewal term has expired at the then current rates for this plan defined in Section 4.7.65 of this Guidebook. The term will automatically renew until any one of the following occurs:
 - .a the Customer terminates Service with the Company;
 - .b after the Company no longer offers this plan to new Customers or existing Customers who:
 - .i move to a new location; or
 - .ii change the number of access lines# under the BTN(s) to which this plan applies; or
 - .c the Company notifies the Customer this plan is no longer available.
- .5 The Customer is under no obligation to re-subscribe to the plan after completion of the initial or any renewal term.

#This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.65 AT&T Business Unlimited CallingSM III (continued)

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- (E) Inbound Switched TFS calls and fully automated, operator assisted, and operator dialed calls billed to the Calling Card - Option 2 are not included in the unlimited MOUs. TFS and calling card calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of thirty (30) seconds. TFS and Calling card per minute rates and per call charges associated with this plan are subject to change with prior notification to the customer. See Section 4.7.65 of this Guidebook for inbound TFS and calling card rates associated with this plan.
- (F) Term Agreement
- .1 1-Year term agreements are oral agreements and do not require a signature.
 - .2 2-Year term agreements must be signed under any method accepted by the Company, including electronically, and must be received by Company within thirty (30) calendar days from the order date. If the Company does not receive the Customer's signed agreement within the thirty calendar (30) day period, and Service has been provisioned in reliance thereon, the term of the agreement shall default to a 1-Year term under the rates, terms and conditions of this plan.
 - .3 If defaulted to a 1-Year term, the 1-Year term will start on the day the Company completes the change from a 2-Year term to a 1-Year term. The Company will endeavor to complete the change within thirty (30) calendar days after the expired due date for receipt of the signed agreement from the Customer.
 - .4 All term agreements for this plan will automatically renew on the first day after the initial or any renewal term has expired at the then current rates for this plan defined in Section 4.7.65 of this Guidebook. The term will automatically renew until any one of the following occurs:
 - .a the Customer terminates Service with the Company;
 - .b after the Company no longer offers this plan to new Customers or existing Customers who:
 - .i move to a new location; or
 - .ii change the number of access lines# under the BTN(s) to which this plan applies; or
 - .c the Company notifies the Customer this plan is no longer available.
 - .5 The Customer is under no obligation to re-subscribe to the plan after completion of the initial or any renewal term.

#This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.65 AT&T Business Unlimited CallingSM III (continued)

(E) Inbound Switched TFS calls and fully automated, operator assisted, and operator dialed calls billed to the Calling Card - Option 2 are not included in the unlimited MOUs. TFS and calling card calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of thirty (30) seconds. TFS and Calling card per minute rates and per call charges associated with this plan are subject to change with prior notification to the customer. See Section 4.7.65 of this Guidebook for inbound TFS and calling card rates associated with this plan.

(F) Term Agreement

.1 1-Year term agreements are oral agreements and do not require a signature.

.2 2-Year term agreements must be signed under any method accepted by the Company, including electronically, and must be received by Company within thirty (30) calendar days from the order date. If the Company does not receive the Customer's signed agreement within the thirty calendar (30) day period, and Service has been provisioned in reliance thereon, the term of the agreement shall default to a 1-Year term under the rates, terms and conditions of this plan.

.3 If defaulted to a 1-Year term, the 1-Year term will start on the day the Company completes the change from a 2-Year term to a 1-Year term. The Company will endeavor to complete the change within thirty (30) calendar days after the expired due date for receipt of the signed agreement from the Customer.

.4 All term agreements for this plan will automatically renew on the first day after the initial or any renewal term has expired at the then current rates for this plan defined in Section 4.7.65 of this Guidebook.

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

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

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#This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.65 AT&T Business Unlimited CallingSM III¹ (continued) (C)

(B) Inbound Switched TFS calls and fully automated, operator assisted, and operator dialed calls billed to the Calling Card - Option 2 are not included in the unlimited MOUs. TFS and calling card calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of thirty (30) seconds. TFS and Calling card per minute rates and per call charges associated with this plan are subject to change with prior notification to the customer. See Section 4.7.65 of this Guidebook for inbound TFS and calling card rates associated with this plan. (C)

(C) Term Agreement (C)

.1 1-Year term agreements are oral agreements and do not require a signature.

.2 2-Year term agreements must be signed under any method accepted by the Company, including electronically, and must be received by Company within thirty (30) calendar days from the order date. If the Company does not receive the Customer's signed agreement within the thirty calendar (30) day period, and Service has been provisioned in reliance thereon, the term of the agreement shall default to a 1-Year term under the rates, terms and conditions of this plan.

.3 If defaulted to a 1-Year term, the 1-Year term will start on the day the Company completes the change from a 2-Year term to a 1-Year term. The Company will endeavor to complete the change within thirty (30) calendar days after the expired due date for receipt of the signed agreement from the Customer.

.4 All term agreements for this plan will automatically renew on the first day after the initial or any renewal term has expired at the then current rates for this plan defined in Section 4.7.65 of this Guidebook.

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

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

#This service not offered under this Guidebook(A)

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

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.65 AT&T Business Unlimited CallingSM III¹ (continued)

- (B) Inbound Switched TFS calls and fully automated, operator assisted, and operator dialed calls billed to the Calling Card - Option 2 are not included in the unlimited MOUs. TFS and calling card calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of thirty (30) seconds. TFS and Calling card per minute rates and per call charges associated with this plan are subject to change with prior notification to the customer. See Section 4.7.65 of this Guidebook for inbound TFS and calling card rates associated with this plan.
- (C) Term Agreement
 - .1 1-Year term agreements are oral agreements and do not require a signature.
 - .2 2-Year term agreements must be signed under any method accepted by the Company, including electronically, and must be received by Company within thirty (30) calendar days from the order date. If the Company does not receive the Customer's signed agreement within the thirty calendar (30) day period, and Service has been provisioned in reliance thereon, the term of the agreement shall default to a 1-Year term under the rates, terms and conditions of this plan.
 - .3 If defaulted to a 1-Year term, the 1-Year term will start on the day the Company completes the change from a 2-Year term to a 1-Year term. The Company will endeavor to complete the change within thirty (30) calendar days after the expired due date for receipt of the signed agreement from the Customer.

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

(1) – Material moved to Page 220.15.1

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.65 AT&T Business Unlimited CallingSM III¹ (continued)

(B) Inbound Switched TFS calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of thirty (30) seconds. TFS per call charges associated with this plan are subject to change with prior notification to the customer.

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(C) Term Agreement

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

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

SECTION 3 – DESCRIPTION OF SERVICES

3.7	Custom Business Services (continued)	
3.7.65	AT&T Business Unlimited Calling SM III ¹ (continued)	(N)
	(C) Term Agreement (continued)	(N)
	.4 Term Renewals	(N)
	.a 1-Year Term Agreements	(N)
	1-Year term agreements for this plan will automatically renew on the first day after the initial or any renewal term has expired at the then current rates for this plan defined in Section 4.7.65 of this Guidebook.	(1/C) (1) (1)
	.b 2-Year and 3-Year Term Agreements	(N)
	.i If the customer wishes to renew this plan for a new 2-Year or 3-Year term, the customer must notify the Company at least thirty (30) days prior to the expiration of their current term of their intention to renew for a new term.	
	.ii Customers who fail to contact the Company within thirty (30) days prior to the expiration of their term to request a term renewal will remain on this plan and be billed on a month-to-month basis at the out of term rates defined in Section 4.7.65 of this Guidebook	
	This plan will remain in effect until either: (a) canceled or changed by the Customer; (b) the Customer terminates Service with the Company; (c) the Company no longer offers this plan to new Customers or existing Customers moving to new locations or changing the number of access lines# under the BTN(s) to which this plan applies; or (d) the Company notifies the Customer this plan is no longer available for auto-renewal; whichever occurs first	(1/D) (1) (1)
	.5 The Customer is under no obligation to re-subscribe to this plan after completion of the initial or any renewal term period.	(1) (1)
	#This service not offered under this Guidebook	(1)
	¹ This plan is no longer available to new Customers effective May 31, 2012. Existing customers may keep this plan until: (a) they move locations; and/or (b) make changes to their service; or (c) until it is discontinued by the Company, whichever occurs first.	(N) (N)

(1) – Material moved from Page 220.15

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.65 AT&T Business Unlimited CallingSM III (continued) – Plan Available Effective November 2, 2009

(G) Restrictions

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

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

#This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.65 AT&T Business Unlimited CallingSM III (continued)

C

(G) Restrictions

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

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

#This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.65 AT&T Business Unlimited CallingSM III (continued) – Plan Available Effective November 2, 2009

(I) Call Detail Suppression

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

(J) Early Termination Fee (ETF)

- .1 If, prior to the expiration date of the initial or any renewal term, the Customer chooses to either: (a) terminate long distance Service with the Company; or (b) disconnect this plan and does not select another Small Business plan; or (c) downgrade to another Service without a term plan agreement, the Customer may be charged an ETF. The ETF shall be 50% of the full MRC rate in effect for this plan at the time of termination multiplied by the number of months remaining in the term.
- .2 If during a 1-Year or 2-Year term agreement the Customer adds or removes business access lines# or relocates Service to a new address and agrees to re-start a 1-Year or 2-Year term agreement for this plan (if available), the Company will adjust to zero any charged ETFs.
- .3 If the Customer provides notice to the Company of its intent to terminate this plan within thirty (30) calendar days prior to, or thirty (30) calendar days after, the automatic renewal of the term, the Company will adjust to zero any charged ETFs.

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.65 AT&T Business Unlimited CallingSM III (continued)

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(I) Call Detail Suppression

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

(J) Early Termination Fee (ETF)

- .1 If, prior to the expiration date of the initial or any renewal term, the Customer chooses to either: (a) terminate long distance Service with the Company; or (b) disconnect this plan and does not select another Small Business plan; or (c) downgrade to another Service without a term plan agreement, the Customer may be charged an ETF. The ETF shall be 50% of the full MRC rate in effect for this plan at the time of termination multiplied by the number of months remaining in the term.
- .2 If during a 1-Year or 2-Year term agreement the Customer adds or removes business access lines# or relocates Service to a new address and agrees to re-start a 1-Year or 2-Year term agreement for this plan (if available), the Company will adjust to zero any charged ETFs.
- .3 If the Customer provides notice to the Company of its intent to terminate this plan within thirty (30) calendar days prior to, or thirty (30) calendar days after, the automatic renewal of the term, the Company will adjust to zero any charged ETFs.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.65 AT&T Business Unlimited CallingSM III (continued)

(I) Call Detail Suppression

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

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

(C)

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

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(N)

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

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

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(N)

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

(2/C)

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

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(N)

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

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(2)

(1) – Material relocated on this Page

(2) – Material relocated on this Page

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.66 AT&T Business Unlimited CallingSM IV - Plan Available Effective October 15, 2010

- (A) AT&T Business Unlimited CallingSM IV is an outbound calling and optional inbound Switched TFS long distance calling plan. This plan is established at the BTN level; multiple BTN aggregation is not available with this plan. If the Customer or Applicant selects a different long distance calling plan for specific WTNs, the Customer or Applicant is required to establish a separate BTN for each plan.
- (B) This plan is available to new or existing Business Customers who:
- .1 utilize Switched Access to reach the long distance network for outbound calling and to receive calls from the long distance network for TFS;
 - .2 subscribe to the Company for the provision of interstate and intrastate (interLATA and/or intraLATA) Service for outbound long distance calling on each access line#, and may also subscribe to the Company for the provision of TFS for inbound long distance calling;
 - .3 newly subscribe to or restart a 1-Year term agreement to AT&T Business Local CallingSM# or Custom BizSaver II# from an Affiliated ILEC of the Company (including where that Affiliate is operating as a CLEC) on at least one (1), but no more than ten (10) business access lines# (*i.e.*, WTNs) on a single BTN;
 - .4 currently subscribes to one of the following wireless Services from an Affiliate of the Company: a) Wireless Voice#; (b) Wireless Data#; (c) Wireless Voice and Data#; or (d) Wireless Laptop card ; and newly subscribe to one of the following services from an Affiliate of the Company for a 1-Year term: (a) AT&T U-Verse High Speed Internet-Business Edition#; (b) AT&T High Speed Internet – Business Edition Express Static or Dynamic#; (c) AT&T High Speed Internet Business Edition Pro Static or Dynamic; (d) AT&T High Speed Internet Business Edition Elite, Static or Dynamic#; or
 - .6 newly subscribe to: (a) AT&T U-Verse High Speed Internet-Business Edition#; (b) AT&T High Speed Internet – Business Edition Express Static or Dynamic#; (c) AT&T High Speed Internet Business Edition Pro Static or Dynamic; or (d) AT&T High Speed Internet Business Edition Elite, Static or Dynamic# for a 1-Year term; and currently or newly subscribes (for a minimum 2-Year term) to one of the following wireless services from an Affiliate of the Company : (a) Wireless Voice#; (b) Wireless Data#; (c) Wireless Voice and Data#; or (d) Wireless Laptop card;
 - .8 agree the Company may combine the Affiliate of the Company’s wireless billing with the Company’s wireline billing except when participating in the Affiliate of the Company’s SBS Wireless Deposit Waiver Program#; and,
 - .9 commit to subscribe to this plan for a one (1) year term.
- (C) A single legal business entity with more than one BTN at that legal business entity’s physical service location is eligible for this plan on one (1) BTN only, and only if the total number of business access lines# does not exceed ten (10) at that location. Additionally, service under this plan is limited to one BTN with one (1) to ten (10) business access lines# per legal business entity.

#This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.66 AT&T Business Unlimited CallingSM IV - Plan Available Effective November 1, 2010

C

- (A) AT&T Business Unlimited CallingSM IV is an outbound calling and optional inbound Switched TFS long distance calling plan. This plan is established at the BTN level; multiple BTN aggregation is not available with this plan. If the Customer or Applicant selects a different long distance calling plan for specific WTNs, the Customer or Applicant is required to establish a separate BTN for each plan.
- (B) This plan is available to new or existing Business who in response to a mass media campaign contacts the Company, request this service, and meet the following terms and conditions
- .1 utilize Switched Access to reach the long distance network for outbound calling and to receive calls from the long distance network for TFS;
 - .2 subscribe to the Company for the provision of interstate and intrastate (interLATA and/or intraLATA) Service for outbound long distance calling on each access line#, and may also subscribe to the Company for the provision of TFS for inbound long distance calling;
 - .3 newly subscribe to or restart a 1-Year term agreement to AT&T Business Local CallingSM# or Custom BizSaver II# from an Affiliated ILEC of the Company (including where that Affiliate is operating as a CLEC) on at least one (1), but no more than ten (10) business access lines# (*i.e.*, WTNs) on a single BTN;
 - .4 currently subscribes to one of the following wireless Services from an Affiliate of the Company: a) Wireless Voice#; (b) Wireless Data#; (c) Wireless Voice and Data#; or (d) Wireless Laptop card ; and newly subscribe to one of the following services from an Affiliate of the Company for a 1-Year term: (a) AT&T U-Verse High Speed Internet-Business Edition#; (b) AT&T High Speed Internet – Business Edition Express Static or Dynamic#; (c) AT&T High Speed Internet Business Edition Pro Static or Dynamic; (d) AT&T High Speed Internet Business Edition Elite, Static or Dynamic#; or
 - .5 newly subscribe to: (a) AT&T U-Verse High Speed Internet-Business Edition#; (b) AT&T High Speed Internet – Business Edition Express Static or Dynamic#; (c) AT&T High Speed Internet Business Edition Pro Static or Dynamic; or (d) AT&T High Speed Internet Business Edition Elite, Static or Dynamic# for a 1-Year term; and currently or newly subscribes (for a minimum 2-Year term) to one of the following wireless services from an Affiliate of the Company : (a) Wireless Voice#; (b) Wireless Data#; (c) Wireless Voice and Data#; or (d) Wireless Laptop card;
 - .6 agree the Company may combine the Affiliate of the Company’s wireless billing with the Company’s wireline billing except when participating in the Affiliate of the Company’s SBS Wireless Deposit Waiver Program#; and,
 - .7 commit to subscribe to this plan for a one (1) year term.
- (C) A single legal business entity with more than one BTN at that legal business entity’s physical service location is eligible for this plan on one (1) BTN only, and only if the total number of business access lines# does not exceed ten (10) at that location. Additionally, service under this plan is limited to one BTN with one (1) to ten (10) business access lines# per legal business entity.

#This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.66 AT&T Business Unlimited CallingSM IV

- (A) AT&T Business Unlimited CallingSM IV is an outbound calling and optional inbound Switched TFS long distance calling plan. This plan is established at the BTN level; multiple BTN aggregation is not available with this plan. If the Customer or Applicant selects a different long distance calling plan for specific WTNs, the Customer or Applicant is required to establish a separate BTN for each plan.
- (B) This plan is available to new or existing Business who:
- .1 utilize Switched Access to reach the long distance network for outbound calling and to receive calls from the long distance network for TFS;
 - .2 subscribe to the Company for the provision of interstate and intrastate (interLATA and/or intraLATA) Service for outbound long distance calling on each access line#, and may also subscribe to the Company for the provision of TFS for inbound long distance calling;
 - .3 meet a minimum of one (1) of the following conditions:
 - .a have previously subscribed to local dial tone Service of an Affiliate ILEC of the Company (including where that Affiliate is operating as a CLEC) and have cancelled that Service; or
 - .b are currently a local telephone customer of a competitor in the local serving territory of one of the Affiliate ILECs of the Company (including where that Affiliate is operating as a CLEC) and are now moving dial tone services from the competitor to the Affiliate ILEC; or
 - .c currently subscribe to local dial tone service* from an Affiliate ILEC of the Company (including where that Affiliate is operating as a CLEC) and state an intention to change local carriers for economic reasons and/or in response to a competitive offer;
 - .4 newly subscribe to or restart a 1-Year term agreement to AT&T Business Local CallingSM # AT&T Business Local Calling AssuranceSM # or Custom BizSaver II# from an Affiliated ILEC of the Company (including where that Affiliate is operating as a CLEC) on at least one (1), but no more than ten (10) business access lines# (i.e., WTNs) on a single BTN;
 - .5 currently subscribes to one of the following wireless Services from an Affiliate of the Company: a) Wireless Voice#; (b) Wireless Data#; (c) Wireless Voice and Data#; or (d) Wireless Laptop card ; or currently to one of the following services from an Affiliate of the Company for a 1-Year term: (a) AT&T U-Verse High Speed Internet-Business Edition#; (b) AT&T High Speed Internet – Business Edition Express Static or Dynamic#; (c) AT&T High Speed Internet Business Edition Pro Static or Dynamic; (d) AT&T High Speed Internet Business Edition Elite, Static or Dynamic#; or
 - .6 newly subscribe to: (a) AT&T U-Verse High Speed Internet-Business Edition#; (b) AT&T High Speed Internet – Business Edition Express Static or Dynamic#; (c) AT&T High Speed Internet Business Edition Pro Static or Dynamic; or (d) AT&T High Speed Internet Business Edition Elite, Static or Dynamic# for a 1- Year term; or newly subscribes (for a minimum 2-Year term) to one of the following wireless services from an Affiliate of the Company : (a) Wireless Voice#; (b) Wireless Data#; (c) Wireless Voice and Data#; or (d) Wireless Laptop card;
 - .7 agree the Company may combine the Affiliate of the Company’s wireless billing with the Company’s wireline billing except when participating in the Affiliate of the Company’s SBS Wireless Deposit Waiver Program#; and,
 - .8 commit to subscribe to this plan for a one (1) year term.
- (C) A single legal business entity with more than one BTN at that legal business entity’s physical service location is eligible for this plan on one (1) BTN only, and only if the total number of business access lines# does not exceed ten (10) at that location. Additionally, service under this plan is limited to one BTN with one (1) to ten (10) business access lines# per legal business entity.

#This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.66 AT&T Business Unlimited CallingSM IV

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

(B) This plan is available to new or existing Business who:

WIN/WINBACK

.1 Option 1 – One (1) to Five (5) Access Lines[#]

.a utilize Switched Access to reach the long distance network for outbound calling and to receive calls from the long distance network for TFS;

.b subscribe to the Company for the provision of interstate and intrastate (interLATA and/or intraLATA) Service for outbound long distance calling on each access line#, and may also subscribe to the Company for the provision of TFS for inbound long distance calling;

.c meet a minimum of one (1) of the following conditions:

.i have previously subscribed to local dial tone Service of an Affiliate ILEC of the Company (including where that Affiliate is operating as a CLEC) and have cancelled that Service; or

.ii are currently a local telephone customer of a competitor in the local serving territory of one of the Affiliate ILECs of the Company (including where that Affiliate is operating as a CLEC) and are now moving dial tone services from the competitor to the Affiliate ILEC;

.d newly subscribe to or restart a 1-Year term agreement to AT&T Business Local CallingSM# AT&T Business Local Calling AssuranceSM# or Custom BizSaver II# from an Affiliated ILEC of the Company (including where that Affiliate is operating as a CLEC) on at least one (1), but no more than five (5) business access lines# (*i.e.*, WTNs) on a single BTN;

.e currently subscribes to one of the following wireless Services from an Affiliate of the Company: a) Wireless Voice#; (b) Wireless Data#; (c) Wireless Voice and Data#; or (d) Wireless Laptop card ; or currently to one of the following services from an Affiliate of the Company for a 1-Year term: (a) AT&T U-Verse High Speed Internet-Business Edition#; (b) AT&T High Speed Internet – Business Edition Express Static or Dynamic#; (c) AT&T High Speed Internet Business Edition Pro Static or Dynamic; (d) AT&T High Speed Internet Business Edition Elite, Static or Dynamic#; or

.f newly subscribe to: (a) AT&T U-Verse High Speed Internet-Business Edition#; (b) AT&T High Speed Internet – Business Edition Express Static or Dynamic#; (c) AT&T High Speed Internet Business Edition Pro Static or Dynamic; or (d) AT&T High Speed Internet Business Edition Elite, Static or Dynamic# for a 1-Year term; or newly subscribes (for a minimum 2-Year term) to one of the following wireless services from an Affiliate of the Company : (a) Wireless Voice#; (b) Wireless Data#; (c) Wireless Voice and Data#; or (d) Wireless Laptop card;

.g agree the Company may combine the Affiliate of the Company’s wireless billing with the Company’s wireline billing except when participating in the Affiliate of the Company’s SBS Wireless Deposit Waiver Program#; and,

.h commit to subscribe to this plan for a one (1) year term.

#This service not offered under this Guidebook
(1) – Material moved to Original Sheet 220.18.3

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.66 AT&T Business Unlimited CallingSM IV

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

(B) This plan is available to new or existing Business who:

WIN/WINBACK

.1 Option 1 – One (1) to Five (5) Access Lines[#]

.a utilize Switched Access to reach the long distance network for outbound calling and to receive calls from the long distance network for TFS;

.b subscribe to the Company for the provision of interstate and intrastate (interLATA and/or intraLATA) Service for outbound long distance calling on each access line#, and may also subscribe to the Company for the provision of TFS for inbound long distance calling;

.c meet a minimum of one (1) of the following conditions:

.i have previously subscribed to local dial tone Service of an Affiliate ILEC of the Company (excluding where that Affiliate is operating as a CLEC) and have cancelled that Service; or (C)

.ii are currently a local telephone customer of a competitor in the local serving territory of one of the Affiliate ILECs of the Company (excluding where that Affiliate is operating as a CLEC) and are now moving dial tone services from the competitor to the Affiliate ILEC; (C)

.d newly subscribe to or restart a 1-Year term agreement to AT&T Business Local CallingSM# AT&T Business Local Calling AssuranceSM# or Custom BizSaver II# from an Affiliated ILEC of the Company (including where that Affiliate is operating as a CLEC) on at least one (1), but no more than five (5) business access lines# (*i.e.*, WTNs) on a single BTN;

.e currently subscribes to one of the following wireless Services from an Affiliate of the Company: a) Wireless Voice#; (b) Wireless Data#; (c) Wireless Voice and Data#; or (d) Wireless Laptop card ; or currently to one of the following services from an Affiliate of the Company for a 1-Year term: (a) AT&T U-Verse High Speed Internet-Business Edition#; (b) AT&T High Speed Internet – Business Edition Express Static or Dynamic#; (c) AT&T High Speed Internet Business Edition Pro Static or Dynamic; (d) AT&T High Speed Internet Business Edition Elite, Static or Dynamic#; or

.f newly subscribe to: (a) AT&T U-Verse High Speed Internet-Business Edition#; (b) AT&T High Speed Internet – Business Edition Express Static or Dynamic#; (c) AT&T High Speed Internet Business Edition Pro Static or Dynamic; or (d) AT&T High Speed Internet Business Edition Elite, Static or Dynamic# for a 1-Year term; or newly subscribes (for a minimum 2-Year term) to one of the following wireless services from an Affiliate of the Company : (a) Wireless Voice#; (b) Wireless Data#; (c) Wireless Voice and Data#; or (d) Wireless Laptop card;

.g agree the Company may combine the Affiliate of the Company's wireless billing with the Company's wireline billing except when participating in the Affiliate of the Company's SBS Wireless Deposit Waiver Program#; and,

.h commit to subscribe to this plan for a one (1) year term.

#This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.66 AT&T Business Unlimited CallingSM IV (continued)

(B) (continued)

WIN/WINBACK (continued)

- .1 Option 2 – one (1) to ten (10) access lines[#]
 - .a utilize Switched Access to reach the long distance network for outbound calling and to receive calls from the long distance network for TFS;
 - .b subscribes to the Company for interLATA (interstate and intrastate) and intraLATA (local toll) Service for outbound long distance calling on each access line*, and may also subscribe to the Company's TFS for inbound long distance calling;
 - .c meet a minimum of one (1) of the following conditions:
 - .i have previously subscribed to local dial tone Service of an Affiliate ILEC of the Company (including where that Affiliate is operating as a LEC) and have cancelled that Service; or
 - .ii are currently a local telephone customer of a competitor in the local serving territory of one of the Affiliate ILECs of the Company (including where that Affiliate is operating as a CLEC) and are now moving dial tone services from the competitor to the Affiliate ILEC
 - .d newly subscribe to a 1-Year term agreement to AT&T Business Local Calling^{SM#} or Custom BizSaver II[#] from an Affiliated ILEC of the Company (including where that Affiliate is operating as a CLEC) on at least one (1), but no more than ten (10) business access lines[#] (*i.e.*, WTNs) on a single BTN;
 - .e currently subscribe to one of the following wireless Services from an Affiliate of the Company: a) Wireless Voice[#]; (b) Wireless Data[#]; (c) Wireless Voice and Data[#]; or (d) Wireless Laptop card; or currently subscribe to one of the following services from an Affiliate of the Company for a 1-Year term: (a) AT&T U-Verse High Speed Internet-Business Edition[#]; (b) AT&T High Speed Internet – Business Edition Express Static or Dynamic[#]; (c) AT&T High Speed Internet Business Edition Pro Static or Dynamic; (d) AT&T High Speed Internet Business Edition Elite, Static or Dynamic[#]; or
 - .f newly subscribe to: (a) AT&T U-Verse High Speed Internet-Business Edition[#]; (b) AT&T High Speed Internet – Business Edition Express Static or Dynamic[#]; (c) AT&T High Speed Internet Business Edition Pro Static or Dynamic; or (d) AT&T High Speed Internet Business Edition Elite, Static or Dynamic[#] for a 1- Year term or newly subscribes (for a minimum 2-Year term) to one of the following wireless services from an Affiliate of the Company : (a) Wireless Voice[#]; (b) Wireless Data[#]; (c) Wireless Voice and Data[#]; or (d) Wireless Laptop card;
 - .g agree the Company may combine the Affiliate of the Company's wireless billing with the Company's wireline billing except when participating in the Affiliate of the Company's SBS Wireless Deposit Waiver Program[#]; and,
 - .h commit to subscribe to this plan for a one (1) year term

(N)

#This service not offered out of this Guidebook

(N)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.66 AT&T Business Unlimited CallingSM IV (continued)

(B) (continued)

WIN/WINBACK (continued)

- .1 Option 2 – one (1) to ten (10) access lines[#]
 - .a utilize Switched Access to reach the long distance network for outbound calling and to receive calls from the long distance network for TFS;
 - .b subscribes to the Company for interLATA (interstate and intrastate) and intraLATA (local toll) Service for outbound long distance calling on each access line*, and may also subscribe to the Company's TFS for inbound long distance calling;
 - .c meet a minimum of one (1) of the following conditions:
 - .i have previously subscribed to local dial tone Service of an Affiliate ILEC of the Company (excluding where that Affiliate is operating as a LEC) and have cancelled that Service; or (C)
 - .ii are currently a local telephone customer of a competitor in the local serving territory of one of the Affiliate ILECs of the Company (excluding where that Affiliate is operating as a CLEC) and are now moving dial tone services from the competitor to the Affiliate ILEC (C)
 - .d newly subscribe to a 1-Year term agreement to AT&T Business Local Calling^{SM#} or Custom BizSaver II[#] from an Affiliated ILEC of the Company (excluding where that Affiliate is operating as a CLEC) on at least one (1), but no more than ten (10) business access lines[#] (*i.e.*, WTNs) on a single BTN; (C)
 - .e currently subscribe to one of the following wireless Services from an Affiliate of the Company: a) Wireless Voice[#]; (b) Wireless Data[#]; (c) Wireless Voice and Data[#]; or (d) Wireless Laptop card; or currently subscribe to one of the following services from an Affiliate of the Company for a 1-Year term: (a) AT&T U-Verse High Speed Internet-Business Edition[#]; (b) AT&T High Speed Internet – Business Edition Express Static or Dynamic[#]; (c) AT&T High Speed Internet Business Edition Pro Static or Dynamic; (d) AT&T High Speed Internet Business Edition Elite, Static or Dynamic[#]; or
 - .f newly subscribe to: (a) AT&T U-Verse High Speed Internet-Business Edition[#]; (b) AT&T High Speed Internet – Business Edition Express Static or Dynamic[#]; (c) AT&T High Speed Internet Business Edition Pro Static or Dynamic; or (d) AT&T High Speed Internet Business Edition Elite, Static or Dynamic[#] for a 1- Year term or newly subscribes (for a minimum 2-Year term) to one of the following wireless services from an Affiliate of the Company : (a) Wireless Voice[#]; (b) Wireless Data[#]; (c) Wireless Voice and Data[#]; or (d) Wireless Laptop card;
 - .g agree the Company may combine the Affiliate of the Company's wireless billing with the Company's wireline billing except when participating in the Affiliate of the Company's SBS Wireless Deposit Waiver Program[#]; and,
 - .h commit to subscribe to this plan for a one (1) year term

#This service not offered out of this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.66 AT&T Business Unlimited CallingSM IV (continued)

(B) (continued)

RETENTION

- .1 Option 1 – one (1) to five (5) access lines#
 - .a utilize Switched Access to reach the long distance network for outbound calling and to receive calls from the long distance network for TFS;
 - .b subscribes to the Company for interLATA (interstate and intrastate) and intraLATA (local toll) Service for outbound long distance calling on each access line*, and may also subscribe to the Company's TFS for inbound long
 - .c currently subscribe to local dial tone service* from an Affiliate ILEC of the Company (including where that Affiliate is operating as a CLEC) and state an intention to change local carriers for economic reasons and/or in response to a competitive offer;
 - .d newly subscribe to or restart a 1-Year term agreement to AT&T Business Local Calling AssuranceSM# from an Affiliated ILEC of the Company (including where that Affiliate is operating as a CLEC) on at least one (1), but no more than five (5) business access lines# (*i.e.*, WTNs) on a single BTN;
 - .e currently subscribe to one of the following wireless Services from an Affiliate of the Company: a) Wireless Voice#; (b) Wireless Data#; (c) Wireless Voice and Data#; or (d) Wireless Laptop card; or currently subscribe to one of the following services from an Affiliate of the Company for a 1-Year term: (a) AT&T U-Verse High Speed Internet-Business Edition#; (b) AT&T High Speed Internet – Business Edition Express Static or Dynamic#; (c) AT&T High Speed Internet Business Edition Pro Static or Dynamic; (d) AT&T High Speed Internet Business Edition Elite, Static or Dynamic#; or
 - .f newly subscribe to: (a) AT&T U-Verse High Speed Internet-Business Edition#; (b) AT&T High Speed Internet – Business Edition Express Static or Dynamic#; (c) AT&T High Speed Internet Business Edition Pro Static or Dynamic; or (d) AT&T High Speed Internet Business Edition Elite, Static or Dynamic# for a 1-Year term or newly subscribes (for a minimum 2-Year term) to one of the following wireless services from an Affiliate of the Company : (a) Wireless Voice#; (b) Wireless Data#; (c) Wireless Voice and Data#; or (d) Wireless Laptop card;
 - .g agree the Company may combine the Affiliate of the Company's wireless billing with the Company's wireline billing except when participating in the Affiliate of the Company's SBS Wireless Deposit Waiver Program#; and,
 - .h commit to subscribe to this plan for a one (1) year term.

(N)

#This service not offered out of this Guidebook

(N)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.66 AT&T Business Unlimited CallingSM IV (continued)

(B) (continued)

RETENTION

- .1 Option 1 – one (1) to five (5) access lines#
 - .a utilize Switched Access to reach the long distance network for outbound calling and to receive calls from the long distance network for TFS;
 - .b subscribes to the Company for interLATA (interstate and intrastate) and intraLATA (local toll) Service for outbound long distance calling on each access line*, and may also subscribe to the Company's TFS for inbound long
 - .c currently subscribe to local dial tone service* from an Affiliate ILEC of the Company (excluding where that Affiliate is operating as a CLEC) and state an intention to change local carriers for economic reasons and/or in response to a competitive offer; (C)
 - .d newly subscribe to or restart a 1-Year term agreement to AT&T Business Local Calling AssuranceSM# from an Affiliated ILEC of the Company (excluding where that Affiliate is operating as a CLEC) on at least one (1), but no more than five (5) business access lines# (*i.e.*, WTNs) on a single BTN; (C)
 - .e currently subscribe to one of the following wireless Services from an Affiliate of the Company: a) Wireless Voice#; (b) Wireless Data#; (c) Wireless Voice and Data#; or (d) Wireless Laptop card; or currently subscribe to one of the following services from an Affiliate of the Company for a 1-Year term: (a) AT&T U-Verse High Speed Internet-Business Edition#; (b) AT&T High Speed Internet – Business Edition Express Static or Dynamic#; (c) AT&T High Speed Internet Business Edition Pro Static or Dynamic; (d) AT&T High Speed Internet Business Edition Elite, Static or Dynamic#; or
 - .f newly subscribe to: (a) AT&T U-Verse High Speed Internet-Business Edition#; (b) AT&T High Speed Internet – Business Edition Express Static or Dynamic#; (c) AT&T High Speed Internet Business Edition Pro Static or Dynamic; or (d) AT&T High Speed Internet Business Edition Elite, Static or Dynamic# for a 1-Year term or newly subscribes (for a minimum 2-Year term) to one of the following wireless services from an Affiliate of the Company : (a) Wireless Voice#; (b) Wireless Data#; (c) Wireless Voice and Data#; or (d) Wireless Laptop card;
 - .g agree the Company may combine the Affiliate of the Company's wireless billing with the Company's wireline billing except when participating in the Affiliate of the Company's SBS Wireless Deposit Waiver Program#; and,
 - .h commit to subscribe to this plan for a one (1) year term.

#This service not offered out of this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.66 AT&T Business Unlimited CallingSM IV (continued)

(B) (continued)

RETENTION (continued)

- .2 Option 2 – six (6) to ten (10) access lines# (N)
- .a utilize Switched Access to reach the long distance network for outbound calling and to receive calls from the long distance network for TFS;
- .b subscribes to the Company for interLATA (interstate and intrastate) and intraLATA (local toll) Service for outbound long distance calling on each access line*, and may also subscribe to the Company's TFS for inbound long distance calling;
- .c currently subscribe to local dial tone service* from an Affiliate ILEC of the Company (including where that Affiliate is operating as a CLEC) and state an intention to change local carriers for economic reasons and/or in response to a competitive offer;
- .d newly subscribe to or re-start 1-Year term agreement to AT&T Business Local CallingSM# or Custom BizSaver II[#] from an Affiliated ILEC of the Company (including where that Affiliate is operating as a CLEC) on at least six (6), but no more than ten (10) business access lines# (*i.e.*, WTNs) on a single BTN;
- .e currently subscribe to one of the following wireless Services from an Affiliate of the Company: a) Wireless Voice#; (b) Wireless Data#; (c) Wireless Voice and Data#; or (d) Wireless Laptop card; or currently subscribe to one of the following services from an Affiliate of the Company for a 1-Year term: (a) AT&T U-Verse High Speed Internet-Business Edition#; (b) AT&T High Speed Internet – Business Edition Express Static or Dynamic#; (c) AT&T High Speed Internet Business Edition Pro Static or Dynamic; (d) AT&T High Speed Internet Business Edition Elite, Static or Dynamic#; or
- .f newly subscribe to: (a) AT&T U-Verse High Speed Internet-Business Edition#; (b) AT&T High Speed Internet – Business Edition Express Static or Dynamic#; (c) AT&T High Speed Internet Business Edition Pro Static or Dynamic; or (d) AT&T High Speed Internet Business Edition Elite, Static or Dynamic# for a 1-Year term or newly subscribes (for a minimum 2-Year term) to one of the following wireless services from an Affiliate of the Company : (a) Wireless Voice#; (b) Wireless Data#; (c) Wireless Voice and Data#; or (d) Wireless Laptop card;
- .g agree the Company may combine the Affiliate of the Company's wireless billing with the Company's wireline billing except when participating in the Affiliate of the Company's SBS Wireless Deposit Waiver Program#; and,
- .h commit to subscribe to this plan for a one (1) year term (N)

- (C) A single legal business entity with more than one BTN at that legal business entity's physical service location is eligible for this plan on one (1) BTN only, and only if the total number of business access lines# does not exceed ten (10) at that location. Additionally, service under this plan is limited to one BTN with one (1) to ten (10) business access lines# per legal business entity. (I)

[#]This service not offered under this Guidebook.

(1) – Material moved from 3rd Revised Sheet 220.18

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.66 AT&T Business Unlimited CallingSM IV (continued)

(B) (continued)

RETENTION (continued)

.2 Option 2 – six (6) to ten (10) access lines#

.a utilize Switched Access to reach the long distance network for outbound calling and to receive calls from the long distance network for TFS;

.b subscribes to the Company for interLATA (interstate and intrastate) and intraLATA (local toll) Service for outbound long distance calling on each access line*, and may also subscribe to the Company's TFS for inbound long distance calling;

.c currently subscribe to local dial tone service* from an Affiliate ILEC of the Company (excluding where that Affiliate is operating as a CLEC) and state an intention to change local carriers for economic reasons and/or in response to a competitive offer; (C)

.d newly subscribe to or re-start 1-Year term agreement to AT&T Business Local CallingSM# or Custom BizSaver II[#] from an Affiliated ILEC of the Company (excluding where that Affiliate is operating as a CLEC) on at least six (6), but no more than ten (10) business access lines# (*i.e.*, WTNs) on a single BTN; (C)

.e currently subscribe to one of the following wireless Services from an Affiliate of the Company: a) Wireless Voice#; (b) Wireless Data#; (c) Wireless Voice and Data#; or (d) Wireless Laptop card; or currently subscribe to one of the following services from an Affiliate of the Company for a 1-Year term: (a) AT&T U-Verse High Speed Internet-Business Edition#; (b) AT&T High Speed Internet – Business Edition Express Static or Dynamic#; (c) AT&T High Speed Internet Business Edition Pro Static or Dynamic; (d) AT&T High Speed Internet Business Edition Elite, Static or Dynamic#; or

.f newly subscribe to: (a) AT&T U-Verse High Speed Internet-Business Edition#; (b) AT&T High Speed Internet – Business Edition Express Static or Dynamic#; (c) AT&T High Speed Internet Business Edition Pro Static or Dynamic; or (d) AT&T High Speed Internet Business Edition Elite, Static or Dynamic# for a 1-Year term or newly subscribes (for a minimum 2-Year term) to one of the following wireless services from an Affiliate of the Company : (a) Wireless Voice#; (b) Wireless Data#; (c) Wireless Voice and Data#; or (d) Wireless Laptop card;

.g agree the Company may combine the Affiliate of the Company's wireless billing with the Company's wireline billing except when participating in the Affiliate of the Company's SBS Wireless Deposit Waiver Program#; and,

.h commit to subscribe to this plan for a one (1) year term

(C) A single legal business entity with more than one BTN at that legal business entity's physical service location is eligible for this plan on one (1) BTN only, and only if the total number of business access lines# does not exceed ten (10) at that location. Additionally, service under this plan is limited to one BTN with one (1) to ten (10) business access lines# per legal business entity.

[#]This service not offered under this Guidebook.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.66 AT&T Business Unlimited CallingSM IV- Plan Available Effective October 15, 2010 (continued)

- (D) The Customer may subscribe to this plan solely for outbound long distance calling, or for both outbound long distance calling and inbound TFS. Customers subscribing to the plan receive unlimited domestic 1+ direct-dialed outbound calling. Where a Customer subscribes to TFS, inbound toll free calls may originate on any type of access and are terminated via Switched Access to the Customer's location. See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS.
- (E) Inbound Switched TFS calls and fully automated, operator assisted, and operator dialed calls billed to the Calling Card - Option 2 are not included in the unlimited MOUs. TFS and calling card calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of thirty (30) seconds. TFS and Calling card per minute rates and per call charges associated with this plan are subject to change with prior notification to the customer. See Section 4.7 of this Guidebook for inbound TFS and calling card rates associated with this plan.
- (F) Term Agreement
- .1 1-Year term agreements are oral agreements and do not require a signature.
 - .2 The term agreements for this plan will automatically renew on the first day after the initial or any renewal term has expired at the then current rates for this plan defined in Section 4.7.66 of this Guidebook. The term will automatically renew until any one of the following occurs:
 - .a the Customer terminates Service with the Company;
 - .b after the Company no longer offers this plan to new Customers or existing Customers who:
 - .i move to a new location; or
 - .ii change the number of access lines# under the BTN(s) to which this plan applies; or
 - .c the Company notifies the Customer this plan is no longer available.
 - .5 The Customer is under no obligation to re-subscribe to the plan after completion of the initial or any renewal term.

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.66 AT&T Business Unlimited CallingSM IV- Plan Available Effective November 1, 2010 (continued)

C

- (D) The Customer may subscribe to this plan solely for outbound long distance calling, or for both outbound long distance calling and inbound TFS. Customers subscribing to the plan receive unlimited domestic 1+ direct-dialed outbound calling. Where a Customer subscribes to TFS, inbound toll free calls may originate on any type of access and are terminated via Switched Access to the Customer's location. See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS.
- (E) Inbound Switched TFS calls and fully automated, operator assisted, and operator dialed calls billed to the Calling Card - Option 2 are not included in the unlimited MOUs. TFS and calling card calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of thirty (30) seconds. TFS and Calling card per minute rates and per call charges associated with this plan are subject to change with prior notification to the customer. See Section 4.7 of this Guidebook for inbound TFS and calling card rates associated with this plan.
- (F) Term Agreement
 - .1 1-Year term agreements are oral agreements and do not require a signature.
 - .2 The term agreements for this plan will automatically renew on the first day after the initial or any renewal term has expired at the then current rates for this plan defined in Section 4.7.66 of this Guidebook. The term will automatically renew until any one of the following occurs:
 - .a the Customer terminates Service with the Company;
 - .b after the Company no longer offers this plan to new Customers or existing Customers who:
 - .i move to a new location; or
 - .ii change the number of access lines# under the BTN(s) to which this plan applies; or
 - .c the Company notifies the Customer this plan is no longer available.
 - .5 The Customer is under no obligation to re-subscribe to the plan after completion of the initial or any renewal term.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.66 AT&T Business Unlimited CallingSM IV (continued)

(C)

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

(E) Inbound Switched TFS calls and fully automated, operator assisted, and operator dialed calls billed to the Calling Card - Option 2 are not included in the unlimited MOUs. TFS and calling card calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of thirty (30) seconds. TFS and Calling card per minute rates and per call charges associated with this plan are subject to change with prior notification to the customer. See Section 4.7 of this Guidebook for inbound TFS and calling card rates associated with this plan.

(F) Term Agreement

.1 1-Year term agreements are oral agreements and do not require a signature.

.2 The term agreements for this plan will automatically renew on the first day after the initial or any renewal term has expired at the then current rates for this plan defined in Section 4.7.66 of this Guidebook.

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

(C)

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(C)

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

(C)

(C)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.66 AT&T Business Unlimited CallingSM IV (continued)

- (D) ———— (D)
- (C) Inbound Switched TFS calls and fully automated, operator assisted, and operator dialed calls billed to the Calling Card - Option 2 are not included in the unlimited MOUs. TFS and calling card calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of thirty (30) seconds. TFS and Calling card per minute rates and per call charges associated with this plan are subject to change with prior notification to the customer. See Section 4.7 of this Guidebook for inbound TFS and calling card rates associated with this plan. (C)
- (D) Term Agreement (C)
 - .1 1-Year term agreements are oral agreements and do not require a signature.
 - .2 The term agreements for this plan will automatically renew on the first day after the initial or any renewal term has expired at the then current rates for this plan defined in Section 4.7.66 of this Guidebook.

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

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.66 AT&T Business Unlimited CallingSM IV- Plan Available Effective October 15, 2010 (continued)

(G) Restrictions

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

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

(I) Call Detail Suppression

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

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.66 AT&T Business Unlimited CallingSM IV- Plan Available Effective November 1, 2010 (continued)

C

(G) Restrictions

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

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

(I) Call Detail Suppression

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

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.66 AT&T Business Unlimited CallingSM IV- Plan Available Effective October, 2010 (continued)

(J) Early Termination Fee (ETF)

- .1 If, prior to the expiration date of the initial or any renewal term, the Customer chooses to either: (a) terminate long distance Service with the Company; or (b) disconnect this plan and does not select another Small Business plan; or (c) downgrade to another Service without a term plan agreement, the Customer may be charged an ETF. The ETF shall be 50% of the full MRC rate in effect for this plan at the time of termination multiplied by the number of months remaining in the term.
- .2 If during a 1-Year term agreement the Customer adds or removes business access lines# or relocates Service to a new address and agrees to re-start a 1-Year term agreement for this plan (if available), the Company will adjust to zero any charged ETFs.
- .3 If the Customer provides notice to the Company of its intent to terminate this plan within thirty (30) calendar days prior to, or thirty (30) calendar days after, the automatic renewal of the term, the Company will adjust to zero any charged ETFs.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.66 AT&T Business Unlimited CallingSM IV- Plan Available Effective November 1, 2010 (continued)

C

(J) Early Termination Fee (ETF)

- .1 If, prior to the expiration date of the initial or any renewal term, the Customer chooses to either: (a) terminate long distance Service with the Company; or (b) disconnect this plan and does not select another Small Business plan; or (c) downgrade to another Service without a term plan agreement, the Customer may be charged an ETF. The ETF shall be 50% of the full MRC rate in effect for this plan at the time of termination multiplied by the number of months remaining in the term.
- .2 If during a 1-Year term agreement the Customer adds or removes business access lines# or relocates Service to a new address and agrees to re-start a 1-Year term agreement for this plan (if available), the Company will adjust to zero any charged ETFs.
- .3 If the Customer provides notice to the Company of its intent to terminate this plan within thirty (30) calendar days prior to, or thirty (30) calendar days after, the automatic renewal of the term, the Company will adjust to zero any charged ETFs.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

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

(1) – Material relocated on this Page

(2) – Material relocated on this Page

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.66 AT&T Business Unlimited CallingSM IV- Plan Available Effective October 15, 2010 (continued)

(J) Early Termination Fee (ETF)

- .1 If, prior to the expiration date of the initial or any renewal term, the Customer chooses to either: (a) terminate long distance Service with the Company; or (b) disconnect this plan and does not select another Small Business plan; or (c) downgrade to another Service without a term plan agreement, the Customer may be charged an ETF. The ETF shall be 50% of the full MRC rate in effect for this plan at the time of termination multiplied by the number of months remaining in the term.
- .2 If during a 1-Year term agreement the Customer adds or removes business access lines# or relocates Service to a new address and agrees to re-start a 1-Year term agreement for this plan (if available), the Company will adjust to zero any charged ETFs.
- .3 If the Customer provides notice to the Company of its intent to terminate this plan within thirty (30) calendar days prior to, or thirty (30) calendar days after, the automatic renewal of the term, the Company will adjust to zero any charged ETFs.

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SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.67 AT&T Business Unlimited CallingSM V

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

(B) This plan is available to new or existing Business Customers who meet the following terms and conditions:

- .1 utilize Switched Access to reach the long distance network for outbound calling and optionally, to receive calls from the long distance network for TFS;
- .2 subscribe to the plan for the provision of interstate and intrastate Service for outbound long distance calling on each access line[#] for a one (1) year term.
- .3 currently or newly subscribe to and maintain at least one (1) but no more than ten (10) business access lines[#] (i.e., BTNs and WTNs) from an Affiliated ILEC of the Company on a single BTN account per service location; and
- .4 subscribe to this Plan only on business access lines[#] that are part of the AT&T Business Local Calling^{SM#} or Customr BizSaver II[#] package with a new, or restart an existing, 1-Year term agreement; and,
- .5 Meets on of the following

Option 1

newly subscribes to one of the following Affiliate of the Company Services for a one (1) year term: (a) AT&T U-verse High Speed Internet-Business Edition[#]; (b)AT&T High Speed Internet – Business Edition Basic[#]; (c)AT&T High Speed Internet Business Edition Express[#]; (d)AT&T High Speed Internet Business Edition Pro[#]; or (e) AT&T High Speed Internet Business Edition Elite[#]

Option 2

- .a newly subscribes to one of the following Affiliate of the Company Services for a two (2) year term: (a) Wireless Voice[#]; (b) Wireless Data[#] (c) Wireless Voice and Data[#]; or (d) Wireless Laptop card[#]; and
- .b agree the Company may combine the Affiliate of the Company's wireless billing with the Company's wireline billing except when participating in the Affiliate of the Company's SBS Wireless Deposit Waiver Program[#].

Option 3

- .a currently subscribes to Internet Service or Wireless Service provided by an Affiliate of the Company; and
- .b currently subscribes to one (1) but no more than nine(9) business access lines from an Affiliated ILEC; and
- .c newly subscribe to one (1) additional business access line[#] from an Affiliated ILEC as defined in (B).4, above; and
- .d newly subscribes to an Application Service package as defined and offered by an Affiliate of the Company.

Option 4

- .a currently subscribes to AT&T Business Unlimited CallingSM or AT&T Business Unlimited CallingSM III; and
- .b currently subscribes to AT&T Business Local Calling^{SM#} or Custom BizSaver II[#] from an Affiliated ILEC; and
- .c currently subscribes to Internet Service or Wireless Service provided by an Affiliate of the Company

.6 request to be provisioned under this plan.

(C) A single legal business entity with more than one BTN at that legal business entity's physical service location is eligible for this plan on one (1) BTN only, and only if the total number of business access lines[#] does not exceed ten (10) at that location. Additionally, service under this plan is limited to one BTN with one (1) to ten (10) business access lines[#] per legal business entity.

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

[#]This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.67 AT&T Business Unlimited CallingSM V (C)

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

(B) This plan is available to new or existing Business Customers who meet the following terms and conditions:

.1 NEW or EXISTING – ONE (1) to TEN (1) ACCESS LINES[#] (C)

.a utilize Switched Access to reach the long distance network for outbound calling and optionally, to receive calls from the long distance network for TFS; (C)

.b subscribe to the plan for the provision of interstate and intrastate Service for outbound long distance calling on each access line[#] for a one (1) year term. (C)

.c currently or newly subscribe to and maintain at least one (1) but no more than ten (10) business access lines[#] (i.e., BTNs and WTNs) from an Affiliated ILEC of the Company on a single BTN account per service location; and (C)

.d subscribe to this Plan only on business access lines[#] that are part of the AT&T Business Local Calling^{SM#} or Customr BizSaver II[#] package with a new, or restart an existing, 1-Year term agreement; and, (C)

.e Meets on of the following (C)

Option 1

newly subscribes to one of the following Affiliate of the Company Services for a one (1) year term: (a) AT&T U-verse High Speed Internet-Business Edition[#]; (b)AT&T High Speed Internet – Business Edition Basic[#]; (c)AT&T High Speed Internet Business Edition Express[#]; (d)AT&T High Speed Internet Business Edition Pro[#]; or (e) AT&T High Speed Internet Business Edition Elite[#]

Option 2

.i newly subscribes to one of the following Affiliate of the Company Services for a two (2) year term: (a) Wireless Voice[#]; (b) Wireless Data[#] (c) Wireless Voice and Data[#]; or (d) Wireless Laptop card[#]; and (C)

.ii agree the Company may combine the Affiliate of the Company's wireless billing with the Company's wireline billing except when participating in the Affiliate of the Company's SBS Wireless Deposit Waiver Program[#]. (C)

Option 3

.i currently subscribes to Internet Service or Wireless Service provided by an Affiliate of the Company; and (C)

.ii currently subscribes to one (1) but no more than nine(9) business access lines from an Affiliated ILEC; and (C)

.iii newly subscribe to one (1) additional business access line[#] from an Affiliated ILEC as defined in (B).4, above; and (C)

.iv newly subscribes to an Application Service package as defined and offered by an Affiliate of the Company. (C)

Option 4

.i currently subscribes to AT&T Business Unlimited CallingSM or AT&T Business Unlimited CallingSM III; and (C)

.ii currently subscribes to AT&T Business Local Calling^{SM#} or Custom BizSaver II[#] from an Affiliated ILEC; and (C)

.iii currently subscribes to Internet Service or Wireless Service provided by an Affiliate of the Company (C)

.f request to be provisioned under this plan. (1)

[#]This service not offered under this Guidebook

(1) – Material moved to Original Sheet 220.22.1

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.67 AT&T Business Unlimited CallingSM V

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

(B) This plan is available to new or existing Business Customers who meet the following terms and conditions:

.1 NEW or EXISTING – ONE (1) to TEN (1) ACCESS LINES[#]

- .a utilize Switched Access to reach the long distance network for outbound calling and optionally, to receive calls from the long distance network for TFS;
- .b subscribe to the plan for the provision of interstate and intrastate Service for outbound long distance calling on each access line[#] for a one (1) year term.
- .c currently or newly subscribe to and maintain at least one (1) but no more than ten (10) business access lines[#] (i.e., BTNs and WTNs) from an Affiliated ILEC of the Company on a single BTN account per service location; and
- .d subscribe to this Plan only on business access lines[#] that are part of the AT&T Business Local CallingSM or Customr BizSaver II[#] package with a new, or restart an existing, 1-Year term agreement; and
- .e Meets on of the following

Option 1

newly subscribes to one of the following Affiliate of the Company Services for a one (1) year term: (a) AT&T U-verse High Speed Internet-Business Edition[#]; (b)AT&T High Speed Internet – Business Edition Basic[#]; (c)AT&T High Speed Internet Business Edition Express[#]; (d)AT&T High Speed Internet Business Edition Pro[#]; or (e) AT&T High Speed Internet Business Edition Elite[#]

Option 2

- .i newly subscribes to one of the following Affiliate of the Company Services for a two (2) year term: (a) Wireless Voice[#]; (b) Wireless Data[#] (c) Wireless Voice and Data[#]; or (d) Wireless Laptop card[#]; and
- .ii agree the Company may combine the Affiliate of the Company's wireless billing with the Company's wireline billing except when participating in the Affiliate of the Company's SBS Wireless Deposit Waiver Program[#].

Option 3

- .a currently subscribe to Internet Service from an Affiliate of the Company and agree to upgrade current internet service to AT&T U-Verse High Speed Internet Max[#], Max Plus[#], or Max Turbo[#]as ; and

(C)
|
(C)

(D)
(D)

(D)
(D)

- .b newly subscribe to an Application Services[#] package as defined and offered by an Affiliate of the Company in conjunction with a subscription to this plan

(C)
(C)

Option 4

- .a currently subscribe to: (a) AT&T Business Unlimited CallingSM or AT&T Business Unlimited CallingSM III; and
- .b currently subscribes to AT&T Business Local CallingSM, AT&T Business Local Calling Assurance[#], or Custom BizSaver II[#] from an Affiliate ILEC of the Company; and
- .c currently subscribe to Internet service as defined and offered by an Affiliate of the Company and/or Affiliate Wireless services provider of the Company
- .f request to be provisioned under this plan.

(C)
(C)

[#]This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.67 AT&T Business Unlimited CallingSM V

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

(B) This plan is available to new or existing Business Customers who meet the following terms and conditions:

.1 NEW or EXISTING – ONE (1) to TEN (1) ACCESS LINES[#]

- .a utilize Switched Access to reach the long distance network for outbound calling and optionally, to receive calls from the long distance network for TFS;
- .b subscribe to the plan for the provision of interstate and intrastate Service for outbound long distance calling on each access line[#] for a one (1) year term.
- .c currently or newly subscribe to and maintain at least one (1) but no more than ten (10) business access lines[#] (i.e., BTNs and WTNs) from an Affiliated ILEC of the Company on a single BTN account per service location; and
- .d subscribe to this Plan only on business access lines[#] that are part of the AT&T Business Local CallingSM[#] or Customr BizSaver II[#] package with a new, or restart an existing, 1-Year term agreement; and
- .e Meets on of the following

Option 1

newly subscribes to one of the following Affiliate of the Company Services for a one (1) year term: (a) AT&T U-verse High Speed Internet-Business Edition[#]; (b)AT&T High Speed Internet – Business Edition Basic[#]; (c)AT&T High Speed Internet Business Edition Express[#]; (d)AT&T High Speed Internet Business Edition Pro[#]; or (e) AT&T High Speed Internet Business Edition Elite[#]

Option 2

- .i newly subscribes to one of the following Affiliate of the Company Services for a two (2) year term: (a) Wireless Voice[#]; (b) Wireless Data[#] (c) Wireless Voice and Data[#]; or (d) Wireless Laptop card[#]; and
- .ii agree the Company may combine the Affiliate of the Company's wireless billing with the Company's wireline billing except when participating in the Affiliate of the Company's SBS Wireless Deposit Waiver Program[#].

Option 3

- .a currently subscribe to Internet Service from an Affiliate of the Company and agree to upgrade current internet service to AT&T U-Verse High Speed Internet Max[#], Max Plus[#], or Max Turbo[#]as ; and
- .b newly subscribe to an Application Services[#] package as defined and offered by an Affiliate of the Company in conjunction with a subscription to this plan

Option 4

- .a currently subscribe to: (a) AT&T Business Unlimited CallingSM, AT&T Business Unlimited CallingSM III or AT&T Business Unlimited CallingSM IV; and (C)
- .b currently subscribes to AT&T Business Local CallingSM[#], AT&T Business Local Calling Assurance[#], or Custom BizSaver II[#] from an Affiliated ILEC of the Company; and (C)
- .c currently subscribe to Internet service as defined and offered by an Affiliate of the Company and/or Affiliate Wireless services provider of the Company
- .f request to be provisioned under this plan.

[#]This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.67 AT&T Business Unlimited CallingSM V

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

(B) This plan is available to new or existing Business Customers who meet the following terms and conditions:

.1 NEW or EXISTING – ONE (1) to TEN (1) ACCESS LINES[#]

- .a utilize Switched Access to reach the long distance network for outbound calling and optionally, to receive calls from the long distance network for TFS;
- .b subscribe to the plan for the provision of interstate and intrastate Service for outbound long distance calling on each access line[#] for a one (1) year term.
- .c currently or newly subscribe to and maintain at least one (1) but no more than ten (10) business access lines[#] (i.e., BTNs and WTNs) from an Affiliated ILEC of the Company on a single BTN account per service location; and
- .d subscribe to this Plan only on business access lines[#] that are part of the AT&T Business Local Calling^{SM#} or Customr BizSaver II[#] package with a new, or restart an existing, 1-Year term agreement; and,
- .e Meets on of the following

Option 1

newly subscribes to one of the following Affiliate of the Company Services for a one (1) year term: (a) AT&T U-verse High Speed Internet-Business Edition[#]; (b)AT&T High Speed Internet – Business Edition Basic[#]; (c)AT&T High Speed Internet Business Edition Express[#]; (d)AT&T High Speed Internet Business Edition Pro[#]; or (e) AT&T High Speed Internet Business Edition Elite[#]

Option 2

- .i newly subscribes to one of the following Affiliate of the Company Services for a two (2) year term: (a) Wireless Voice[#]; (b) Wireless Data[#] (c) Wireless Voice and Data[#]; or (d) Wireless Laptop card[#]; and
- .ii agree the Company may combine the Affiliate of the Company's wireless billing with the Company's wireline billing except when participating in the Affiliate of the Company's SBS Wireless Deposit Waiver Program[#].

Option 3

currently subscribe to Internet Service from an Affiliate of the Company and agree to upgrade current internet service to to AT&T U-verse High Speed Internet – Business Edition Elite (6Mbps) or higher speed[#].

(C)
|
(C)

(D)
(D)

Option 4

- .a currently subscribe to: (a) AT&T Business Unlimited CallingSM, AT&T Business Unlimited CallingSM III or AT&T Business Unlimited CallingSM IV; and
- .b currently subscribes to AT&T Business Local Calling^{SM#}, AT&T Business Local Calling Assurance[#], or Custom BizSaver II[#] from an Affiliate ILEC of the Company; and
- .c currently subscribe to Internet service as defined and offered by an Affiliate of the Company and/or Affiliate Wireless services provider of the Company
- .f request to be provisioned under this plan.

[#]This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.67 AT&T Business Unlimited CallingSM V (continued)

(B) (continued)

.2 RETENTION – ONE (1) to FIVE (5) ACCESS LINES[#]

(N)

- .a utilize Switched Access to reach the long distance network for outbound calling and optionally, to receive calls from the long distance network for TFS;
- .b subscribes to the Company for interLATA (interstate and intrastate) and intraLATA (local toll) Service for outbound long distance calling on each access line* for a one (1) year term, and may also subscribe to the Company's TFS for inbound long distance calling;
- .c currently subscribe to local dial tone service* from an Affiliate ILEC of the Company (including where that Affiliate is operating as a CLEC) and state an intention to change local carriers for economic reasons and/or in response to a competitive offer;
- .d currently subscribe to and maintain at least one (1) but no more than five (5) business access lines[#] (i.e., BTNs and WTNs) from an Affiliated ILEC of the Company on a single BTN account per service location; and
- .e subscribe to this Plan on business access lines[#] that are part of the AT&T Business Local CallingSM or Customr BizSaver II[#] package with a new or restart an existing, 1-Year term agreement; and,
- f currently subscribes to Internet Service or Wireless Service as defined and offered by an Affiliated Internet and/or Affiliated Wireless provider of the Company;
- .g request to be provisioned under this plan.

(N)

(C) A single legal business entity with more than one BTN at that legal business entity's physical service location is eligible for this plan on one (1) BTN only, and only if the total number of business access lines[#] does not exceed ten (10) at that location. Additionally, service under this plan is limited to one BTN with one (1) to ten (10) business access lines[#] per legal business entity.

(I)

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

(I)

[#]This service not offered under this Guidebook

(1) – Material moved from 2nd Revised Sheet 220.22

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.67 AT&T Business Unlimited CallingSM V (continued)

(B) (continued)

.2 RETENTION – ONE (1) to FIVE (5) ACCESS LINES[#]

- .a utilize Switched Access to reach the long distance network for outbound calling and optionally, to receive calls from the long distance network for TFS;
 - .b subscribes to the Company for interLATA (interstate and intrastate) and intraLATA (local toll) Service for outbound long distance calling on each access line* for a one (1) year term, and may also subscribe to the Company's TFS for inbound long distance calling;
 - .c currently subscribe to local dial tone service* from an Affiliate ILEC of the Company (excluding where that Affiliate is operating as a CLEC) and state an intention to change local carriers for economic reasons and/or in response to a competitive offer; (C)
 - .d currently subscribe to and maintain at least one (1) but no more than five (5) business access lines[#] (i.e., BTNs and WTNs) from an Affiliated ILEC of the Company on a single BTN account per service location; and
 - .e subscribe to this Plan on business access lines[#] that are part of the AT&T Business Local CallingSM or Customr BizSaver II[#] package with a new or restart an existing, 1-Year term agreement; and,
 - f currently subscribes to Internet Service or Wireless Service as defined and offered by an Affiliated Internet and/or Affiliated Wireless provider of the Company;
 - .g request to be provisioned under this plan.
- (C) A single legal business entity with more than one BTN at that legal business entity's physical service location is eligible for this plan on one (1) BTN only, and only if the total number of business access lines[#] does not exceed ten (10) at that location. Additionally, service under this plan is limited to one BTN with one (1) to ten (10) business access lines[#] per legal business entity.
- (D) The Customer may subscribe to this plan solely for outbound long distance calling, or for both outbound long distance calling and inbound TFS. Customers subscribing to the plan receive unlimited domestic 1+ direct-dialed outbound calling. Where a Customer subscribes to TFS, inbound toll free calls may originate on any type of access and are terminated via Switched Access to the Customer's location. See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS.

[#]This service not offered under this Guidebook

(1) – Material moved from 2nd Revised Sheet 220.22

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.67 AT&T Business Unlimited CallingSM V- Plan Available Effective September 1, 2011 (continued)

(E) Inbound Switched TFS calls and fully automated, operator assisted, and operator dialed calls billed to the Calling Card - Option 2 are not included in the unlimited MOUs. TFS and calling card calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of thirty (30) seconds. TFS and Calling card per minute rates and per call charges associated with this plan are subject to change with prior notification to the customer. See Section 4.7.67 of this Guidebook for inbound TFS and calling card rates associated with this plan.

(F) Term Agreement

- .1 1-Year term agreements are oral agreements and do not require a signature.
- .2 The term agreements for this plan will automatically renew on the first day after the initial or any renewal term has expired at the then current rates for this plan defined in Section 4.7.67 of this Guidebook. The term will automatically renew until any one of the following occurs:
 - .a the Customer terminates Service with the Company;
 - .b after the Company no longer offers this plan to new Customers or existing Customers who:
 - .i move to a new location; or
 - .ii change the number of access lines# under the BTN(s) to which this plan applies; or
 - .c the Company notifies the Customer this plan is no longer available.
- .3 The Customer is under no obligation to re-subscribe to the plan after completion of the initial or any renewal term.

(G) Restrictions

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

[#]This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.67 AT&T Business Unlimited CallingSM V (continued)

(C)

(E) Inbound Switched TFS calls and fully automated, operator assisted, and operator dialed calls billed to the Calling Card - Option 2 are not included in the unlimited MOUs. TFS and calling card calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of thirty (30) seconds. TFS and Calling card per minute rates and per call charges associated with this plan are subject to change with prior notification to the customer. See Section 4.7.67 of this Guidebook for inbound TFS and calling card rates associated with this plan.

(F) Term Agreement

.1 1-Year term agreements are oral agreements and do not require a signature.

.2 The term agreements for this plan will automatically renew on the first day after the initial or any renewal term has expired at the then current rates for this plan defined in Section 4.7.67 of this Guidebook.

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

(C)

(C)

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

(C)

(C)

(G) Restrictions

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

[#]This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.67 AT&T Business Unlimited CallingSM V¹ (continued) (C)

(B) Inbound Switched TFS calls and fully automated, operator assisted, and operator dialed calls billed to the Calling Card - Option 2 are not included in the unlimited MOUs. TFS and calling card calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of thirty (30) seconds. TFS and Calling card per minute rates and per call charges associated with this plan are subject to change with prior notification to the customer. See Section 4.7.67 of this Guidebook for inbound TFS and calling card rates associated with this plan. (C)

(C) Term Agreement (C)

- .1 1-Year term agreements are oral agreements and do not require a signature.
- .2 The term agreements for this plan will automatically renew on the first day after the initial or any renewal term has expired at the then current rates for this plan defined in Section 4.7.67 of this Guidebook.

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

(D) Restrictions (C)

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

[#]This service not offered under this Guidebook

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

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.67 AT&T Business Unlimited CallingSM V¹ (continued)

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

(D)
|
|
|
(D)

(C) Term Agreement

- .1 1-Year term agreements are oral agreements and do not require a signature.
- .2 The term agreements for this plan will automatically renew on the first day after the initial or any renewal term has expired at the then current rates for this plan defined in Section 4.7.67 of this Guidebook.

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

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

(D) Restrictions

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

[#]This service not offered under this Guidebook

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

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.67 AT&T Business Unlimited CallingSM V- Plan Available Effective September 1, 2011 (continued)

- (H) If the Company determines that the Customer is in violation of any of the restrictions or terms and conditions of this plan as specified above, the Customer will forfeit eligibility for rates under this plan and will be moved to AT&T Business CallingSM Monthly unless an alternative plan is selected by the Customer. If moved to AT&T Business CallingSM Monthly, the rates associated with AT&T Business CallingSM Monthly specified in Section 4.7 of this Guidebook will apply in lieu of the rates specified in Section 4.7.67 of this Guidebook
- (I) Call Detail Suppression Call Detail Suppression is an optional feature that provides a summary of all zero-rated calls included in this calling plan, displaying ‘total minutes’ and ‘total number of calls’ in lieu of itemizing each call in the “Call Charges” section of the bill. Call Detail Suppression is available at no additional charge. Customers who select this optional feature can receive the itemized call detail of their zero-rated calls, for up to twenty-four (24) previous months’ bills, at no charge. Activation and deactivation of the feature will begin within the next billing cycle following Customer’s request. Customers may add or remove the Call Detail Suppression optional feature from this plan at no charge.
- (J) Early Termination Fee (ETF)
 - .1 If, prior to the expiration date of the initial or any renewal term, the Customer chooses to either: (a) terminate long distance Service with the Company; or (b) disconnect this plan and does not select another Small Business plan; or (c) downgrade to another Service without a term plan agreement, the Customer may be charged an ETF. The ETF shall be 50% of the full MRC rate in effect for this plan at the time of termination multiplied by the number of months remaining in the term.
 - .2 If during a 1-Year term agreement the Customer adds or removes business access lines# or relocates Service to a new address and agrees to re-start a 1-Year term agreement for this plan (if available), the Company will adjust to zero any charged ETFs.
 - .3 If the Customer provides notice to the Company of its intent to terminate this plan within thirty (30) calendar days prior to, or thirty (30) calendar days after, the automatic renewal of the term, the Company will adjust to zero any charged ETFs.

#This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.67 AT&T Business Unlimited CallingSM V (continued)

(C)

- (H) If the Company determines that the Customer is in violation of any of the restrictions or terms and conditions of this plan as specified above, the Customer will forfeit eligibility for rates under this plan and will be moved to AT&T Business CallingSM Monthly unless an alternative plan is selected by the Customer. If moved to AT&T Business CallingSM Monthly, the rates associated with AT&T Business CallingSM Monthly specified in Section 4.7 of this Guidebook will apply in lieu of the rates specified in Section 4.7.67 of this Guidebook
- (I) Call Detail Suppression Call Detail Suppression is an optional feature that provides a summary of all zero-rated calls included in this calling plan, displaying ‘total minutes’ and ‘total number of calls’ in lieu of itemizing each call in the “Call Charges” section of the bill. Call Detail Suppression is available at no additional charge. Customers who select this optional feature can receive the itemized call detail of their zero-rated calls, for up to twenty-four (24) previous months’ bills, at no charge. Activation and deactivation of the feature will begin within the next billing cycle following Customer’s request. Customers may add or remove the Call Detail Suppression optional feature from this plan at no charge.

(1)

(1)

(1) – Material moved to Page 220.24.1

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.67 AT&T Business Unlimited CallingSM V (continued)

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

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

(1) |
| .2 | The Company will not charge an ETF/UUF when the Customer cancels an existing term plan agreement if at the same time the Customer agrees to a new term plan agreement for a different Business calling plan with an MRC or MMC from the Company. | (N)

(N) |
| .3 | The Company will adjust to zero any ETF/UUF when: | (1/C) |
| .a | the Customer cancels an existing term plan agreement with an MRC or MMC if at the same time the Customer agrees to replace some or all of their existing service with Internet Protocol (IP) service, Wireless, or any functionally equivalent service from an affiliate of the Company for the purpose of placing outbound and/or inbound live voice communications outside of the Customer's local calling area; or | (N)

(N) |
| .b | the Customer provides notice to the Company of its intent to terminate this plan within thirty (30) calendar days prior to or thirty (30) calendar days after the automatic renewal of the term. | (1/C)

(1/C) |

(1) – Material moved from Page 220.24

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

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

(N)

- (A) Block of Time III Term Agreement Plans are outbound calling and optional inbound Switched TFS long distance calling plans. These plans are established at the BTN level. Aggregation of multiple BTNS is not available with these plans. If the selects a different long distance calling plan for specific WTNs the Customer is required to establish a separate BTN for each variation.
- (B) Unless otherwise specified in the rate options defined in Section 3.7.68(L), Block of Time III Term Agreement Plans are available to new or existing Business Customers who:
 - .1 meet one of the following: (a) have previously subscribed to local dial tone Service of an Affiliate ILEC¹ of the Company and have cancelled that Service; or (b) are currently a local telephone customer of a competitor in the local serving territory of one of the Affiliate ILECs¹ of the Company and are now moving dial tone services from the competitor to the Affiliate ILEC¹
 - .2 utilize Switched Access to reach the long distance network for outbound calling and to receive calls from the long distance network for TFS;
 - .3 subscribe to access line* from an Affiliate of the Company that operates in whole or in part as an AT&T ILEC;
 - .4 subscribes to the Company for interLATA (interstate and intrastate) and intraLATA (local toll) Service for outbound long distance calling on each access line*, and may also subscribe to the Company's TFS for inbound long distance calling;
 - .5 commit to subscribe to a Block of Time III Term Agreement rate option for a (1), two (2), or three (3) year term agreement as defined in Section 3.7.68 (L).1 through Section 3.7.68(L).4, of this Guidebook
 - .6 specify at the time of ordering if the MOUs are to be used for outbound calling, or both outbound and inbound TFS calling; and
 - .7 request to be provisioned under this plan.
- (C) Customers may subscribe to a Block of Time III Term Agreement rate option for outbound Service only or for both outbound and inbound TFS. Where a Customer subscribes to TFS, inbound toll free calls may originate on any type of access and are terminated via Switched Access to the Customer's location. See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS
- (D) Each Block of Time III Term Agreement rate option provides the Customer a specific amount (block) of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calls. All usage in excess of the selected block of time will be billed at a fixed rate per minute. Any minutes not used in a billing cycle will not be carried over to the next billing cycle. No credits will be given for any unused minutes.
- (E) Calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds.

*This Service not offered out of this Guidebook

(N)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

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

- (F) The Block of Time III Term Agreement rate option selected at the time the Customer's order is processed will remain in effect until cancelled or changed by the Customer. Changes to the selected Block of Time II Term Agreement rate option will be effective on the day the Customer's change order is processed. If an existing Customer initially subscribes to a Block of Time II Term Agreement option in the middle of its billing cycle, the change will be effective on the first day after the Customer's change order is processed.
- (G) Calling cards are not available with Block of Time III Term Agreement plans.
- (H) Term Agreements
 - .1 1-Year term agreements are oral agreements and do not require a signed agreement.
 - .2 2-Year and 3-Year term agreements must be signed under any method accepted by the Company, including electronically, and must be received by Company within thirty (30) calendar days from the order date. If the Company does not receive the Customer's signed agreement within the thirty calendar (30) days, and Service has been provisioned in reliance thereon, the term of the agreement shall default to a 1-Year term under the rates, terms and conditions of the 1-Year term agreement.
 - .3 If defaulted to a 1-Year term, the 1-Year term will start on the day the Company completes the change from a 2-Year or 3-Year term to a 1-Year term. The Company will endeavor to complete the change within thirty (30) calendar days after the expired due date for receipt of the signed agreement from the Customer.
 - .4 All term agreements for the selected Block of Time III Term Agreement rate option will automatically renew on the first day after the initial or any renewal term has expired at the then current rates for the selected Block of Time III Term Agreement rate option as defined in Section 4.7.68 of this Guidebook. The term will automatically renew until any one of the following occurs:
 - .a the Customer terminates Service with the Company
 - .b the Company no longer offers the selected Block of Time III Term Agreement rate option to new Customers or existing subscribers moving to new locations.

(N)

(N)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.68 Block of Time III Term Agreement Plan (continued)

(C)

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

(G) Calling cards are not available with Block of Time III Term Agreement plans.

(H) Term Agreements

.1 1-Year term agreements are oral agreements and do not require a signed agreement.

.2 2-Year and 3-Year term agreements must be signed under any method accepted by the Company, including electronically, and must be received by Company within thirty (30) calendar days from the order date. If the Company does not receive the Customer's signed agreement within the thirty calendar (30) days, and Service has been provisioned in reliance thereon, the term of the agreement shall default to a 1-Year term under the rates, terms and conditions of the 1-Year term agreement.

.3 If defaulted to a 1-Year term, the 1-Year term will start on the day the Company completes the change from a 2-Year or 3-Year term to a 1-Year term. The Company will endeavor to complete the change within thirty (30) calendar days after the expired due date for receipt of the signed agreement from the Customer.

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

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

(C)

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(C)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.68 Block of Time III Term Agreement Plan (continued)

- (F) The Block of Time III Term Agreement rate option selected at the time the Customer's order is processed will remain in effect until cancelled or changed by the Customer. Changes to the selected Block of Time II Term Agreement rate option will be effective on the day the Customer's change order is processed. If an existing Customer initially subscribes to a Block of Time II Term Agreement option in the middle of its billing cycle, the change will be effective on the first day after the Customer's change order is processed.
- (G) Calling cards are not available with Block of Time III Term Agreement plans.
- (H) Term Agreements
 - .1 1-Year term agreements are oral agreements and do not require a signed agreement.
 - .2 2-Year and 3-Year term agreements must be signed under any method accepted by the Company, including electronically, and must be received by Company within thirty (30) calendar days from the order date. If the Company does not receive the Customer's signed agreement within the thirty calendar (30) days, and Service has been provisioned in reliance thereon, the term of the agreement shall default to a 1-Year term under the rates, terms and conditions of the 1-Year term agreement.
 - .3 If defaulted to a 1-Year term, the 1-Year term will start on the day the Company completes the change from a 2-Year or 3-Year term to a 1-Year term. The Company will endeavor to complete the change within thirty (30) calendar days after the expired due date for receipt of the signed agreement from the Customer.

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(1) – Material moved to Page 220.26.1

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.68 Block of Time III Term Agreement Plan (continued)

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

(G) Reserved for Future Use

(C/D)

(H) Term Agreements

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

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.68 Block of Time III Term Agreement Plan (continued) (N)

.4 Term Renewals (N)

.a 1-Year Term Agreements (N)

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

.b 2-Year and 3-Year Term Agreements (N)

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

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

The selected Block of Time III Term Agreement rate option will remain in effect until: (a) canceled or changed by the Customer; (b) the Customer terminates Service with the Company; (c) the Company no longer offers the selected Block of Time III Term Agreement rate option to new Customers or existing Customers moving to new locations; or (d) the Company notifies the Customer the selected Block of Time III Term Agreement rate option is no longer available for auto-renewal; whichever occurs first (1/D)
(1/C)
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(1)

(1) – Material moved from Page 220.26

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.68 Block of Time III Term Agreement Plan (continued)

.4 Term Renewals

.a 1-Year Term Agreements

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

.b 2-Year and 3-Year¹ Term Agreements (C)

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

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

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

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

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(N)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

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

(H) (continued)

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

(I) The selected Block of Time III Term Agreement rate option will remain in effect until either: (a) cancelled or changed by the Customer or, (b) until the Company no longer offers the selected Block of Time II Term Agreement rate option to new customers or existing subscribers moving to new locations, whichever occurs first. Changes the selected Block of Time III Term Agreement rate option will be effective on the day the Customer's order is processed.

(J) Customers that subscribe to a Block of Time III Term Agreement plan and terminate the plan prior to the expiration date of the initial or any renewal term may be required to pay an early termination fee (ETF). The ETF shall be 50% of the MRC times the number of months remaining in the initial or renewal term in effect at the time of termination.

(K) If the Customer provides notice to the Company of its intent to terminate its Block of Time II Term Agreement Plan within thirty (30) days prior to or thirty (30) days after the automatic renewal of the initial or a renewal term, the Company will adjust to zero any charged ETF fees.

(L) Rate Options

.1 AT&T Business Block of TimeSM 700 III

This rate option is available for a 1-Year or 2-Year term agreement. For the MRC specified in Section 4.7.68(A) of this Guidebook, the Customer receives a 700 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calls. See Section 4.7.68(A) of this Guidebook for the per minute rate after the block of time has been used.

.2 AT&T Business Block of TimeSM 1200 III

This rate option is available for a 1-Year, 2-Year, or 3-Year term agreement. For the MRC specified in Section 4.7.68(B) of this Guidebook, the Customer receives a 1200 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calls. See Section 4.7.68(B) of this Guidebook for the per minute rate after the block of time has been used.

(N)

(N)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.68 Block of Time III Term Agreement Plans (continued)

(C)

(H) (continued)

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

(I) The selected Block of Time III Term Agreement rate option will remain in effect until either: (a) cancelled or changed by the Customer or, (b) until the Company no longer offers the selected Block of Time II Term Agreement rate option to new customers or existing subscribers moving to new locations, whichever occurs first. Changes the selected Block of Time III Term Agreement rate option will be effective on the day the Customer's order is processed.

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(D)
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(2)

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(1) – Material moved to Page 220.27.1
(2) – Material moved to Page 220.27.2

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.68 Block of Time III Term Agreement Plans (continued)

(L) Rate Options

.1 AT&T Business Block of TimeSM 700 III

This rate option is available for a 1-Year or 2-Year term agreement. For the MRC specified in Section 4.7.68(A) of this Guidebook, the Customer receives a 700 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calls. See Section 4.7.68(A) of this Guidebook for the per minute rate after the block of time has been used.

.2 AT&T Business Block of TimeSM 1200 III

This rate option is available for a 1-Year, 2-Year, or 3-Year term agreement. For the MRC specified in Section 4.7.68(B) of this Guidebook, the Customer receives a 1200 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calls. See Section 4.7.68(B) of this Guidebook for the per minute rate after the block of time has been used.

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(M) – Material moved from Page 220.27

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

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

(L) Rate Options (continued)

.3 AT&T Business Block of TimeSM 2500 III

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

.4 AT&T Business Block of TimeSM 5000 III

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

(N)

(N)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.68 Block of Time III Term Agreement Plans (continued) (C)

(L) Rate Options (continued)

.3 AT&T Business Block of TimeSM 2500 III

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

.4 AT&T Business Block of TimeSM 5000 III

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

3.7.69 All for Less[®] Unlimited (N)

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

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

- .a utilize Switched Access to reach the long distance network for outbound calling and optionally, to receive calls from the long distance network for inbound TFS;
- .b subscribe to the Company for interLATA (interstate and intrastate) and intraLATA (local toll) Service for outbound long distance calling on each AT&T business access line# per service location, and may also subscribe to the Company's TFS for inbound long distance calling;
- .c currently or newly subscribe to and maintain a minimum of one (1) but no more than ten (10) business access lines# (i.e., BTNs and WTNs) from an Affiliated ILEC of the Company (excluding where that Affiliate is operating as a CLEC) on a single BTN account per service location;
- .d subscribe to this plan only on business access lines# subscribing to AT&T Business Local Calling^{SM#} or Custom BizSaver II[#], from Affiliated ILEC of the Company;
- .e commit to subscribe to this service for an initial one (1) year term agreement¹;
- .f request to be provisioned under this plan; and
- .g meet one or more of the qualification options defined in Section 3.7.69 (C) of this Guidebook.

[#]This service not offered out of this Guidebook. (N)

¹The initial one (1) year term agreement is an oral agreement. (N)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.68 Block of Time III Term Agreement Plans (continued)

(L) Rate Options (continued)

.3 AT&T Business Block of TimeSM 2500 III

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

.4 AT&T Business Block of TimeSM 5000 III

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

3.7.69 All for Less[®] Unlimited

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

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

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

[#]This service not offered out of this Guidebook.

¹The initial one (1) year term agreement is an oral agreement.

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

(N)
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(N)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.69 All for Less® Unlimited (continued)

(C) Qualification Options

OPTION 1
newly subscribe to a qualifying Internet service# as defined and offered by an Affiliate of the Company
OPTION 2
<ol style="list-style-type: none"> 1. newly subscribe to a qualifying wireless service# as defined and offered by an Affiliated Wireless provider of the Company; and 2. agree the Company may combine its wireless Affiliate billing with the Affiliate ILEC billing except when Customers are participating in the wireless Affiliate’s SBS Wireless Deposit Waiver Program#.
OPTION 3
currently subscribe to Internet Service from an Affiliate of the Company and agree to upgrade current internet service to any 6Mbps or higher, Internet# speed.
OPTION 4
<ol style="list-style-type: none"> 1. currently subscribe to: AT&T Business Unlimited CallingSM, AT&T Business Unlimited CallingSM III, AT&T Business Unlimited CallingSM IV or AT&T Business Unlimited CallingSM V; 2. currently subscribe to AT&T Business Local Calling^{SM#}, AT&T Business Local Calling Assurance[#], or Custom BizSaver II[#] from an Affiliate ILEC of the Company; 3. currently subscribe to Internet service as defined and offered by an Affiliate of the Company and/or wireless service provided by an Affiliate Wireless provider of the Company.
OPTION 5
<ol style="list-style-type: none"> 1. currently subscribe to and maintain at least one (1) but no more than five (5) business access lines# (i.e., BTNs and WTNs) from an Affiliate ILEC of the Company (excluding where that Affiliate is operating as a CLEC) on a single BTN account per service location and state an intention to change local carriers for economic reasons and/or in response to a competitive offer; 2. currently subscribe to Internet service as defined and offered by an Affiliate of the Company and/or wireless service provided by an Affiliate Wireless provider of the Company;

(N)

(N)

#This service not offered out of this Guidebook.

(N)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.69 All for Less® Unlimited (continued)

(C) Qualification Options

OPTION 1	
newly subscribe to a qualifying Internet service# as defined and offered by an Affiliate of the Company	
OPTION 2	
<ol style="list-style-type: none"> 1. newly subscribe to a qualifying wireless service# as defined and offered by an Affiliated Wireless provider of the Company; and 2. agree the Company may combine its wireless Affiliate billing with the Affiliate ILEC billing except when Customers are participating in the wireless Affiliate’s SBS Wireless Deposit Waiver Program#. 	
OPTION 3	
currently subscribe to Internet Service from an Affiliate of the Company and agree to upgrade current internet service to any 6Mbps or higher, Internet# speed.	
OPTION 4	
<ol style="list-style-type: none"> 1. currently subscribe to: AT&T Business Unlimited CallingSM, AT&T Business Unlimited CallingSM III, AT&T Business Unlimited CallingSM IV or AT&T Business Unlimited CallingSM V; 2. currently subscribe to AT&T Business Local CallingSM# or Custom BizSaver II# from an Affiliate ILEC of the Company; 3. currently subscribe to Internet service as defined and offered by an Affiliate of the Company and/or wireless service provided by an Affiliate Wireless provider of the Company. 	
OPTION 5	
<ol style="list-style-type: none"> 1. currently subscribe to and maintain at least one (1) but no more than five (5) business access lines# (i.e., BTNs and WTNs) from an Affiliate ILEC of the Company (excluding where that Affiliate is operating as a CLEC) on a single BTN account per service location and state an intention to change local carriers for economic reasons and/or in response to a competitive offer; 2. currently subscribe to Internet service as defined and offered by an Affiliate of the Company and/or wireless service provided by an Affiliate Wireless provider of the Company; 	

(C)
(C)

#This service not offered out of this Guidebook.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.69 All for Less[®] Unlimited (continued)

- (D) A single business entity with more than one BTN at the business entity's physical service location is eligible for this plan on one (1) BTN only, provided the total number of AT&T business access lines# do not exceed ten (10) at that location. Additionally, service under this plan is limited to one BTN with one (1) to ten (10) business access lines# per legal business entity.
- (E) The Customer may subscribe to this plan for outbound Service only, or for both outbound service and inbound TFS. Customer should specify at the time of ordering if the plan is to be used for outbound calling, or both outbound and inbound TFS calling. Customers subscribing to the plan receive unlimited domestic 1+ direct-dialed outbound calling. Where a Customer subscribes to TFS, inbound toll free calls may originate on any type of access and are terminated via Switched Access to the Customer's location. (See Section 3.6 of this Guidebook for optional features, rules, regulations, and general information regarding TFS; see Section 4.6 of this Guidebook for TFS MRC rates.)
- (F) Inbound Switched TFS are not included in the unlimited minutes of use. TFS calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of thirty (30) seconds. TFS per minute rates associated with this plan are subject to change with prior notification to the customer.
- (G) Call Detail Suppression is an optional feature that provides a summary of all zero-rated calls included in this calling plan, displaying 'total minutes' and 'total number of calls' in lieu of itemizing each call in the "Call Charges" section of the bill. Call Detail Suppression is available at no additional charge. Customers who select this optional feature can receive the itemized call detail of their zero-rated calls, for up to twenty-four (24) previous months' bills, at no charge. Activation and deactivation of the feature will begin within the next billing cycle following Customer's request. Customers may add or remove the Call Detail Suppression optional feature from this plan at no charge.
- (H) At the end of a Customer's one (1) year term agreement, if the Customer does not re-subscribe for a new one (1) year term, or cancel services, they may continue with this plan on an out of term month-to-month basis at the out of term month-to-month rates defined in Section 4.7.69 of this Guidebook.
- (I) This plan will remain in effect until either: (a) canceled or changed by the Customer; (b) the Customer terminates Service with the Company; (c) the Company no longer offers this plan to new Customers or to existing Customers moving to new locations or changing the number of access lines# under the BTN(s) to which this plan applies; or (d) the Company notifies the Customer this plan is no longer available, whichever occurs first.

(N)

(N)

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.69 All for Less[®] Unlimited (continued)

- (D) A single business entity with more than one BTN at the business entity's physical service location is eligible for this plan on one (1) BTN only, provided the total number of AT&T business access lines# do not exceed ten (10) at that location. Additionally, service under this plan is limited to one BTN with one (1) to ten (10) business access lines# per legal business entity.
- (E) The Customer may subscribe to this plan for outbound Service only, or for both outbound service and inbound TFS. Customer should specify at the time of ordering if the plan is to be used for outbound calling, or both outbound and inbound TFS calling. Customers subscribing to the plan receive unlimited domestic 1+ direct-dialed outbound calling. Where a Customer subscribes to TFS, inbound toll free calls may originate on any type of access and are terminated via Switched Access to the Customer's location. (See Section 3.6 of this Guidebook for optional features, rules, regulations, and general information regarding TFS; see Section 4.6 of this Guidebook for TFS MRC rates.)
- (F) Inbound Switched TFS are not included in the unlimited minutes of use. TFS calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of thirty (30) seconds. TFS per minute rates associated with this plan are subject to change with prior notification to the customer.
- (G) Call Detail Suppression is an optional feature that provides a summary of all zero-rated calls included in this calling plan, displaying 'total minutes' and 'total number of calls' in lieu of itemizing each call in the "Call Charges" section of the bill. Call Detail Suppression is available at no additional charge. Customers who select this optional feature can receive the itemized call detail of their zero-rated calls, for up to twenty-four (24) previous months' bills, at no charge. Activation and deactivation of the feature will begin within the next billing cycle following Customer's request. Customers may add or remove the Call Detail Suppression optional feature from this plan at no charge.
- (H) At the end of a Customer's one (1) year term agreement, if the Customer does not re-subscribe for a new one (1) year term, or cancel services, they may continue with this plan on an out of term month-to-month basis at the out of term month-to-month rates defined in Section 4.7.69 of this Guidebook. If the Company introduces a non-term rate option for this plan, existing Customers on out of term month-to-month rates may contact AT&T if they wish to move to the non-term rate option. (C) (N) (N)
- (I) This plan will remain in effect until either: (a) canceled or changed by the Customer; (b) the Customer terminates Service with the Company; (c) the Company no longer offers this plan to new Customers or to existing Customers moving to new locations or changing the number of access lines# under the BTN(s) to which this plan applies; or (d) the Company notifies the Customer this plan is no longer available, whichever occurs first.

SECTION 3 – DESCRIPTION OF SERVICES

3.7 Custom Business Services (continued)

3.7.69 All for Less[®] Unlimited (continued)

(J) Early Termination Fee/Under Utilization Fee (ETF/UUF)

- .1 Customers that subscribe to this plan and who wish to change to another calling plan prior to the end of a term agreement must cancel the current term agreement and agree to a new term agreement with new begin/end dates unless otherwise indicated in this Guidebook.

Customers who cancel this plan prior to the expiration date of their current term agreement and who do not qualify under item Section 3.7.69(J) .2 of this Guidebook, will be required to pay an ETF/UUF. The ETF/UUF shall be 50% of the full MRC rate in effect for this plan at the time of termination multiplied by the number of months remaining in the term.

- .2 The Company will not charge an ETF/UUF:

- .a when the Customer cancels an existing term plan agreement if at the same time the Customer agrees to a new term plan agreement for a different Business calling plan with an MRC or MMC from the Company;
- .b when the Customer cancels this plan while under a term agreement if at the same time the Customer agrees to replace some or all of their existing service with Internet Protocol (IP) service, Wireless, or any functionally equivalent service from an Affiliate of the Company for the purpose of placing outbound and/or inbound live voice communications outside of the Customer's local calling area; or
- .c when the Company no longer offers this plan and the Customer moves to a new location or changes the number of access lines# under the BTN(s) to which this Plan applies.

(N)

(N)

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services

3.8.1 General

For outbound Services provided via a Switched Access arrangement, Residential Customers may subscribe to any of the Company's outbound Service offerings for the provision of (1) intrastate InterLATA and intrastate IntraLATA calling; (2) intrastate InterLATA calling only and select another company for the provision of the Customer's intrastate IntraLATA calling; or (3) intrastate IntraLATA calling only and select another company for the provision of the Customer's intrastate InterLATA calling.

3.8.2 300 Block of Time¹

¹This Service is no longer available to new Customers or to existing Customers at new locations effective February 15, 2007.

- (A) 300 Block of Time is a custom combination outbound and calling card long distance optional pricing plan. This optional calling plan is available to new and existing Residential Customers that use Switched Access to reach the long distance network and request to be provisioned under this optional pricing plan.
- (B) Customers or End Users can access the Service by dialing 1 + the area code + the called telephone number.
- (C) For a specified MRC, the Customer receives a specific amount (block) of time for placing one plus (1+) Direct-Dialed outbound calls that originate from a line presubscribed to the Company. For calling card calls billed to the Calling Card - Option 1, the usage charges shown in Section 4.8.1 of this Guidebook apply in lieu of the usage charges shown in Section 4.1.1 (B).2.b.i and Section 4.1.2 (A) of this Guidebook. For per call charges, see Section 4.1.1 (B).2.a, Section 4.1.2 (B), and Section 4.1.2 (C) of this Guidebook.
- (D) For a MRC, the Customer receives a 300 MOU (block) of intrastate and/or interstate one plus (1+) Direct-Dialed calling. All usage in excess of the selected block of time will be billed at a fixed rate per minute. See Section 4.8.1 of this Guidebook for the per minute rate after the block of time has been used. The Customer may only subscribe to one block of time per BTN. Any minutes not used in a billing cycle will not be carried over to the next billing cycle. No credits will be given for any unused minutes.
- (F) The block of time selected at the time the Customer's order is processed will remain in effect until cancelled or changed by the Customer. Changes to a block of time plan will be effective on the day the Customer's change order is processed. If an existing Customer initially subscribes to the 300 Block of Time in the middle of its billing cycle, the change will be effective on the first day after the Customer's change order is processed.
- (G) For all calls, the initial and additional periods are billed in increments of one (1) minute or a fraction thereof. This optional pricing plan is established at the BTN level. If a Customer selects a different price plan for specific WTN(s), the Customer is required to establish a separate BTN for each variation.

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.3 Reserved for future use

3.8.4 Reserved for future use

3.8.5 California Saver¹

¹ This Service is no longer available to new Customers or existing Customers at new locations effective July 10, 2003.

(A) California Saver is a custom combination outbound and calling card intrastate long distance block of time Service for calls that both originate and terminate within the State. A Customer subscribing to California Saver may also place interstate calls from its presubscribed line. A Customer subscribing to California Saver may also combine Calling Card - Option 1 with this Service. This Service is available to new and existing Residential Customers that:

- .1 use Switched Access to reach the long distance network;
- .2 subscribe to and maintain an access line service of an Affiliated LEC or Affiliated CLEC;
- .3 subscribe to and maintain the following features provided by an Affiliated LEC or Affiliated CLEC: CallerID, Call Waiting, and Three Way Calling; or subscribe to and maintain the following features provided by an Affiliated LEC or Affiliated CLEC: CallerID and any two customer calling service features from Group A Large Package;
- .4 subscribe to and maintain California Saver for the provision of intrastate IntraLATA and intrastate InterLATA calling;
- .5 request to be provisioned under this optional pricing plan;
- .6 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Residential Customer also subscribes to the services and/or features described in Section 3.8.5 (A).2 and .3 of this Guidebook;
- .7 provide the Company the same billing name and address for all services required to subscribe to California Saver; and
- .8 limit the use of Service to that which is of a standard, domestic, residential nature.

(B) Customers or End Users can place intrastate calls by dialing 1 + the area code + the called telephone number. California Saver is not available to Customers for the provision of intrastate IntraLATA Service on a stand-alone basis.

(C) If an existing Customer initially subscribes to Service in the middle of its billing cycle, the change will be effective on the first day of the next bill cycle after the Customer's change order is processed.

(D) Customers pay a MRC and receive a 1500 minute block of time for placing one plus (1+) Direct-Dialed intrastate outbound calls that originate from a line presubscribed to the Company. Calling card minutes are not included in the block-of-time and are billed at the rate in Section 4.8.5 of this Guidebook.

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.6 AT&T Unlimited Nationwide Calling II¹

¹This Service is no longer available to new Customers or existing Customers at new locations effective November 14, 2008.

(A) AT&T Unlimited Nationwide Calling II is a bundled outbound calling plan that for a single MRC includes unlimited 1+ outbound direct-dialed intrastate and interstate long distance calling. This service is for Residential Customers with a single BTN. Multiple BTN Aggregation is not available. AT&T Unlimited Nationwide Calling II is available to new and existing Residential Customers that:

.1 Option 1

- .a Use Switched Access to reach the long distance network;
- .b Subscribe to and maintain an access line[#], Voice Mail[#], and the Select Feature Package[#] from an Affiliated ILEC of the Company.
- .c Demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Customer also subscribes to the required Services described in Section 3.8.3(A).2 of this Guidebook.
- .d Provide the Company the same billing name and address for all Services required to subscribe to this plan.
- .e Request to be provisioned under this plan and limit the use of the Service to that which is of a standard, domestic, residential nature.

.2 Option 2

- .a Meet all the requirements specified in Section 3.8.6(A).1.a through Section 3.8.6(A).1.e and;
- .b newly subscribe or currently subscribe to (a) America's Top 100[#] with locals/DishLATINO Plus[#]/DishHD Bronze[#] or above package from AT&T I DISH Network[#] (collectively referred to hereinafter as "AT 100")[#] and; (b) AT&T Yahoo! High Speed Internet Pro[#], or Elite[#]

(B) Customers who cancel or discontinue the Company Service or any of the required Services, whose Service is refused, canceled or discontinued by the Company or an Affiliate of the Company, shall forfeit eligibility for rates under this Service. Customers continuing to subscribe to the Company will be moved to the Fallback calling plan as described in Section 3.4.3(AG) of this Guidebook unless the Customer Selects an alternative optional calling plan. If the Customer subscribes to the Company for IntraLATA and InterLATA intrastate Service and discontinues InterLATA Service, the Customer will no longer qualify for this Service. Customers continuing to presubscribe to the Company will be moved to the Fallback plan and the rates described in Section 4.4.3(AG) of this Guidebook will apply unless the Customer selects an alternative Service

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.6 AT&T Unlimited Nationwide CallingSM II¹ formerly known as AT&T Unlimited Nationwide CallingSM Preferred II¹, AT&T Unlimited Nationwide CallingSM III¹ and AT&T Unlimited Nationwide Calling SelectSM III¹

(C)
|
(C)

AT&T Unlimited Nationwide Calling II is a bundled outbound calling plan that for a single MRC includes unlimited 1+ outbound direct-dialed intrastate and interstate long distance calling. This service is for Residential Customers with a single BTN. Multiple BTN Aggregation is not available. AT&T Unlimited Nationwide Calling II is available to new and existing Residential Customers that:

(D)
(D)
(C)

(D)

(D)

Customers who cancel or discontinue the Company Service or any of the required Services, whose Service is refused, canceled or discontinued by the Company or an Affiliate of the Company, shall forfeit eligibility for rates under this Service. Customers continuing to subscribe to the Company will be moved to a default plan unless the Customer Selects an alternative optional calling plan. If the Customer subscribes to the Company for IntraLATA and InterLATA intrastate Service and discontinues InterLATA Service, the Customer will no longer qualify for this Service. Customers continuing to presubscribe to the may e moved to a default plan.

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(C)
(C)

¹This Service is no longer available to new Customers or existing Customers at new locations effective November 14, 2008.

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

- 3.8.6 AT&T Unlimited Nationwide CallingSM II¹ formerly known as AT&T Unlimited Nationwide CallingSM Preferred II¹, AT&T Unlimited Nationwide CallingSM III¹, AT&T Unlimited Nationwide Calling SelectSM III¹, National Connections Preferred², AT&T Unlimited Nationwide CallingSM Preferred², National Connections Select², AT&T Unlimited Nationwide CallingSM On-Line Select², AT&T Unlimited NationwideSM Calling³, and AT&T Unlimited Nationwide CallingSM Select II¹ (C)
| (C)
(N)
| (N)

AT&T Unlimited Nationwide Calling II is a bundled outbound calling plan that for a single MRC includes unlimited 1+ outbound direct-dialed intrastate and interstate long distance calling. This service is for Residential Customers with a single BTN. Multiple BTN Aggregation is not available. AT&T Unlimited Nationwide Calling II is available to new and existing Residential Customers that:

Customers who cancel or discontinue the Company Service or any of the required Services, whose Service is refused, canceled or discontinued by the Company or an Affiliate of the Company, shall forfeit eligibility for rates under this Service. Customers continuing to subscribe to the Company will be moved to a default plan unless the Customer Selects an alternative optional calling plan. If the Customer subscribes to the Company for IntraLATA and InterLATA intrastate Service and discontinues InterLATA Service, the Customer will no longer qualify for this Service. Customers continuing to presubscribe to the may e moved to a default plan.

¹This Service is no longer available to new Customers or existing Customers at new locations effective November 14, 2008.

²This service is no longer available to new Customers or existing Customers at new locations effective March 1, 2007

³This service is no longer available to new Customers or existing Customers at new locations effective March 8, 2007.

(N)

(N)

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.6 AT&T Unlimited Nationwide Calling II¹ (continued)

¹This Service is no longer available to new Customers or existing Customers at new locations effective November 14, 2008.

- (C) If the Customer uses this Service for non-standard residential or non-residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and/or autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. Additionally, as a result of non-standard residential or non-residential use of the Service, the Company may move the Customer to the Fallback plan and the rates described in Section 4.4.3(AG) of this Guidebook. If the Customer is moved to the Fallback plan due to the previously described reasons, the Customer may be ineligible to re-subscribe to this Service.
- (D) Customers subscribing to this Service are eligible for the Call Detail Suppression optional feature. This feature provides a summary of all the zero-rated calls included in this Service displaying total minutes and total number of calls in lieu of call detail itemization. Call Detail Suppression is available at no additional charge. Customers who select this optional feature may request detail itemization for up to twenty-four (24) previous month's bills at no charge. Activation and deactivation of the feature will begin on the Customers next billing cycle.

3.8.7 AT&T Unlimited Nationwide Calling Preferred II¹

¹This Service is no longer available to new Customers or existing Customers at new locations effective November 1, 2007

- (A) AT&T Unlimited Nationwide Calling Preferred II is a bundled outbound calling plan that for a single MRC includes unlimited 1+ outbound direct-dialed intrastate and interstate long distance calling. This service is for Residential Customers with a single BTN. Multiple BTN Aggregation is not available. AT&T Unlimited Nationwide Calling is available to new and existing Residential Customers that:
 - .1 Use Switched Access to reach the long distance network;
 - .2 Subscribe to and maintain an access line#, the Caller ID Service[#] and a minimum of any two custom calling service features from Group C Large Package Affiliated ILEC of the Company.
 - .3 Must have; (1) previously subscribed to local dial tone Service of the Company or an Affiliate of the Company and have cancelled that Services or; (2) previously subscribed to long distance Service form the Company and have cancelled that service, or; (3) be a current local telephone customer within the Company or Affiliate of the Company's local territory who is now moving dial tone service from a competitor of the Company to the Company or an Affiliate of the Company.

#This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

- 3.8 Custom Consumer Services (continued)
 - 3.8.6 AT&T Unlimited Nationwide Calling II¹ (continued)

(D)

(D)

- 3.8.7 Reserved for future use

(C)

(D)

(D)

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.7 Reserved for future use

(D)

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.7 AT&T Unlimited Nationwide Calling Preferred II¹ (continued)

¹This Service is no longer available to new Customers or existing Customers at new locations effective November 1, 2007

(A) (continued)

- .4 Demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Customer also subscribes to the required Services described in Section 3.8.4(A).2 of this Guidebook.
- .5 Provide the Company the same billing name and address for all Services required to subscribe to this plan.
- .6 Request to be provisioned under this plan and limit the use of the Service to that which is of a standard, domestic, residential nature.

Effective October 12, 2007, the Company will waive the requirements shown in Section 3.8.7(A).3 of this Guidebook for Customers who currently subscribe to local dial tone service from an Affiliate of the Company and state an intention to change local carriers in response to a competitive offer.

- (B) Customers who cancel or discontinue the Company Service or any of the required Services, whose Service is refused, canceled or discontinued by the Company or an Affiliate of the Company, shall forfeit eligibility for rates under this Service. Customers continuing to subscribe to the Company will be moved to the Fallback calling plan as described in Section 3.4.3(AG) of this Guidebook unless the Customer Selects an alternative optional calling plan. If the Customer subscribes to the Company for IntraLATA and InterLATA intrastate Service and discontinues InterLATA Service, the Customer will no longer qualify for this Service. Customers continuing to presubscribe to the Company will be moved to the Fallback plan and the rates described in Section 4.4.3(AG) of this Guidebook will apply unless the Customer selects an alternative Service
- (C) If the Customer uses this Service for non-standard residential or non-residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and/or autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. Additionally, as a result of non-standard residential or non-residential use of the Service, the Company may move the Customer to the Fallback plan and the rates described in Section 4.4.3(AG) of this Guidebook. If the Customer is moved to the Fallback plan due to the previously described reasons, the Customer may be ineligible to re-subscribe to this Service.
- (D) Customers subscribing to this Service are eligible for the Call Detail Suppression optional feature. This feature provides a summary of all the zero-rated calls included in this Service displaying total minutes and total number of calls in lieu of call detail itemization. Call Detail Suppression is available at no additional charge. Customers who select this optional feature may request detail itemization for up to twenty-four (24) previous month's bills at no charge. Activation and deactivation of the feature will begin on the Customers next billing cycle.

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.8 AT&T Nationwide Calling 120¹

¹This Service is no longer available to new Customers or existing Customers at new locations effective November 14, 2008.

- (A) AT&T Nationwide Calling 120 is a bundled intrastate and interstate outbound long distance calling plan that for a single MRC the Customers receive a 120 MOU (block) of 1+ outbound direct-dialed intrastate and/or interstate long distance calling anytime minutes. This service is for Residential Customers with a single BTN. Multiple BTN Aggregation is not available. AT&T Nationwide Calling 120 is available to Residential Customers that:
- .1 Use Switched Access to reach the long distance network;
 - .2 Subscribe to and maintain an access line# Affiliated ILEC of the Company
 - .3 Subscribe to the Company for the provision of interstate, intrastate IntraLATA , and intrastate IntraLATA Service.
 - .4 Provide the Company the same billing name and address for all Services required to subscribe to this plan.
 - .5 Limit the use of Service to that which is of a standard, domestic, residential nature.
 - .6 Request to be provisioned under this plan and limit the use of the Service
- (B) Customers who cancel or discontinue the Company Service or any of the required Services, whose Service is refused, canceled or discontinued by the Company or an Affiliate of the Company, shall forfeit eligibility for rates under this Service. Customers continuing to subscribe to the Company will be moved to the Fallback calling plan as described in Section 3.4.3(AG) of this Guidebook unless the Customer Selects an alternative optional calling plan.
- (C) If the Customer uses this Service for non-standard residential or non-residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and/or autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. Additionally, as a result of non-standard residential or non-residential use of the Service, the Company may move the Customer to the Fallback plan and the rates described in Section 4.4.3(AG) of this Guidebook . If the Customer is moved to the Fallback plan due to the previously described reasons, the Customer may be ineligible to re-subscribe to this Service.

#This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.9 AT&T Nationwide Calling 120 Preferred¹

¹This Service is no longer available to new Customers or existing Customers at new locations effective November 14, 2008.

(A) AT&T Nationwide Calling 120 Preferred is a bundled intrastate and interstate outbound long distance calling plan that for a single MRC the Customers receive a 120 MOU (block) of 1+ outbound direct-dialed intrastate and interstate long distance calling anytime minutes. This service is for Residential Customers with a single BTN. Multiple BTN Aggregation is not available. AT&T Nationwide Calling 120 Preferred is available to Residential Customers that:

- .1 Use Switched Access to reach the long distance network;
- .2 Subscribe to the Company for the provision of interstate, intrastate IntraLATA , and intrastate IntraLATA Service.
- .3 Subscribe to and maintain an access line# Affiliated ILEC of the Company
- .4 Must have; (1) previously subscribed to local dial tone Service of the Company or an Affiliate of the Company and have cancelled that Services or; (2) previously subscribed to long distance Service form the Company and have cancelled that service, or; (3) be a current local telephone customer within the Company or Affiliate of the Company's local territory who is now moving dial tone service from a competitor of the Company to the Company or an Affiliate of the Company.
- .5 Provide the Company the same billing name and address for all Services required to subscribe to this plan.
- .6 Limit the use of Service to that which is of a standard, domestic, residential nature.
- .7 Request to be provisioned under this plan and limit the use of the Service

Effective October 12, 2007, the Company will waive the requirements shown in Section 3.8.9(A).4 of this Guidebook for Customers who currently subscribe to local dial tone service from an Affiliate of the Company and state an intention to change local carriers in response to a competitive offer.

(B) Customers who cancel or discontinue the Company Service or any of the required Services, whose Service is refused, canceled or discontinued by the Company or an Affiliate of the Company, shall forfeit eligibility for rates under this Service. Customers continuing to subscribe to the Company will be moved to the Fallback calling plan as described in Section 3.4.3(AG) of this Guidebook unless the Customer Selects an alternative optional calling plan.

#This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.9 Reserved for Future Use

(C/D)

(D)

(D)

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.9 AT&T Nationwide Calling 120 Preferred¹ (continued)

¹This Service is no longer available to new Customers or existing Customers at new locations effective November 14, 2008.

- (C) If the Customer uses this Service for non-standard residential or non-residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and/or autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. Additionally, as a result of non-standard residential or non-residential use of the Service, the Company may move the Customer to the Fallback plan and the rates described in Section 4.4.3(AG) of this Guidebook. If the Customer is moved to the Fallback plan due to the previously described reasons, the Customer may be ineligible to re-subscribe to this Service.

3.8.10 AT&T ONE RATE[®] 10 Cents Preferred¹

¹This Service is no longer available to new Customers or existing Customers at new locations effective November 14, 2008.

- (A) AT&T ONE RATE[®] 10 Cents Preferred is a bundled intrastate and interstate outbound long distance calling plan that for a single MRC the Customers receive a flat per minute usage rate for both 1+ outbound direct-dialed intrastate and interstate long distance calling anytime minutes. This service is for Residential Customers with a single BTN. Multiple BTN Aggregation is not available. AT&T Nationwide Calling 120 Preferred is available to Residential Customers that:

- .1 Use Switched Access to reach the long distance network;
- .2 Subscribe to the Company for the provision of interstate and intrastate InterLATA Service.
- .3 subscribe to and maintain an access line[#] from an Affiliated ILEC of the Company
- .4 Must have; (1) previously subscribed to local dial tone Service of the Company or an Affiliate of the Company and have cancelled that Services or; (2) previously subscribed to long distance Service form the Company and have cancelled that service, or; (3) be a current local telephone customer within the Company or Affiliate of the Company's local territory who is now moving dial tone service from a competitor of the Company to the Company or an Affiliate of the Company.
- .5 Provide the Company the same billing name and address for all Services required to subscribe to this plan.
- .6 Limit the use of Service to that which is of a standard, domestic, residential nature.
- .7 Request to be provisioned under this plan and limit the use of the Service

Effective October 12, 2007, the Company will waive the requirements shown in Section 3.8.10(A).3 of this Guidebook for Customers who currently subscribe to local dial tone service from an Affiliate of the Company and state an intention to change local carriers in response to a competitive offer.

[#]This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.10 AT&T ONE RATE® 10 Cents Preferred¹ (continued)

¹This Service is no longer available to new Customers or existing Customers at new locations effective November 14, 2008.

- (B) Customers who cancel or discontinue the Company Service or any of the required Services, whose Service is refused, canceled or discontinued by the Company or an Affiliate of the Company, shall forfeit eligibility for rates under this Service. Customers continuing to subscribe to the Company will be moved to the Fallback calling plan as described in Section 3.4.3(AG) of this Guidebook unless the Customer Selects an alternative optional calling plan.
- (C) If the Customer uses this Service for non-standard residential or non-residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and/or autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. Additionally, as a result of non-standard residential or non-residential use of the Service, the Company may move the Customer to the Fallback plan and the rates described in Section 4.4.3(AG) of this Guidebook. If the Customer is moved to the Fallback plan due to the previously described reasons, the Customer may be ineligible to re-subscribe to this Service.

3.8.11 AT&T Unlimited Nationwide Calling Select II^{SM1}

¹This Service is no longer available to new Customers or existing Customers at new locations effective November 14, 2008.

- (A) AT&T Unlimited Nationwide Calling Online IISM is a bundled outbound calling plan that for a single MRC includes unlimited 1+ outbound direct-dialed intrastate and interstate long distance calling. This service is for Residential Customers with a single BTN a Multiple BTN Aggregation is not available. AT&T Unlimited Nationwide Calling Select IISM is available to new and existing Residential Customers that:
 - .1 (a) subscribe to this service on-line or; (b) subscribe to or be a current subscriber AT&T DSL[#], or; (c) subscribe to or be a current subscriber of AT&T U-Verse TV ^{SM#} and AT&T Yahoo! High Speed Internet U-verse[#] enabled services
 - .2 Use Switched Access to reach the long distance network;
 - .3 Subscribe to and maintain an access#, and the Select Feature Package[#] from an Affiliated ILEC of the Company.
 - .4 Demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Customer also subscribes to the required Services described in Section 3.8.3(A).2 of this Guidebook.
 - .5 Provide the Company the same billing name and address for all Services required to subscribe to this plan.
 - .6 Request to be provisioned under this plan and limit the use of the Service to that which is of a standard, domestic, residential nature.

#This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

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3.8.11 AT&T Unlimited Nationwide Calling Select II^{SM1}

¹This Service is no longer available to new Customers or existing Customers at new locations effective November 14, 2008.

(A) AT&T Unlimited Nationwide Calling Online IISM is a bundled outbound calling plan that for a single MRC includes unlimited 1+ outbound direct-dialed intrastate and interstate long distance calling. This service is for Residential Customers with a single BTN a Multiple BTN Aggregation is not available. AT&T Unlimited Nationwide Calling Select IISM is available to new and existing Residential Customers that:

- .1 (a) subscribe to this service on-line or; (b) subscribe to or be a current subscriber AT&T DSL[#], or; (c) subscribe to or be a current subscriber of AT&T U-Verse TV ^{SM#} and AT&T Yahoo! High Speed Internet U-verse[#] enabled services
- .2 Use Switched Access to reach the long distance network;
- .3 Subscribe to and maintain an access#, and the Select Feature Package[#] from an Affiliated ILEC of the Company.
- .4 Demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Customer also subscribes to the required Services described in Section 3.8.3(A).2 of this Guidebook.
- .5 Provide the Company the same billing name and address for all Services required to subscribe to this plan.
- .6 Request to be provisioned under this plan and limit the use of the Service to that which is of a standard, domestic, residential nature.

#This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.11 Reserved for Future Use

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SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.11 AT&T Unlimited Nationwide Calling Select IISM (continued)

¹This Service is no longer available to new Customers or existing Customers at new locations effective November 14, 2008.

- (B) Hearing impaired and disabled customers who access the att.com website and are unable to order this plan online may order via text telephone. In the event the Company's on-line ordering system is not functioning or processing orders due to a system outage or malfunction, Customers may call the Company's customer care center or sales representative to request assistance in completing their on-line ordering of the AT&T Unlimited Nationwide Calling SelectSM calling plan.
- (C) Customers who cancel or discontinue the Company Service or any of the required Services, whose Service is refused, canceled or discontinued by the Company or an Affiliate of the Company, shall forfeit eligibility for rates under this Service. Customers continuing to subscribe to the Company will be moved to the Fallback calling plan as described in Section 3.4.3(AG) of this Guidebook unless the Customer Selects an alternative optional calling plan.

If the Customer subscribes to the Company for IntraLATA and InterLATA intrastate Service and discontinues InterLATA Service, the Customer will no longer qualify for this Service. Customers continuing to presubscribe to the Company will be moved to the Fallback plan and the rates described in Section 4.4.3(AG) of this Guidebook will apply unless the Customer selects an alternative Service
- (D) If the Customer uses this Service for non-standard residential or non-residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and/or autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. Additionally, as a result of non-standard residential or non-residential use of the Service, the Company may move the Customer to the Fallback plan and the rates described in Section 4.4.3(AG) of this Guidebook. If the Customer is moved to the Fallback plan due to the previously described reasons, the Customer may be ineligible to re-subscribe to this Service.
- (E) Customers subscribing to this Service are eligible for the Call Detail Suppression optional feature. This feature provides a summary of all the zero-rated calls included in this Service displaying total minutes and total number of calls in lieu of call detail itemization. Call Detail Suppression is available at no additional charge. Customers who select this optional feature may request detail itemization for up to twenty-four (24) previous month's bills at no charge. Activation and deactivation of the feature will begin on the Customers next billing cycle.

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

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SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.12 AT&T Unlimited Nationwide CallingSM III¹

¹This Service is no longer available to new Customers or existing Customers at new locations effective November 14, 2008.

(A) AT&T Unlimited Nationwide CallingSM III is a bundled outbound calling plan that for a single MRC includes unlimited 1+ outbound direct-dialed intrastate and interstate long distance calling. This service is for Residential Customers with a single BTN. Multiple BTN Aggregation is not available. AT&T Unlimited Nationwide CallingSM III is available to new and existing Residential Customers that:

.1 Option 1

- .a Use Switched Access to reach the long distance network;
- .b Subscribe to and maintain an access line[#], Inside Wire Maintenance Plan[#], and the Select Feature Package[#] from an Affiliated ILEC of the Company.
- .c Demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Customer also subscribes to the required Services described in Section 3.8.12(A).2 of this Guidebook.
- .d Provide the Company the same billing name and address for all Services required to subscribe to this plan.
- .e Request to be provisioned under this plan and limit the use of the Service to that which is of a standard, domestic, residential nature.

.2 Option 2

- .a Meet all the requirements specified in Section 3.8.12(A).1.a through Section 3.8.612(A).1.e and;
- .b newly subscribe or currently subscribe to (a) America's Top 100[#] with locals/DishLATINO Plus[#]/DishHD Bronze[#] or above package from AT&T I DISH Network[#] (collectively referred to hereinafter as "AT 100")[#] and; (b) AT&T Yahoo! High Speed Internet Pro[#], or Elite[#]

(B) Customers who cancel or discontinue the Company Service or any of the required Services, whose Service is refused, canceled or discontinued by the Company or an Affiliate of the Company, shall forfeit eligibility for rates under this Service. Customers continuing to subscribe to the Company will be moved to the Fallback calling plan as described in Section 3.4.3(AG) of this Guidebook unless the Customer Selects an alternative optional calling plan. If the Customer subscribes to the Company for IntraLATA and InterLATA intrastate Service and discontinues InterLATA Service, the Customer will no longer qualify for this Service. Customers continuing to presubscribe to the Company will be moved to the Fallback plan and the rates described in Section 4.4.3(AG) of this Guidebook will apply unless the Customer selects an alternative Service

[#]This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.12 AT&T Unlimited Nationwide CallingSM III¹

¹This Service is no longer available to new Customers or existing Customers at new locations effective November 14, 2008.

- (C) If the Customer uses this Service for non-standard residential or non-residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and/or autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. Additionally, as a result of non-standard residential or non-residential use of the Service, the Company may move the Customer to the Fallback plan and the rates described in Section 4.4.3(AG) of this Guidebook . If the Customer is moved to the Fallback plan due to the previously described reasons, the Customer may be ineligible to re-subscribe to this Service.
- (D) Customers subscribing to this Service are eligible for the Call Detail Suppression optional feature. This feature provides a summary of all the zero-rated calls included in this Service displaying total minutes and total number of calls in lieu of call detail itemization. Call Detail Suppression is available at no additional charge. Customers who select this optional feature may request detail itemization for up to twenty-four (24) previous month's bills at no charge. Activation and deactivation of the feature will begin on the Customers next billing cycle.

3.8.13 AT&T Nationwide Calling 120SM Direct¹

¹This Service is no longer available to new Customers or existing Customers at new locations effective July 12, 2009

- (A) AT&T Nationwide Calling 120SM Direct is a bundled intrastate and interstate outbound long distance calling plan that for a single MRC the Customers receive a 120 MOU (block) of 1+ outbound direct-dialed intrastate and/or interstate long distance calling anytime minutes. This service is for Residential Customers with a single BTN. Multiple BTN Aggregation is not available. AT&T Nationwide Calling 120SM Direct is available to Residential Customers that:
 - .1 Use Switched Access to reach the long distance network;
 - .2 Subscribe to the Company for the provision of interstate, intrastate IntraLATA , and/or intrastate InterLATA Service.
 - .3 Provide the Company the same billing name and address for all Services required to subscribe to this plan.
 - .4 Limit the use of Service to that which is of a standard, domestic, Residential nature.
 - .5 Request to be provisioned under this plan
- (B) See section 4.8.12 for plan rates and charges

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

(D)

(D)

3.8.13 AT&T Nationwide Calling 120SM Direct¹

¹This Service is no longer available to new Customers or existing Customers at new locations effective July 12, 2009

- (A) AT&T Nationwide Calling 120SM Direct is a bundled intrastate and interstate outbound long distance calling plan that for a single MRC the Customers receive a 120 MOU (block) of 1+ outbound direct-dialed intrastate and/or interstate long distance calling anytime minutes. This service is for Residential Customers with a single BTN. Multiple BTN Aggregation is not available. AT&T Nationwide Calling 120SM Direct is available to Residential Customers that:
- .1 Use Switched Access to reach the long distance network;
 - .2 Subscribe to the Company for the provision of interstate, intrastate IntraLATA , and/or intrastate InterLATA Service.
 - .3 Provide the Company the same billing name and address for all Services required to subscribe to this plan.
 - .4 Limit the use of Service to that which is of a standard, domestic, Residential nature.
 - .5 Request to be provisioned under this plan
- (B) See section 4.8.12 for plan rates and charges

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.14 AT&T ONE RATE[®] Nationwide 10 Cents Direct

- (A) AT&T ONE RATE[®] Nationwide 10 Cents Direct is a bundled intrastate and interstate outbound long distance calling plan that for a single MRC the Customers receive a flat per minute usage rate for both 1+ outbound direct-dialed intrastate and interstate long distance calling anytime minutes. This service is for Residential Customers with a single BTN. Multiple BTN Aggregation is not available. AT&T ONE RATE[®] Nationwide 10 Cents Direct is available to Residential Customers that:
- .1 Use Switched Access to reach the long distance network;
 - .2 Subscribe to the Company for the provision of interstate, intrastate IntraLATA , and/or intrastate InterLATA Service.
 - .3 Provide the Company the same billing name and address for all Services required to subscribe to this plan.
 - .4 Limit the use of Service to that which is of a standard, domestic, Residential nature.
 - .5 Request to be provisioned under this plan
- (B) See section 4.8.13 for plan rates and charges

SECTION 3 – DESCRIPTION OF SERVICES

- 3.8 Custom Consumer Services (continued)
- 3.8.14 AT&T ONE RATE® Nationwide Preferred Direct¹ (C)
- (A) AT&T ONE RATE® Nationwide Preferred Direct is a bundled intrastate and interstate outbound long distance calling plan that for a single MRC the Customers receive a flat per minute usage rate for both 1+ outbound direct-dialed intrastate and interstate long distance calling anytime minutes. This service is for Residential Customers with a single BTN. Multiple BTN Aggregation is not available. AT&T ONE RATE® Nationwide Preferred Direct Direct is available to Residential Customers that: (C)
- .1 Use Switched Access to reach the long distance network;
 - .2 Subscribe to the Company for the provision of interstate, intrastate IntraLATA , and/or intrastate InterLATA Service.
 - .3 Provide the Company the same billing name and address for all Services required to subscribe to this plan.
 - .4 Limit the use of Service to that which is of a standard, domestic, Residential nature.
 - .5 Request to be provisioned under this plan
- (B) See section 4.8.14 for plan rates and charges (C)

¹Effective February 1, 2021, AT&T ONE RATE® Nationwide Preferred Direct is no longer available to new subscribers. (N)
Existing subscribers may keep this plan until they move locations or make changes to their service. (N)

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.15 AT&T Unlimited Nationwide Calling Select IIISM

¹This Service is no longer available to new Customers or existing Customers at new locations effective November 14, 2008.

- (A) AT&T Unlimited Nationwide Calling Select IIISM is a bundled outbound calling plan that for a single MRC includes unlimited 1+ outbound direct-dialed intrastate and interstate long distance calling. This service is for Residential Customers with a single BTN. Multiple BTN Aggregation is not available. AT&T Unlimited Nationwide Calling Select IIISM is available to new and existing Residential Customers that:
- .1 previously subscribed to local dial tone Service of an Affiliated ILEC of the Company and have canceled the Service or; (b) previously subscribed to long distance Service from the Company and have canceled that Services, or; (c) be a current local telephone customer within the Company or Affiliate of the Company's local territory who is now moving dial tone Service from a competitor of the Company to the Affiliated ILEC of the Company or; (d) currently subscribe to the Company for their long distance Service who advise the Company they wish to cancel their primary line or;
 - .2 Use Switched Access to reach the long distance network;
 - .3 Subscribe to and maintain an access line[#] and the Select Feature Package[#] from an Affiliated ILEC of the Company.
 - .4 Demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Customer also subscribes to the required Services described in Section 3.8.9(A).1 of this Guidebook.
 - .5 Provide the Company the same billing name and address for all Services required to subscribe to this plan.
 - .6 Request to be provisioned under this plan and limit the use of the Service to that which is of a standard, domestic, residential nature.
- (B) Hearing impaired and disabled customers who access the att.com website and are unable to order this plan online may order via text telephone. In the event the Company's on-line ordering system is not functioning or processing orders due to a system outage or malfunction, Customers may call the Company's customer care center or sales representative to request assistance in completing their on-line ordering of the AT&T Unlimited Nationwide Calling Select IIISM calling plan.

[#]This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.15 AT&T Unlimited Nationwide Calling Select III^{SMI} (continued)

¹This Service is no longer available to new Customers or existing Customers at new locations effective November 14, 2008.

- (C) Customers who cancel or discontinue the Company Service or any of the required Services, whose Service is refused, canceled or discontinued by the Company or an Affiliate of the Company, shall forfeit eligibility for rates under this Service. Customers continuing to subscribe to the Company will be moved to the Fallback calling plan as described in Section 3.4.3(AG) of this Guidebook unless the Customer Selects an alternative optional calling plan. If the Customer subscribes to the Company for IntraLATA and InterLATA intrastate Service and discontinues InterLATA Service, the Customer will no longer qualify for this Service. Customers continuing to presubscribe to the Company will be moved to the Fallback plan and the rates described in Section 4.4.3(AG) of this Guidebook will apply unless the Customer selects an alternative Service
- (D) If the Customer uses this Service for non-standard residential or non-residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and/or autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. Additionally, as a result of non-standard residential or non-residential use of the Service, the Company may move the Customer to the Fallback plan and the rates described in Section 4.4.3(AG) of this Guidebook . If the Customer is moved to the Fallback plan due to the previously described reasons, the Customer may be ineligible to re-subscribe to this Service.
- (E) Customers subscribing to this Service are eligible for the Call Detail Suppression optional feature. This feature provides a summary of all the zero-rated calls included in this Service displaying total minutes and total number of calls in lieu of call detail itemization. Call Detail Suppression is available at no additional charge. Customers who select this optional feature may request detail itemization for up to twenty-four (24) previous month's bills at no charge. Activation and deactivation of the feature will begin on the Customers next billing cycle.

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.16 AT&T ONE RATE[®] Online Basic¹

¹This Service is no longer available to ne Customers or existing Customers at new locations effective November 14, 2008.

- (A) AT&T ONE RATE[®] Online Basic is a bundled outbound calling plan that includes 1+ outbound direct-dialed intrastate and interstate long distance calling for a per minute rate. AT&T ONE RATE[®] Online Basic is available to new and existing Residential Customers that:
- .1 Use Switched Access to reach the long distance network;
 - .2 Subscribe to this service on-line
 - .3 Subscribe to and maintain an access line# from an Affiliated ILEC of the Company.
 - .4 limit the use of Service to that which is of a standard, domestic, residential nature; and
 - .5 Provide the Company the same billing name and address for all Services required to subscribe to this plan.
 - .5 Request to be provisioned under this plan
- (B) Hearing impaired and disabled customers who access the att.com website and are unable to order this plan online may order via text telephone. In the event the Company's on-line ordering system is not functioning or processing orders due to a system outage or malfunction, Customers may call the Company's customer care center or sales representative to request assistance in completing their on-line ordering of the AT&T ONE RATE[®] Online Basic calling plan.
- (C) See section 4.8.16 for plan rates and charges

[#]Service not regulated under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.16 AT&T ONE RATE[®] Online Basic¹

¹This service is no longer available to new Customers effective January 12, 2011. Existing Customers may keep this service until they move or change service or until it is discontinued entirely by the Company whichever occurs first.

(A) AT&T ONE RATE[®] Online Basic is a bundled outbound calling plan that includes 1+ outbound direct-dialed intrastate and interstate long distance calling for a per minute rate. AT&T ONE RATE[®] Online Basic is available to new and existing Residential Customers that:

- .1 Use Switched Access to reach the long distance network;
- .2 Subscribe to this service on-line
- .3 Subscribe to and maintain an access line# from an Affiliated ILEC of the Company.
- .4 limit the use of Service to that which is of a standard, domestic, residential nature; and
- .5 Provide the Company the same billing name and address for all Services required to subscribe to this plan.
- .5 Request to be provisioned under this plan

(B) Hearing impaired and disabled customers who access the att.com website and are unable to order this plan online may order via text telephone. In the event the Company's on-line ordering system is not functioning or processing orders due to a system outage or malfunction, Customers may call the Company's customer care center or sales representative to request assistance in completing their on-line ordering of the AT&T ONE RATE[®] Online Basic calling plan.

(C) See section 4.8.16 for plan rates and charges

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#This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.16 Reserved for Future Use

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SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.17 AT&T Unlimited Nationwide Calling BasicSM II¹

- (A) AT&T Unlimited Nationwide Calling BasicSM II is a bundled outbound only interstate intrastate long distance calling plan designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with these Service. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. For a single MRC this Service is available to new and existing Residential Customers that:
- .1 use Switched Access to reach the long distance network;
 - .2 subscribe to and maintain an access line[#] service from an Affiliated ILEC of the Company;
 - .3 subscribe to AT&T Yahoo! DSL[#];
 - .4 demonstrate to the satisfaction of the Company at the time of subscribing to the Service and associated rate plan that the Residential Customer also subscribes to the required products, services, and/or features described in Section 3.8.17(A).2 and .3 listed above;
 - .5 limit the use of Service to that which is of a standard, domestic, residential nature and;
 - .6 request to be provisioned under this Service.
- (B) Customers who cancel or discontinue the Company's Service or any of the required products, services or features for the rate option selected by the Customer or whose Service is refused, cancelled or discontinued by an Affiliate of the Company shall forfeit eligibility for rates under this Service. Customers continuing to presubscribed to the Company will be moved to Fallback.
- (C) If the Customer uses this Service for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to Fallback. If the Customer is moved off this Service because of the previously described reasons, the Customer may be ineligible to resubscribe to this Service.

[#]Service not regulated under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.17 Reserved for future use

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SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.18 AT&T Unlimited Nationwide Calling One – Service Available Effective 09/02/2008

- (A) AT&T Unlimited Nationwide Calling One is a bundled outbound only interstate intrastate long distance usage calling plan designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with this Service. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. For a single MRC this Service is available to new and existing Residential Customers who meet the following terms and conditions:
- .1 use Switched Access to reach the long distance network;
 - .2 subscribe to and maintain an access line# from an Affiliated ILEC of the Company;
 - .3 subscribe to the Company for the provision of interstate, intrastate InterLata and intrastate IntraLata Service;
 - .4 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Residential Customer also subscribes to the required products and/or Services described above;
 - .5 request to be provisioned under this Service; and
 - .6 limit the use of Service to that which is of a standard, domestic, residential nature.
- (B) If the Customer uses this Service for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to AT&T ONE RATE[®] Nationwide 5 Cents Advantage. If the Customer is moved off this Service because of the previously described reasons, the Customer may be ineligible to resubscribe to this Service.

[#]Service not regulated under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.18 AT&T Unlimited Nationwide Calling One

(A) AT&T Unlimited Nationwide Calling One is a bundled outbound only interstate intrastate long distance usage calling plan designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with this Service. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. For a single MRC this Service is available to new and existing Residential Customers who meet the following terms and conditions:

- .1 use Switched Access to reach the long distance network;
- .2 subscribe to and maintain an access line# from an Affiliated ILEC of the Company;
- .3 subscribe to the Company for the provision of interstate, intrastate InterLata and intrastate IntraLata Service;
- .4 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Residential Customer also subscribes to the required products and/or Services described above;
- .5 request to be provisioned under this Service; and
- .6 limit the use of Service to that which is of a standard, domestic, residential nature.

(B) If the Customer uses this Service for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to AT&T ONE RATE® Nationwide 5 Cents Advantage. If the Customer is moved off this Service because of the previously described reasons, the Customer may be ineligible to resubscribe to this Service.

(C) Rewards

Rewards are available to Residential Customers who are moving their service to a new location and contact the Company in response to a Direct Mail campaign or a Mover's Guide available at a United States Post Office and subscribe to this Service. Customers who qualify for this reward will receive a redemption coupon for a onetime \$100.00 AT&T Reward Visa® Prepaid Card.

Customers must retain this Service a minimum of thirty (30) days and must redeem the redemption coupon/redemption form via website. AT&T Reward Visa® Prepaid Card will be mailed to Customer's address of record and will expire ninety (90) days after card issuance. Void where prohibited, taxed or restricted. Other terms and restrictions apply. The AT&T Reward Visa® Prepaid Card is subject to additional terms and conditions imposed by card issuer.

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#This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.18 AT&T Unlimited Nationwide Calling One

(A) AT&T Unlimited Nationwide Calling One is a bundled outbound only interstate intrastate long distance usage calling plan designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with this Service. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. For a single MRC this Service is available to new and existing Residential Customers who meet the following terms and conditions:

- .1 use Switched Access to reach the long distance network;
- .2 subscribe to and maintain an access line* with a BTN from an Affiliated ILEC of the Company; C
- .3 subscribe to the Company for the provision of interstate, intrastate InterLATA and intrastate IntraLATA Service; C
- .4 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Residential Customer also subscribes to the required products and/or Services described above; C
- .5 request to be provisioned under this Service; and
- .6 limit the use of Service to that which is of a standard, domestic, residential nature.

(B) If the Customer uses this Service for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to AT&T ONE RATE[®] Nationwide 5 Cents Advantage. If the Customer is moved off this Service because of the previously described reasons, the Customer may be ineligible to re-subscribe to this Service.

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D

C

*This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.19 AT&T Unlimited Nationwide Calling Advantage 1

- (A) AT&T Unlimited Nationwide Calling Advantage¹ is a bundled outbound only interstate intrastate long distance usage calling plan designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with this Service. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. For a single MRC this Service is available to new and existing Residential Customers who meet the following terms and conditions:
- .1 use Switched Access to reach the long distance network;
 - .2 subscribe to the Company for the provision of interstate, intrastate InterLata and intrastate IntraLata Service;
 - .3 subscribe to and maintain the following services from an Affiliated ILEC of the Company:
 - .a Access Line# and;
 - .b Verticals Feature Package# as defined and offered by the Affiliated ILEC of the Company;
 - .4 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Residential Customer also subscribes to the required products and/or services described above;
 - .5 request to be provisioned under this Service and;
 - .6 limit the use of Service to that which is of a standard, domestic, residential nature.
- (B) If the Customer uses this Service for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to AT&T ONE RATE[®] Nationwide 5 Cents Advantage. If the Customer is moved off this Service because of the previously described reasons, the Customer may be ineligible to resubscribe to this Service.

[#]Service not regulated under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.19 AT&T Unlimited Nationwide Calling Advantage 1

(A) AT&T Unlimited Nationwide Calling Advantage¹ is a bundled outbound only interstate intrastate long distance usage calling plan designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with this Service. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. For a single MRC this Service is available to new and existing Residential Customers who meet the following terms and conditions:

- .1 use Switched Access to reach the long distance network;
- .2 subscribe to the Company for the provision of interstate, intrastate InterLata and intrastate IntraLata Service;
- .3 subscribe to and maintain the following services from an Affiliated ILEC of the Company:
 - .a Access Line# and;
 - .b Verticals Feature Package# as defined and offered by the Affiliated ILEC of the Company;
- .4 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Residential Customer also subscribes to the required products and/or services described above;
- .5 request to be provisioned under this Service and;
- .6 limit the use of Service to that which is of a standard, domestic, residential nature.

(B) If the Customer uses this Service for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to AT&T ONE RATE[®] Nationwide 5 Cents Advantage. If the Customer is moved off this Service because of the previously described reasons, the Customer may be ineligible to resubscribe to this Service.

(C) Customers who have previously subscribed to local dial tone Service of an Affiliated ILEC of the Company and have cancelled that service or; (2) previously subscribed to long distance Service from the Company and have cancelled that service, or; (3) be a current local telephone customer within the Company or Affiliate of the Company's local territory who is now moving dial tone service from a competitor of the Company to the Affiliated ILEC of the Company will receive a bonus coupon redeemable for a \$50.00 gift check when ordering this Service.

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#This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.19 AT&T Unlimited Nationwide Calling Advantage 1

- (A) AT&T Unlimited Nationwide Calling Advantage¹ is a bundled outbound only interstate intrastate long distance usage calling plan designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with this Service. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. For a single MRC this Service is available to new and existing Residential Customers who meet the following terms and conditions:
- .1 use Switched Access to reach the long distance network;
 - .2 subscribe to the Company for the provision of interstate, intrastate InterLata and intrastate IntraLata Service;
 - .3 subscribe to and maintain the following services from an Affiliated ILEC of the Company:
 - .a Access Line# and;
 - .b Verticals Feature Package# as defined and offered by the Affiliated ILEC of the Company;
 - .4 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Residential Customer also subscribes to the required products and/or services described above;
 - .5 request to be provisioned under this Service and;
 - .6 limit the use of Service to that which is of a standard, domestic, residential nature.
- (B) If the Customer uses this Service for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to AT&T ONE RATE[®] Nationwide 5 Cents Advantage. If the Customer is moved off this Service because of the previously described reasons, the Customer may be ineligible to resubscribe to this Service.

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#This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.19 AT&T Unlimited Nationwide Calling Advantage 1

(A) AT&T Unlimited Nationwide Calling Advantage¹ is a bundled outbound only interstate intrastate long distance usage calling plan designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with this Service. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. For a single MRC this Service is available to new and existing Residential Customers who meet the following terms and conditions:

- .1 use Switched Access to reach the long distance network;
- .2 subscribe to the Company for the provision of interstate, intrastate InterLata and intrastate IntraLata Service;
- .3 subscribe to and maintain the following services from an Affiliated ILEC of the Company:
 - .a Access Line# and;
 - .b Verticals Feature Package# as defined and offered by the Affiliated ILEC of the Company;
- .4 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Residential Customer also subscribes to the required products and/or services described above;
- .5 request to be provisioned under this Service and;
- .6 limit the use of Service to that which is of a standard, domestic, residential nature.

(B) If the Customer uses this Service for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to AT&T ONE RATE[®] Nationwide 5 Cents Advantage. If the Customer is moved off this Service because of the previously described reasons, the Customer may be ineligible to resubscribe to this Service.

(C) Rewards

Rewards are available to Residential Customers who are moving their service to a new location and contact the Company in response to a Direct Mail campaign or a Mover's Guide available at a United States Post Office and subscribe to this Service. Customers who qualify for this reward will receive a redemption coupon for a onetime \$100.00 AT&T Reward Visa[®] Prepaid Card.

Customers must retain this Service a minimum of thirty (30) days and must redeem the redemption coupon/redemption form via website. AT&T Reward Visa[®] Prepaid Card will be mailed to Customer's address of record and will expire ninety (90) days after card issuance. Void where prohibited, taxed or restricted. Other terms and restrictions apply. The AT&T Reward Visa[®] Prepaid Card is subject to additional terms and conditions imposed by card issuer.

#This service not offered under this Guidebook

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SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.20 AT&T Unlimited Nationwide Calling Advantage 2

AT&T Unlimited Nationwide Calling Advantage 2 is a bundled outbound only interstate intrastate long distance usage calling plan designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with this Service. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line.

OPTION 1 – WINBACK

- (A) For a single MRC this Option is available to new Residential Customers who;
- .1 use Switched Access to reach the long distance network;
 - .2 order this Service On-Line or by contacting an Affiliated ILEC Customer Care Center;
 - .3 subscribe to the Company for the provision of interstate, intrastate InterLata and intrastate IntraLata Service;
 - .4 newly subscribe to an Access Line# of an Affiliated ILEC of the company;
 - .5 meet a minimum of one (1) of the following conditions;
 - .a previously subscribed to local dial tone Service of an Affiliated ILEC of the Company and have cancelled that Service or;
 - .b previously subscribed to long distance Service from the Company and have cancelled that Service, or;
 - .c be a current Local telephone Customer in the Affiliate of the Company's local territory who is now moving dial tone services from a competitor of the Company to an Affiliated ILEC of the Company;
 - .6 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Residential Customer also subscribes to the required products and/or services described above;
 - .7 request to be provisioned under this Service; and
 - .8 limit the use of Service to that which is of a standard, domestic, residential nature.
- (B) This Service may be combined with Vertical Packages# as defined and offered by the Affiliated ILEC of the Company.
- (C) Hearing impaired and disabled customers who access the Company's website and are unable to order this plan on-line may order via text telephone.

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.20 AT&T Unlimited Nationwide Calling Advantage 2

AT&T Unlimited Nationwide Calling Advantage 2 is a bundled outbound only interstate intrastate long distance usage calling plan designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with this Service. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line.

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OPTION 1 – WINBACK

- (A) For a single MRC this Option is available to new Residential Customers who;
 - .1 use Switched Access to reach the long distance network;
 - .2 order this Service On-Line or by contacting an Affiliated ILEC Customer Care Center;
 - .3 subscribe to the Company for the provision of interstate, intrastate InterLATA and intrastate IntraLATA Service;
 - .4 subscribe to an Access line* with a BTN of an Affiliated ILEC of the company;
 - .5 meet a minimum of one (1) of the following conditions;
 - .a previously subscribed to local dial tone Service of an Affiliated ILEC of the Company and have cancelled that Service or;
 - .b previously subscribed to long distance Service from the Company and have cancelled that Service, or;
 - .c be a current Local telephone Customer in the Affiliate of the Company's local territory who is now moving dial tone services from a competitor of the Company to an Affiliated ILEC of the Company;
 - .6 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Residential Customer also subscribes to the required products and/or services described above;
 - .7 request to be provisioned under this Service; and
 - .8 limit the use of Service to that which is of a standard, domestic, residential nature.
- (B) This Service may be combined with Vertical Packages# as defined and offered by the Affiliated ILEC of the Company.
- (C) Hearing impaired and disabled customers who access the Company's website and are unable to order this plan on-line may order via text telephone.

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*This service not offered under this Guidebook

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SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.20 AT&T Unlimited Nationwide Calling Advantage 2

AT&T Unlimited Nationwide Calling Advantage 2 is a bundled outbound only interstate intrastate long distance usage calling plan designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with this Service. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line.

OPTION 1 – WINBACK

- (A) For a single MRC this Option is available to new Residential Customers who;
- .1 use Switched Access to reach the long distance network;
 - .2 order this Service On-Line or by contacting an Affiliated ILEC Customer Care Center;
 - .3 subscribe to the Company for the provision of interstate, intrastate InterLATA and intrastate IntraLATA Service;
 - .4 subscribe to an Access line* with a BTN of an Affiliated ILEC of the company;
 - .5 meet a minimum of one (1) of the following conditions;
 - .a previously subscribed to local dial tone Service of an Affiliated ILEC of the Company and have cancelled that Service or;
 - .b previously subscribed to long distance Service from the Company and have cancelled that Service, or;
 - .c be a current Local telephone Customer in the Affiliate of the Company's local territory who is now moving dial tone services from a competitor of the Company to an Affiliated ILEC of the Company;
 - .6 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Residential Customer also subscribes to the required products and/or services described above;
 - .7 request to be provisioned under this Service; and
 - .8 limit the use of Service to that which is of a standard, domestic, residential nature.
- (B) This Service may be combined with Vertical Packages# as defined and offered by the Affiliated ILEC of the Company in conjunction with a subscription to this plan. (C)
- (C) Hearing impaired and disabled customers who access the Company's website and are unable to order this plan on-line may order via text telephone.

*This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.20 AT&T Unlimited Nationwide Calling Advantage 2¹ (C)

AT&T Unlimited Nationwide Calling Advantage 2 is a bundled outbound only interstate intrastate long distance usage calling plan designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with this Service. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line.

OPTION 1 – WINBACK

- (A) For a single MRC this Option is available to new Residential Customers who;
- .1 use Switched Access to reach the long distance network;
 - .2 order this Service On-Line or by contacting an Affiliated ILEC Customer Care Center;
 - .3 subscribe to the Company for the provision of interstate, intrastate InterLATA and intrastate IntraLATA Service;
 - .4 subscribe to an Access line* with a BTN of an Affiliated ILEC of the company;
 - .5 meet a minimum of one (1) of the following conditions;
 - .a previously subscribed to local dial tone Service of an Affiliated ILEC of the Company and have cancelled that Service or;
 - .b previously subscribed to long distance Service from the Company and have cancelled that Service, or;
 - .c be a current Local telephone Customer in the Affiliate of the Company's local territory who is now moving dial tone services from a competitor of the Company to an Affiliated ILEC of the Company;
 - .6 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Residential Customer also subscribes to the required products and/or services described above;
 - .7 request to be provisioned under this Service; and
 - .8 limit the use of Service to that which is of a standard, domestic, residential nature.
- (B) This Service may be combined with Vertical Packages* as defined and offered by the Affiliated ILEC of the Company in conjunction with a subscription to this plan.
- (C) Hearing impaired and disabled customers who access the Company's website and are unable to order this plan on-line may order via text telephone.

*This service not offered under this Guidebook

¹Effective February 1, 2021, AT&T Unlimited Nationwide Calling Advantage 2 is no longer available to new subscribers. Existing subscribers may keep this plan until they move locations or make changes to their service. (N)
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SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.20 AT&T Unlimited Nationwide Calling Advantage 2 (continued)

- (D) In the event the Company's on-line ordering system is not functioning or processing orders due to a system outage or malfunction, Customers may call the Company's customer care center or sales representative to request assistance for on-line ordering AT&T Unlimited Nationwide Calling Advantage 2.
- (E) If the Customer uses this Service for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to AT&T ONE RATE[®] Nationwide 5 Cents Advantage. If the Customer is moved off this Service because of the previously described reasons, the Customer may be ineligible to resubscribe to this Service.

OPTION 2 – RETENTION

- (A) For a single MRC this Option is available to existing Residential Customers who;
 - .1 use Switched Access to reach the long distance network;
 - .2 currently subscribe to the Company for the provision of interstate, intrastate InterLata and/or intrastate IntraLata Service;
 - .3 currently subscribe to local dial tone service from an Affiliated ILEC of the Company and state an intention to change local carries in response to a competitive offer;
 - .4 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Residential Customer also subscribes to the required products and/or services described above;
 - .5 request to be provisioned under this Service; and
 - .6 limit the use of Service to that which is of a standard, domestic, residential nature.
- (B) This Service may be combined with Vertical Packages# as defined and offered by the Affiliated ILEC of the Company.
- (C) If the Customer uses this Service for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to AT&T ONE RATE[®] Nationwide 5 Cents Advantage. If the Customer is moved off this Service because of the previously described reasons, the Customer may be ineligible to resubscribe to this Service.

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.20 AT&T Unlimited Nationwide Calling Advantage 2 (continued)

- (D) In the event the Company's on-line ordering system is not functioning or processing orders due to a system outage or malfunction, Customers may call the Company's customer care center or sales representative to request assistance for on-line ordering AT&T Unlimited Nationwide Calling Advantage 2.
- (E) If the Customer uses this Service for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to AT&T ONE RATE[®] Nationwide 5 Cents Advantage. If the Customer is moved off this Service because of the previously described reasons, the Customer may be ineligible to resubscribe to this Service.
- (F) Customers who have previously subscribed to local dial tone Service of an Affiliated ILEC of the Company and have cancelled that service or; (2) previously subscribed to long distance Service from the Company and have cancelled that service, or; (3) be a current local telephone customer within the Company or Affiliate of the Company's local territory who is now moving dial tone service from a competitor of the Company to the Affiliated ILEC of the Company will receive a bonus coupon redeemable for a \$50.00 gift check when ordering this Service.

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OPTION 2 – RETENTION

- (A) For a single MRC this Option is available to existing Residential Customers who;
 - .1 use Switched Access to reach the long distance network;
 - .2 currently subscribe to the Company for the provision of interstate, intrastate InterLata and/or intrastate IntraLata Service;
 - .3 currently subscribe to local dial tone service from an Affiliated ILEC of the Company and state an intention to change local carries in response to a competitive offer;
 - .4 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Residential Customer also subscribes to the required products and/or services described above;
 - .5 request to be provisioned under this Service; and
 - .6 limit the use of Service to that which is of a standard, domestic, residential nature.
- (B) This Service may be combined with Vertical Packages# as defined and offered by the Affiliated ILEC of the Company.
- (C) If the Customer uses this Service for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to AT&T ONE RATE[®] Nationwide 5 Cents Advantage. If the Customer is moved off this Service because of the previously described reasons, the Customer may be ineligible to resubscribe to this Service.

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.20 AT&T Unlimited Nationwide Calling Advantage 2 (continued)

- (D) In the event the Company's on-line ordering system is not functioning or processing orders due to a system outage or malfunction, Customers may call the Company's customer care center or sales representative to request assistance for on-line ordering AT&T Unlimited Nationwide Calling Advantage 2.
- (E) If the Customer uses this Service for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to AT&T ONE RATE[®] Nationwide 5 Cents Advantage. If the Customer is moved off this Service because of the previously described reasons, the Customer may be ineligible to resubscribe to this Service.
- (F) Customers who have previously subscribed to local dial tone Service of an Affiliated ILEC of the Company and have cancelled that service or; (2) previously subscribed to long distance Service from the Company and have cancelled that service, or; (3) be a current local telephone customer within the Company or Affiliate of the Company's local territory who is now moving dial tone service from a competitor of the Company to the Affiliated ILEC of the Company will receive a bonus coupon redeemable for a \$50.00 Visa[®] Reward Card when ordering this Service. C

OPTION 2 – RETENTION

- (A) For a single MRC this Option is available to existing Residential Customers who;
 - .1 use Switched Access to reach the long distance network;
 - .2 currently subscribe to the Company for the provision of interstate, intrastate InterLata and/or intrastate IntraLata Service;
 - .3 currently subscribe to local dial tone service from an Affiliated ILEC of the Company and state an intention to change local carries in response to a competitive offer;
 - .4 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Residential Customer also subscribes to the required products and/or services described above;
 - .5 request to be provisioned under this Service; and
 - .6 limit the use of Service to that which is of a standard, domestic, residential nature.
- (B) This Service may be combined with Vertical Packages# as defined and offered by the Affiliated ILEC of the Company.
- (C) If the Customer uses this Service for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to AT&T ONE RATE[®] Nationwide 5 Cents Advantage. If the Customer is moved off this Service because of the previously described reasons, the Customer may be ineligible to resubscribe to this Service.

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.20 AT&T Unlimited Nationwide Calling Advantage 2 (continued)

- (D) In the event the Company's on-line ordering system is not functioning or processing orders due to a system outage or malfunction, Customers may call the Company's customer care center or sales representative to request assistance for on-line ordering AT&T Unlimited Nationwide Calling Advantage 2.
- (E) If the Customer uses this Service for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to AT&T ONE RATE[®] Nationwide 5 Cents Advantage. If the Customer is moved off this Service because of the previously described reasons, the Customer may be ineligible to re-subscribe to this Service

OPTION 2 – RETENTION

- (A) For a single MRC this Option is available to existing Residential Customers who;
 - .1 use Switched Access to reach the long distance network;
 - .2 currently subscribe to the Company for the provision of interstate, intrastate InterLATA and/or intrastate IntraLATA Service;
 - .3 currently subscribe to local dial tone service* with a BTN from an Affiliated ILEC of the Company and state an intention to change local carries in response to a competitive offer;
 - .4 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Residential Customer also subscribes to the required products and/or services described above;
 - .5 request to be provisioned under this Service; and
 - .6 limit the use of Service to that which is of a standard, domestic, residential nature.
- (B) This Service may be combined with Vertical Packages# as defined and offered by the Affiliated ILEC of the Company.
- (C) If the Customer uses this Service for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to AT&T ONE RATE[®] Nationwide 5 Cents Advantage. If the Customer is moved off this Service because of the previously described reasons, the Customer may be ineligible to resubscribe to this Service.

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*This service not offered under this Guidebook

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SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.20 AT&T Unlimited Nationwide Calling Advantage 2 (continued)

OPTION 3 – ON-LINE ORDERING

- (A) For a single MRC this Option is available to new and/or existing Residential Customers who;
- .1 use Switched Access to reach the long distance network;
 - .2 order this Service On-Line;
 - .3 subscribe to the Company for the provision of interstate, intrastate InterLATA and intrastate IntraLATA Service; C
 - .4 subscribe to and maintain the following services from an Affiliated ILEC of the Company:
 - .a Access line* with a BTN and; C
 - .b Verticals Feature Package* as defined and offered by the Affiliated ILEC of the Company; C
 - .5 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Residential Customer also subscribes to the required products and/or services described above;
 - .6 request to be provisioned under this Service; and
 - .7 limit the use of Service to that which is of a standard, domestic, residential nature.
- (C) Hearing impaired and disabled customers who access the Company’s website and are unable to order this plan on-line may order via text telephone.
- (D) In the event the Company’s on-line ordering system is not functioning or processing orders due to a system outage or malfunction, Customers may call the Company’s customer care center or sales representative to request assistance for on-line ordering AT&T Unlimited Nationwide Calling Advantage2.
- (E) If the Customer uses this Service for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to AT&T ONE RATE® Nationwide 5 Cents Advantage. If the Customer is moved off this Service because of the previously described reasons, the Customer may be ineligible to re-subscribe to this Service.

*This service not offered under this Guidebook

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SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.21 AT&T Unlimited Nationwide Calling Advantage 3

- (A) AT&T Unlimited Nationwide Calling Advantage 3 is a bundled outbound only interstate intrastate long distance usage calling plan designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with this Service. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. For a single MRC this Service is available to new and existing Residential Customers who meet the following terms and conditions:
- .1 use Switched Access to reach the long distance network;
 - .2 subscribe to the Company for the provision of interstate, intrastate InterLata , and intrastate IntraLata Service;
 - .3 subscribe to and maintain the following services from an Affiliated ILEC of the Company:
 - .a Access Line# and;
 - .b Verticals Feature Package# as defined and offered by the Affiliated ILEC of the Company;
 - .4 subscribe to and maintain one (1) or more Affiliate of the Company Products# as defined and offered by the Affiliate of the Company;
 - .5 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Residential Customer also subscribes to the required products and/or services described above;
 - .6 request to be provisioned under this Service and;
 - .7 limit the use of Service to that which is of a standard, domestic, residential nature.
- (B) If the Customer uses this Service for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to AT&T ONE RATE[®] Nationwide 5 Cents Advantage. If the Customer is moved off this Service because of the previously described reasons, the Customer may be ineligible to resubscribe to this Service.

#Services not regulated under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.21 AT&T Unlimited Nationwide Calling Advantage 3

- (A) AT&T Unlimited Nationwide Calling Advantage 3 is a bundled outbound only interstate intrastate long distance usage calling plan designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with this Service. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. For a single MRC this Service is available to new and existing Residential Customers who meet the following terms and conditions:
- .1 use Switched Access to reach the long distance network;
 - .2 subscribe to the Company for the provision of interstate, intrastate InterLata , and intrastate IntraLata Service;
 - .3 subscribe to and maintain the following services from an Affiliated ILEC of the Company:
 - .a Access Line# and;
 - .b Verticals Feature Package# as defined and offered by the Affiliated ILEC of the Company;
 - .4 subscribe to and maintain one (1) or more Affiliate of the Company Products# as defined and offered by the Affiliate of the Company;
 - .5 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Residential Customer also subscribes to the required products and/or services described above;
 - .6 request to be provisioned under this Service and;
 - .7 limit the use of Service to that which is of a standard, domestic, residential nature.
- (B) If the Customer uses this Service for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to AT&T ONE RATE[®] Nationwide 5 Cents Advantage. If the Customer is moved off this Service because of the previously described reasons, the Customer may be ineligible to resubscribe to this Service.
- (C) Customers who have previously subscribed to local dial tone Service of an Affiliated ILEC of the Company and have cancelled that service or; (2) previously subscribed to long distance Service form the Company and have cancelled that service, or; (3) be a current local telephone customer within the Company or Affiliate of the Company's local territory who is now moving dial tone service from a competitor of the Company to the Affiliated ILEC of the Company will receive a bonus coupon redeemable for a \$50.00 Visa[®] Reward Card when ordering this Service.

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#This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.21 AT&T Unlimited Nationwide Calling Advantage 3

- (A) AT&T Unlimited Nationwide Calling Advantage 3 is a bundled outbound only interstate intrastate long distance usage calling plan designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with this Service. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. For a single MRC this Service is available to new and existing Residential Customers who meet the following terms and conditions:
 - .1 use Switched Access to reach the long distance network;
 - .2 subscribe to the Company for the provision of interstate, intrastate InterLATA and intrastate IntraLATA Service;
 - .3 subscribe to and maintain the following services from an Affiliated ILEC of the Company:
 - .a Access line* with a BTN and;
 - .b Verticals Feature Package* as defined and offered by the Affiliated ILEC of the Company;
 - .4 subscribe to and maintain one (1) or more Affiliate of the Company Products# as defined and offered by the Affiliate of the Company;
 - .5 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Residential Customer also subscribes to the required products and/or services described above;
 - .6 request to be provisioned under this Service and;
 - .7 limit the use of Service to that which is of a standard, domestic, residential nature.
- (B) If the Customer uses this Service for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to AT&T ONE RATE® Nationwide 5 Cents Advantage. If the Customer is moved off this Service because of the previously described reasons, the Customer may be ineligible to resubscribe to this Service.

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*This service not offered under this Guidebook

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SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.21 AT&T Unlimited Nationwide Calling Advantage 3

This service is no longer available to new Customers effective March 31, 2012. Existing Customers may keep this service until they move locations and/or make changes to their service or until it is discontinued by the Company whichever occurs first.

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(A) AT&T Unlimited Nationwide Calling Advantage 3 is a bundled outbound only interstate intrastate long distance usage calling plan designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with this Service. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. For a single MRC this Service is available to new and existing Residential Customers who meet the following terms and conditions:

- .1 use Switched Access to reach the long distance network;
- .2 subscribe to the Company for the provision of interstate, intrastate InterLATA and intrastate IntraLATA Service;
- .3 subscribe to and maintain the following services from an Affiliated ILEC of the Company:
 - .a Access line* with a BTN and;
 - .b Verticals Feature Package* as defined and offered by the Affiliated ILEC of the Company;
- .4 subscribe to and maintain one (1) or more Affiliate of the Company Products[#] as defined and offered by the Affiliate of the Company;
- .5 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Residential Customer also subscribes to the required products and/or services described above;
- .6 request to be provisioned under this Service and;
- .7 limit the use of Service to that which is of a standard, domestic, residential nature.

(B) If the Customer uses this Service for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to AT&T ONE RATE[®] Nationwide 5 Cents Advantage. If the Customer is moved off this Service because of the previously described reasons, the Customer may be ineligible to resubscribe to this Service.

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*This service not offered under this Guidebook

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SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.22 AT&T Unlimited Nationwide Calling Advantage 4

- (A) AT&T Unlimited Nationwide Calling Advantage 4 is a bundled outbound only interstate intrastate long distance usage calling plan designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with this Service. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. For a single MRC this Service is available to new and existing Residential Customers who meet the following terms and conditions:
- .1 use Switched Access to reach the long distance network;
 - .2 subscribe to the Company for the provision of interstate, intrastate InterLata , and intrastate IntraLata Service;
 - .3 subscribe to and maintain the following services from an Affiliated ILEC of the Company:
 - .a Access Line# and;
 - .b Verticals Feature Package# as defined and offered by the Affiliated ILEC of the Company;
 - .4 subscribe to and maintain two (2) or more Affiliate of the Company Products# as defined and offered by the Affiliate of the Company;
 - .5 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Residential Customer also subscribes to the required products and/or services described above;
 - .6 request to be provisioned under this Service and;
 - .7 limit the use of Service to that which is of a standard, domestic, residential nature.
- (B) If the Customer uses this Service for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to AT&T ONE RATE[®] Nationwide 5 Cents Advantage. If the Customer is moved off this Service because of the previously described reasons, the Customer may be ineligible to resubscribe to this Service.

#Services not regulated under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.22 AT&T Unlimited Nationwide Calling Advantage 4

- (A) AT&T Unlimited Nationwide Calling Advantage 4 is a bundled outbound only interstate intrastate long distance usage calling plan designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with this Service. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. For a single MRC this Service is available to new and existing Residential Customers who meet the following terms and conditions:
- .1 use Switched Access to reach the long distance network;
 - .2 subscribe to the Company for the provision of interstate, intrastate InterLata , and intrastate IntraLata Service;
 - .3 subscribe to and maintain the following services from an Affiliated ILEC of the Company:
 - .a Access Line# and;
 - .b Verticals Feature Package# as defined and offered by the Affiliated ILEC of the Company;
 - .4 subscribe to and maintain two (2) or more Affiliate of the Company Products# as defined and offered by the Affiliate of the Company;
 - .5 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Residential Customer also subscribes to the required products and/or services described above;
 - .6 request to be provisioned under this Service and;
 - .7 limit the use of Service to that which is of a standard, domestic, residential nature.
- (B) If the Customer uses this Service for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to AT&T ONE RATE[®] Nationwide 5 Cents Advantage. If the Customer is moved off this Service because of the previously described reasons, the Customer may be ineligible to resubscribe to this Service.
- (C) Customers who have previously subscribed to local dial tone Service of an Affiliated ILEC of the Company and have cancelled that service or; (2) previously subscribed to long distance Service form the Company and have cancelled that service, or; (3) be a current local telephone customer within the Company or Affiliate of the Company's local territory who is now moving dial tone service from a competitor of the Company to the Affiliated ILEC of the Company will receive a bonus coupon redeemable for a \$50.00 gift check when ordering this Service.

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#This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.22 AT&T Unlimited Nationwide Calling Advantage 4¹

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(A) AT&T Unlimited Nationwide Calling Advantage 4 is a bundled outbound only interstate intrastate long distance usage calling plan designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with this Service. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. For a single MRC this Service is available to new and existing Residential Customers who meet the following terms and conditions:

- .1 use Switched Access to reach the long distance network;
- .2 subscribe to the Company for the provision of interstate, intrastate InterLata , and intrastate IntraLata Service;
- .3 subscribe to and maintain the following services from an Affiliated ILEC of the Company:
 - .a Access Line# and;
 - .b Verticals Feature Package# as defined and offered by the Affiliated ILEC of the Company;
- .4 subscribe to and maintain two (2) or more Affiliate of the Company Products# as defined and offered by the Affiliate of the Company;
- .5 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Residential Customer also subscribes to the required products and/or services described above;
- .6 request to be provisioned under this Service and;
- .7 limit the use of Service to that which is of a standard, domestic, residential nature.

(B) If the Customer uses this Service for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to AT&T ONE RATE[®] Nationwide 5 Cents Advantage. If the Customer is moved off this Service because of the previously described reasons, the Customer may be ineligible to resubscribe to this Service.

(C) Customers who have previously subscribed to local dial tone Service of an Affiliated ILEC of the Company and have cancelled that service or; (2) previously subscribed to long distance Service form the Company and have cancelled that service, or; (3) be a current local telephone customer within the Company or Affiliate of the Company's local territory who is now moving dial tone service from a competitor of the Company to the Affiliated ILEC of the Company will receive a bonus coupon redeemable for a \$50.00 Visa[®] Reward Card when ordering this Service.

#This service not offered under this Guidebook

¹This Service is no longer available to new Customers or existing Customers who change their Service or move to a new location effective February 23, 2010.

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SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.22 AT&T Unlimited Nationwide Calling Advantage 4¹

(A) AT&T Unlimited Nationwide Calling Advantage 4 is a bundled outbound only interstate intrastate long distance usage calling plan designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with this Service. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. For a single MRC this Service is available to new and existing Residential Customers who meet the following terms and conditions:

- .1 use Switched Access to reach the long distance network;
- .2 subscribe to the Company for the provision of interstate, intrastate InterLata , and intrastate IntraLata Service;
- .3 subscribe to and maintain the following services from an Affiliated ILEC of the Company:
 - .a Access Line# and;
 - .b Verticals Feature Package# as defined and offered by the Affiliated ILEC of the Company;
- .4 subscribe to and maintain two (2) or more Affiliate of the Company Products# as defined and offered by the Affiliate of the Company;
- .5 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Residential Customer also subscribes to the required products and/or services described above;
- .6 request to be provisioned under this Service and;
- .7 limit the use of Service to that which is of a standard, domestic, residential nature.

(B) If the Customer uses this Service for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to AT&T ONE RATE[®] Nationwide 5 Cents Advantage. If the Customer is moved off this Service because of the previously described reasons, the Customer may be ineligible to resubscribe to this Service.

#This service not offered under this Guidebook

¹This Service is no longer available to new Customers or existing Customers who change their Service or move to a new location effective February 23, 2010.

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SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.22 AT&T Unlimited Nationwide Calling Advantage 4¹

(A) AT&T Unlimited Nationwide Calling Advantage 4 is a bundled outbound only interstate intrastate long distance usage calling plan designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with this Service. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. For a single MRC this Service is available to new and existing Residential Customers who meet the following terms and conditions:

- .1 use Switched Access to reach the long distance network;
- .2 subscribe to the Company for the provision of interstate, intrastate InterLata , and intrastate IntraLata Service;
- .3 subscribe to and maintain the following services from an Affiliated ILEC of the Company:
 - .a Access Line# and;
 - .b Verticals Feature Package# as defined and offered by the Affiliated ILEC of the Company;
- .4 subscribe to and maintain two (2) or more Affiliate of the Company Products# as defined and offered by the Affiliate of the Company;
- .5 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Residential Customer also subscribes to the required products and/or services described above;
- .6 request to be provisioned under this Service and;
- .7 limit the use of Service to that which is of a standard, domestic, residential nature.

(B) If the Customer uses this Service for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to AT&T ONE RATE® Nationwide 5 Cents Advantage. If the Customer is moved off this Service because of the previously described reasons, the Customer may be ineligible to resubscribe to this Service.

(C) Rewards

Rewards are available to Residential Customers who are moving their service to a new location and contact the Company in response to a Direct Mail campaign or a Mover's Guide available at a United States Post Office and subscribe to this Service. Customers who qualify for this reward will receive a redemption coupon for a onetime \$100.00 AT&T Reward Visa® Prepaid Card.

Customers must retain this Service a minimum of thirty (30) days and must redeem the redemption coupon/redemption form via website. AT&T Reward Visa® Prepaid Card will be mailed to Customer's address of record and will expire ninety (90) days after card issuance. Void where prohibited, taxed or restricted. Other terms and restrictions apply. The AT&T Reward Visa® Prepaid Card is subject to additional terms and conditions imposed by card issuer.

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#This service not offered under this Guidebook

¹This Service is no longer available to new Customers or existing Customers who change their Service or move to a new location effective February 23, 2010.

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.23 AT&T ONE RATE[®] Nationwide 5 Cents Advantage

(A) AT&T ONE RATE[®] Nationwide 5 Cents Advantage is a bundled outbound only interstate intrastate long distance usage alling plan designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with this Service. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. For a single MRC this Service is available to new and existing Residential Customers who meet the following terms and conditions:

- .1 use Switched Access to reach the long distance network;
- .2 Subscribe to the Company for the provision of interstate and intrastate InterLata and/or intrastate IntraLata Service;
- .3 subscribe to and maintain an access line# from an Affiliated ILEC of the Company;
- .4 request to be provisioned under this optional calling plan and;
- .5 limit the use of Service to that which is of a standard, domestic, residential nature.

#Services not regulated under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.23 AT&T ONE RATE[®] Nationwide 5 Cents Advantage

(A) AT&T ONE RATE[®] Nationwide 5 Cents Advantage is a bundled outbound only interstate intrastate long distance usage alling plan designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with this Service. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. For a single MRC this Service is available to new and existing Residential Customers who meet the following terms and conditions:

- .1 use Switched Access to reach the long distance network;
- .2 Subscribe to the Company for the provision of interstate and intrastate InterLata and/or intrastate IntraLata Service;
- .3 subscribe to and maintain an access line# from an Affiliated ILEC of the Company;
- .4 request to be provisioned under this optional calling plan and;
- .5 limit the use of Service to that which is of a standard, domestic, residential nature.

3.8.24 AT&T ONE RATE[®] Nationwide Calling 1 – Plan Available Effective October 1, 2009

(A) AT&T ONE RATE[®] Nationwide Calling1 is a bundled outbound only interstate and intrastate long distance usage calling plan designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with this Service. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. For a single MRC this Service is available to new and existing Residential Customers who:

- .1 use Switched Access to reach the long distance network;
- .2 Subscribe to the Company for the provision of interstate and intrastate InterLata and/or intrastate IntraLata Service;
- .3 subscribe to access line # from an Affiliate of the Company that operates in whole or in part as an AT&T ILEC;
- .4 request to be provisioned under this optional calling plan and;
- .5 limit the use of Service to that which is of a standard, domestic, residential nature.

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#This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.23 AT&T ONE RATE® Nationwide 5 Cents Advantage

Effective March 12, 2011 plan name will change to AT&T ONE RATE® Nationwide Advantage

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(A) This plan is a bundled outbound only interstate intrastate long distance usage calling plan designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with this Service. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. For a single MRC this Service is available to new and existing Residential Customers who meet the following terms and conditions:

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- .1 use Switched Access to reach the long distance network;
- .2 Subscribe to the Company for the provision of interstate and intrastate InterLata and/or intrastate IntraLata Service;
- .3 subscribe to and maintain an access line# from an Affiliated ILEC of the Company;
- .4 request to be provisioned under this optional calling plan and;
- .5 limit the use of Service to that which is of a standard, domestic, residential nature.

(B) Rewards

Rewards are available to Residential Customers who are moving their service to a new location and contact the Company in response to a Direct Mail campaign or a Mover's Guide available at a United States Post Office and subscribe to this Service. Customers who qualify for this reward will receive a redemption coupon for a onetime \$500.00 AT&T Reward Visa® Prepaid Card.

Customers must retain this Service a minimum of thirty (30) days and must redeem the redemption coupon/redemption form via website. AT&T Reward Visa® Prepaid Card will be mailed to Customer's address of record and will expire ninety (90) days after card issuance. Void where prohibited, taxed or restricted. Other terms and restrictions apply. The AT&T Reward Visa® Prepaid Card is subject to additional terms and conditions imposed by card issuer.

3.8.24 AT&T ONE RATE® Nationwide Calling 1

(A) AT&T ONE RATE® Nationwide Calling1 is a bundled outbound only interstate and intrastate long distance usage calling plan designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with this Service. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. For a single MRC this Service is available to new and existing Residential Customers who:

- .1 use Switched Access to reach the long distance network;
- .2 Subscribe to the Company for the provision of interstate and intrastate InterLata and/or intrastate IntraLata Service;
- .3 subscribe to access line # from an Affiliate of the Company that operates in whole or in part as an AT&T ILEC;
- .4 request to be provisioned under this optional calling plan and;
- .5 limit the use of Service to that which is of a standard, domestic, residential nature.

(B) Rewards

Rewards are available to Residential Customers who are moving their service to a new location and contact the Company in response to a Direct Mail campaign or a Mover's Guide available at a United States Post Office and subscribe to this Service. Customers who qualify for this reward will receive a redemption coupon for a onetime \$50.00 AT&T Reward Visa® Prepaid Card.

Customers must retain this Service a minimum of thirty (30) days and must redeem the redemption coupon/redemption form via website. AT&T Reward Visa® Prepaid Card will be mailed to Customer's address of record and will expire ninety (90) days after card issuance. Void where prohibited, taxed or restricted. Other terms and restrictions apply. The AT&T Reward Visa® Prepaid Card is subject to additional terms and conditions imposed by card issuer.

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#This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.23 AT&T ONE RATE® Nationwide 5 Cents Advantage

Effective March 12, 2011 plan name will change to AT&T ONE RATE® Nationwide Advantage

(A) This plan is a bundled outbound only interstate intrastate long distance usage calling plan designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with this Service. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. For a single MRC this Service is available to new and existing Residential Customers who meet the following terms and conditions:

- .1 use Switched Access to reach the long distance network;
- .2 Subscribe to the Company for the provision of interstate and intrastate InterLATA and/or intrastate IntraLATA Service;
- .3 subscribe to and maintain an access line* with a BTN from an Affiliated ILEC of the Company;
- .4 request to be provisioned under this optional calling plan and;
- .5 limit the use of Service to that which is of a standard, domestic, residential nature.

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3.8.24 AT&T ONE RATE® Nationwide Calling 1

(A) AT&T ONE RATE® Nationwide Calling1 is a bundled outbound only interstate and intrastate long distance usage calling plan designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with this Service. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. For a single MRC this Service is available to new and existing Residential Customers who:

- .1 use Switched Access to reach the long distance network;
- .2 Subscribe to the Company for the provision of interstate and intrastate InterLata and/or intrastate IntraLata Service;
- .3 subscribe to access line # from an Affiliate of the Company that operates in whole or in part as an AT&T ILEC;
- .4 request to be provisioned under this optional calling plan and;
- .5 limit the use of Service to that which is of a standard, domestic, residential nature.

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*This service not offered under this Guidebook

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SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.23 AT&T ONE RATE[®] Nationwide Advantage formerly known as AT&T ONE RATE[®] Nationwide 5 Cents Advantage (C)

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(A) This plan is a bundled outbound only interstate intrastate long distance usage calling plan designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with this Service. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. For a single MRC this Service is available to new and existing Residential Customers who meet the following terms and conditions:

- .1 use Switched Access to reach the long distance network;
- .2 Subscribe to the Company for the provision of interstate and intrastate InterLATA and/or intrastate IntraLATA Service;
- .3 subscribe to and maintain an access line* with a BTN from an Affiliated ILEC of the Company;
- .4 request to be provisioned under this optional calling plan and;
- .5 limit the use of Service to that which is of a standard, domestic, residential nature.

3.8.24 AT&T ONE RATE[®] Nationwide Calling 1 formerly known as AT&T ONE RATE[®] On-Line Basic (C)

(A) This plan is a bundled outbound only interstate and intrastate long distance usage calling plan designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with this Service. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. For a single MRC this Service is available to new and existing Residential Customers who:

- .1 use Switched Access to reach the long distance network;
- .2 Subscribe to the Company for the provision of interstate and intrastate InterLata and/or intrastate IntraLata Service;
- .3 subscribe to access line # from an Affiliate of the Company that operates in whole or in part as an AT&T ILEC;
- .4 request to be provisioned under this optional calling plan and;
- .5 limit the use of Service to that which is of a standard, domestic, residential nature.

*This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.23 AT&T ONE RATE® Nationwide Advantage (C)
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(A) This plan is a bundled outbound only interstate intrastate long distance usage calling plan designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with this Service. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. For a single MRC this Service is available to new and existing Residential Customers who meet the following terms and conditions:

- .1 use Switched Access to reach the long distance network;
- .2 Subscribe to the Company for the provision of interstate and intrastate InterLATA and/or intrastate IntraLATA Service;
- .3 subscribe to and maintain an access line* with a BTN from an Affiliated ILEC of the Company;
- .4 request to be provisioned under this optional calling plan and;
- .5 limit the use of Service to that which is of a standard, domestic, residential nature.

3.8.24 AT&T ONE RATE® Nationwide Calling 1¹ (C)

(A) This plan is a bundled outbound only interstate and intrastate long distance usage calling plan designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with this Service. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. For a single MRC this Service is available to new and existing Residential Customers who:

- .1 use Switched Access to reach the long distance network;
- .2 Subscribe to the Company for the provision of interstate and intrastate InterLata and/or intrastate IntraLata Service;
- .3 subscribe to access line* from an Affiliate of the Company that operates in whole or in part as an AT&T ILEC;
- .4 request to be provisioned under this optional calling plan and;
- .5 limit the use of Service to that which is of a standard, domestic, residential nature.

*This service not offered under this Guidebook.

¹Effective February 1, 2021, AT&T ONE RATE® Nationwide Calling 1 is no longer available to new subscribers. Existing subscribers may keep this plan until they move locations or make changes to their service. (N)
(N)

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.24 AT&T Unlimited Nationwide CallingSM Plus 1 – Available effective January 5, 2012

N

- (A) AT&T Unlimited Nationwide CallingSM Plus 1 is a bundled outbound only interstate intrastate long distance usage calling plan designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with this Service. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. For a single MRC this Service is available to new and existing Residential Customers who meet the following terms and conditions:
- .1 use Switched Access to reach the long distance network;
 - .2 subscribes to the Company for the provision of interLATA (interstate and intrastate) service or interLATA/intraLATA (local toll) service combined for outbound long distance calling;
 - .3 subscribes to and maintains the following services from an Affiliated ILEC of the Company:
 - .a Access line* with a BTN and;
 - .b Verticals Feature Package* as defined and offered by the Affiliated ILEC of the Company;
 - .4 subscribe to and maintain one (1) or more Affiliate of the Company Products* as defined and offered by the Affiliate of the Company;
 - .5 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Residential Customer also subscribes to the required products and/or services described above;
 - .6 request to be provisioned under this Service and;
 - .7 limits the use of Service to that which is of a standard, domestic, residential nature.
- (B) If the Customer uses this Service for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to AT&T ONE RATE[®] Nationwide Advantage. If the Customer is moved off this Service because of the previously described reasons, the Customer may be ineligible to re-subscribe to this Service.

*This service not offered under this Guidebook

N

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.24 AT&T Unlimited Nationwide CallingSM Plus 1

(C)

(A) AT&T Unlimited Nationwide CallingSM Plus 1 is a bundled outbound only interstate intrastate long distance usage calling plan designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with this Service. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. For a single MRC this Service is available to new and existing Residential Customers who meet the following terms and conditions:

- .1 use Switched Access to reach the long distance network;
- .2 subscribes to the Company for the provision of interLATA (interstate and intrastate) service or interLATA/intraLATA (local toll) service combined for outbound long distance calling;
- .3 subscribes to and maintains the following services from an Affiliated ILEC of the Company:
 - .a Access line* with a BTN and;
 - .b Verticals Feature Package* as defined and offered by the Affiliated ILEC of the Company in conjunction with a subscription to this plan;
- .4 subscribe to and maintain one (1) or more Affiliate of the Company Products* as defined and offered by the Affiliate of the Company in conjunction with a subscription to this plan;
- .5 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Residential Customer also subscribes to the required products and/or services described above;
- .6 request to be provisioned under this Service and;
- .7 limits the use of Service to that which is of a standard, domestic, residential nature.

(C)

(C)

(C)

(B) If the Customer uses this Service for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to AT&T ONE RATE[®] Nationwide Advantage. If the Customer is moved off this Service because of the previously described reasons, the Customer may be ineligible to re-subscribe to this Service.

*This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.24 AT&T Unlimited Nationwide CallingSM Plus 1

(A) AT&T Unlimited Nationwide CallingSM Plus 1 is a bundled outbound only interstate intrastate long distance usage calling plan designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with this Service. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. For a single MRC this Service is available to new and existing Residential Customers who meet the following terms and conditions:

- .1 use Switched Access to reach the long distance network;
- .2 subscribes to the Company for the provision of interLATA (interstate and intrastate) service and intraLATA (local toll) service combined for outbound long distance calling;
- .3 subscribes to and maintains the following services from an Affiliated ILEC of the Company:
 - .a Access line* with a BTN and;
 - .b Verticals Feature Package* as defined and offered by the Affiliated ILEC of the Company in conjunction with a subscription to this plan;
- .4 subscribe to and maintain one (1) or more Affiliate of the Company Products* as defined and offered by the Affiliate of the Company in conjunction with a subscription to this plan;
- .5 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Residential Customer also subscribes to the required products and/or services described above;
- .6 request to be provisioned under this Service and;
- .7 limits the use of Service to that which is of a standard, domestic, residential nature.

(B) If the Customer uses this Service for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to AT&T ONE RATE[®] Nationwide Advantage. If the Customer is moved off this Service because of the previously described reasons, the Customer may be ineligible to re-subscribe to this Service.

*This service not offered under this Guidebook

SECTION 3 – DESCRIPTION OF SERVICES

3.8 Custom Consumer Services (continued)

3.8.24 AT&T Unlimited Nationwide CallingSM Plus 1¹ (C)

(A) AT&T Unlimited Nationwide CallingSM Plus 1 is a bundled outbound only interstate intrastate long distance usage calling plan designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with this Service. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. For a single MRC this Service is available to new and existing Residential Customers who meet the following terms and conditions:

- .1 use Switched Access to reach the long distance network;
- .2 subscribes to the Company for the provision of interLATA (interstate and intrastate) service and intraLATA (local toll) service combined for outbound long distance calling;
- .3 subscribes to and maintains the following services from an Affiliated ILEC of the Company:
 - .a Access line* with a BTN and;
 - .b Verticals Feature Package* as defined and offered by the Affiliated ILEC of the Company in conjunction with a subscription to this plan;
- .4 subscribe to and maintain one (1) or more Affiliate of the Company Products* as defined and offered by the Affiliate of the Company in conjunction with a subscription to this plan;
- .5 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Residential Customer also subscribes to the required products and/or services described above;
- .6 request to be provisioned under this Service and;
- .7 limits the use of Service to that which is of a standard, domestic, residential nature.

(B) If the Customer uses this Service for non-standard residential or non-residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to AT&T ONE RATE[®] Nationwide Advantage. If the Customer is moved off this Service because of the previously described reasons, the Customer may be ineligible to re-subscribe to this Service.

*This service not offered under this Guidebook

¹Effective February 1, 2021, AT&T Unlimited Nationwide CallingSM Plus 1 is no longer available to new subscribers. Existing subscribers may keep this plan until they move locations or make changes to their service. (N)
(N)

SECTION 3 – DESCRIPTION OF SERVICES

3.9 Reserved for future use

3.10 Miscellaneous

3.10.1 Account Codes

- (A) Account codes are an optional feature associated with outbound long distance Service that provides the Customer the ability to track usage by requiring the caller enter a string of digits ("digit string"). Account codes enable the Customer to obtain call detail from the Company which is sorted and summarized based on digits entered by the caller. The call detail is provided to the Customer without charge.
- (B) Account codes are available to Business Customers that (1) subscribe to one of the Company's outbound long distance service offerings described in Section 3.7 of this Guidebook for the provision of interstate, intrastate InterLATA, and intrastate IntraLATA Service; (2) request the optional feature; and (3) are billed via a Company direct bill or a shared LEC or CLEC bill. Account codes are not available with VPN, TFS or calling card Service. To subscribe to Account Codes for intrastate calling, the Customer must also subscribe to one of the Company's outbound Service offerings for the provision of interstate calling.
- (C) The length of the string digits available to a Customer is limited and the number of digits is based on whether the call originates at an On-Net or Off-Net location. The Company controls the length of the string digits. The caller will be allowed three (3) attempts to enter a valid account code before the call is terminated.
- (D) The account codes are available on a mandatory and non-mandatory basis. If the Customer subscribes to the mandatory feature, the caller must enter account codes for the call to complete. If the Customer subscribes to the non-mandatory feature, the caller may bypass entering the code by pressing the pound key (#) on the keypad.
- (E) The account codes are available on a validated and non-validated basis. If the Customer subscribes to the validated feature, the caller must enter specific account codes in order to complete the call. If the Customer subscribes to the non-validated feature, the caller may enter any digits as an account code as long as the string is the designated number of digits in length.

SECTION 3 – DESCRIPTION OF SERVICES

3.9 Reserved for future use

3.10 Miscellaneous

3.10.1 Account Codes

- (A) Account codes are an optional feature associated with outbound long distance Service that provides the Customer the ability to track usage by requiring the caller enter a string of digits ("digit string"). Account codes enable the Customer to obtain call detail from the Company which is sorted and summarized based on digits entered by the caller. See section 4.10.9 or the account code feature MRC.
- (B) Account codes are available to Business Customers that (1) subscribe to one of the Company's outbound long distance service offerings described in Section 3.7 of this Guidebook for the provision of interstate, intrastate InterLATA, and intrastate IntraLATA Service; (2) request the optional feature; and (3) are billed via a Company direct bill or a shared LEC or CLEC bill. Account codes are not available with VPN, TFS or calling card Service. To subscribe to Account Codes for intrastate calling, the Customer must also subscribe to one of the Company's outbound Service offerings for the provision of interstate calling.
- (C) The length of the string digits available to a Customer is limited and the number of digits is based on whether the call originates at an On-Net or Off-Net location. The Company controls the length of the string digits. The caller will be allowed three (3) attempts to enter a valid account code before the call is terminated.
- (D) The account codes are available on a mandatory and non-mandatory basis. If the Customer subscribes to the mandatory feature, the caller must enter account codes for the call to complete. If the Customer subscribes to the non-mandatory feature, the caller may bypass entering the code by pressing the pound key (#) on the keypad.
- (E) The account codes are available on a validated and non-validated basis. If the Customer subscribes to the validated feature, the caller must enter specific account codes in order to complete the call. If the Customer subscribes to the non-validated feature, the caller may enter any digits as an account code as long as the string is the designated number of digits in length.

C

SECTION 3 – DESCRIPTION OF SERVICES

3.9 Rewards

3.9.1 Residential

As described below, AT&T Reward Cards are available to qualifying customers of the Company who purchase one of the Company's unlimited plans or the AT&T ONE RATE® Nationwide 5 Cents Advantage plan (plan name changing to AT&T ONE RATE® Nationwide Advantage on March 12, 2011) or the AT&T ONE RATE® Nationwide Calling 1 plan ("Qualifying Plan(s)").

(A) Winback/Win/New - Qualifying customers:

- .1 Must be contacted by the Company or must contact the Company and request this reward;
- .2 Must not subscribe to any service from the Company at the time a Qualifying Plan is ordered;
- .3 Must previously have subscribed to service from the Company and have cancelled that service; or currently subscribe a long distance service or its equivalent from a wireline or wireless competitor of the Company or from a wireless Affiliate of the Company and be moving service to the Company; or never before have subscribed to long distance service or its equivalent from any company;
- .4 Must subscribe to a Qualifying Plan;
- .5 Must be a new or existing local service customer of an Affiliated ILEC of the Company;
- .6 Will receive a redemption coupon for a one-time \$100 AT&T Reward Card for purchase of an unlimited Qualifying Plan;
- .7 Will receive a redemption coupon for a one-time \$50 AT&T Reward Card for purchase of a ONE RATE Qualifying Plan;
- .8 Are eligible for one AT&T Reward Card as described herein in a 12 month period (whether \$50 or \$100, depending on Qualifying Plan);
- .9 Must retain the Qualifying Plan at the time the Reward Card is sent (within 4 to 6 weeks after redemption) and must redeem the redemption coupon/redemption form via website. Reward Card will be mailed to Customer's address of record and will expire ninety (90) days after card issuance. Reward Cards cannot be used to pay any bill or invoice from the Company or any Affiliate of the Company in some states and are not redeemable for cash, for use at automated gasoline pumps or for cash withdrawal at ATMs. Void where prohibited, taxed or restricted. The reward card is subject to additional terms and conditions imposed by card issuer.

N

N

SECTION 3 – DESCRIPTION OF SERVICES

3.9 Special Rewards

(C)

3.9.1 Residential Reward Offers

(C)

As described below, AT&T Reward Cards are available to qualifying customers of the Company who purchase one of the Company's unlimited plans or the AT&T ONE RATE® Nationwide 5 Cents Advantage plan (plan name changing to AT&T ONE RATE® Nationwide Advantage on March 12, 2011) or the AT&T ONE RATE® Nationwide Calling 1 plan ("Qualifying Plan(s)").

(A) Winback/Win/New - Qualifying customers:

- .1 Must be contacted by the Company or must contact the Company and request this reward;
- .2 Must not subscribe to any service from the Company at the time a Qualifying Plan is ordered;
- .3 Must previously have subscribed to service from the Company and have cancelled that service; or currently subscribe a long distance service or its equivalent from a wireline or wireless competitor of the Company or from a wireless Affiliate of the Company and be moving service to the Company; or never before have subscribed to long distance service or its equivalent from any company;
- .4 Must subscribe to a Qualifying Plan;
- .5 Must be a new or existing local service customer of an Affiliated ILEC of the Company;
- .6 Will receive a redemption coupon for a one-time \$100 AT&T Reward Card for purchase of an unlimited Qualifying Plan;
- .7 Will receive a redemption coupon for a one-time \$50 AT&T Reward Card for purchase of a ONE RATE Qualifying Plan;
- .8 Are eligible for one AT&T Reward Card as described herein in a 12 month period (whether \$50 or \$100, depending on Qualifying Plan);
- .9 Must retain the Qualifying Plan at the time the Reward Card is sent (within 4 to 6 weeks after redemption) and must redeem the redemption coupon/redemption form via website. Reward Card will be mailed to Customer's address of record and will expire ninety (90) days after card issuance. Reward Cards cannot be used to pay any bill or invoice from the Company or any Affiliate of the Company in some states and are not redeemable for cash, for use at automated gasoline pumps or for cash withdrawal at ATMs. Void where prohibited, taxed or restricted. The reward card is subject to additional terms and conditions imposed by card issuer.

SECTION 3 – DESCRIPTION OF SERVICES

3.9 Special Rewards

3.9.1 Reserved for future use

As described below, AT&T Reward Cards are available to qualifying customers of the Company who purchase one of the Company's unlimited plans or the AT&T ONE RATE® Nationwide 5 Cents Advantage plan (plan name changing to AT&T ONE RATE® Nationwide Advantage on March 12, 2011) or the AT&T ONE RATE® Nationwide Calling 1 plan ("Qualifying Plan(s)").

(A) Winback/Win/New - Qualifying customers:

- .1 Must be contacted by the Company or must contact the Company and request this reward;
- .2 Must not subscribe to any service from the Company at the time a Qualifying Plan is ordered;
- .3 Must previously have subscribed to service from the Company and have cancelled that service; or currently subscribe a long distance service or its equivalent from a wireline or wireless competitor of the Company or from a wireless Affiliate of the Company and be moving service to the Company; or never before have subscribed to long distance service or its equivalent from any company;
- .4 Must subscribe to a Qualifying Plan;
- .5 Must be a new or existing local service customer of an Affiliated ILEC of the Company;
- .6 Will receive a redemption coupon for a one-time \$100 AT&T Reward Card for purchase of an unlimited Qualifying Plan;
- .7 Will receive a redemption coupon for a one-time \$50 AT&T Reward Card for purchase of a ONE RATE Qualifying Plan;
- .8 Are eligible for one AT&T Reward Card as described herein in a 12 month period (whether \$50 or \$100, depending on Qualifying Plan);
- .9 Must retain the Qualifying Plan at the time the Reward Card is sent (within 4 to 6 weeks after redemption) and must redeem the redemption coupon/redemption form via website. Reward Card will be mailed to Customer's address of record and will expire ninety (90) days after card issuance. Reward Cards cannot be used to pay any bill or invoice from the Company or any Affiliate of the Company in some states and are not redeemable for cash, for use at automated gasoline pumps or for cash withdrawal at ATMs. Void where prohibited, taxed or restricted. The reward card is subject to additional terms and conditions imposed by card issuer.

(C)

(D)

(D)

SECTION 3 – DESCRIPTION OF SERVICES

3.9 Special Rewards

3.9.1 Residential Retention Offers

(C)

As described below, Retention Offers are available to qualifying customers of the Company who currently or newly subscribe to one of the Company's qualifying unlimited plans.

(A) Qualifying Plans

.1 AT&T Unlimited Nationwide Calling Advantage 1, AT&T Unlimited Nationwide Calling Advantage 2, and AT&T Unlimited Nationwide Calling Plus 1

.a Available to Residential Customers who:

.i currently subscribe to the Company for interLATA (interstate and intrastate) service, intraLATA (local toll) service, or interLATA/intraLATA service combined and state an intention to change long distance service to a competitor of the Company, are offered a qualifying plan as defined in (A).1 and continue to state an intention to change long distance service to a Competitor of the Company; or

.ii currently subscribe to a qualifying plan as defined in (A).1 above and state an intention to change long distance Service to a competitor of the Company.

.iii in either case, Customer must subscribe to one of the qualifying plans defined in (A).1 above to qualify for this retention offer.

.b Rates and Charges

Customers subscribing to a qualifying plan as defined in (A).1 above will receive a \$5.00 monthly credit for a twelve (12) month benefit period. At the end of the benefit period the customer will be charged the then current rates for qualifying plan as defined in Section 4.8 of this Guidebook

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(C)

(D)
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(D)

.c Customers must maintain the requirements of the qualifying plan as defined in Section 3.8 of the Company's Voice Product and Reference Pricing Guidebook accessible via <http://www.att.com/servicepublications> and continue to subscribe to the qualifying plan to continue to receive the \$5.00 monthly credit during the twelve (12) month benefit period.

(C)
(C)

.d This offer cannot be combined with any other promotion offered by the Company or with the Company Reward offers defined Section 3.8 of this Company's Voice Product and Reference Pricing Guidebook.

.2 AT&T Unlimited Nationwide Calling Advantage 3

.a Available to Residential Customers who currently subscribe to AT&T Unlimited Nationwide Calling Advantage 3 and state an intention to change long distance service to a competitor of the Company. Customers must continue to subscribe to AT&T Unlimited Nationwide Calling Advantage 3 as defined in Section 3.8 of the Company's Voice Product and Reference Pricing Guidebook to qualify for this retention offer.

.b Rates and Charges

Customers continuing to subscribing to AT&T Unlimited Nationwide Calling Advantage 3 under this offer will receive a \$5.00 monthly credit for a twelve (12) month benefit period.

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(C)

(D)
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(D)

.c Customers must maintain the AT&T Unlimited Nationwide Calling Advantage 3 requirements defined in Section 3.8 the Company's Voice Product and Reference Pricing Guidebook and continue to subscribe to AT&T Unlimited Nationwide Calling Advantage 3 to continue to receive the \$5.00 monthly credit during the twelve (12) month benefit period. At the end of the benefit period the customer will be charged the then current rates for this plan as defined in Section 4.8 of this Guidebook

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(C)

.d This offer cannot be combined with any other promotion offered by the Company or with the Company Reward offers defined in Section 3.8 of the Company's Voice Product and Reference Pricing Guidebook.

SECTION 3 – DESCRIPTION OF SERVICES

3.9 Special Rewards

3.9.1 Residential Retention Offers^{/1/}

(C)

As described below, Retention Offers are available to qualifying customers of the Company who currently or newly subscribe to one of the Company's qualifying unlimited plans.

(A) Qualifying Plans

.1 AT&T Unlimited Nationwide Calling Advantage 1, AT&T Unlimited Nationwide Calling Advantage 2, and AT&T Unlimited Nationwide Calling Plus 1

.a Available to Residential Customers who:

.i currently subscribe to the Company for interLATA (interstate and intrastate) service, intraLATA (local toll) service, or interLATA/intraLATA service combined and state an intention to change long distance service to a competitor of the Company, are offered a qualifying plan as defined in (A).1 and continue to state an intention to change long distance service to a Competitor of the Company; or

.ii currently subscribe to a qualifying plan as defined in (A).1 above and state an intention to change long distance Service to a competitor of the Company.

.iii in either case, Customer must subscribe to one of the qualifying plans defined in (A).1 above to qualify for this retention offer.

.b Rates and Charges

Customers subscribing to a qualifying plan as defined in (A).1 above will receive a \$5.00 monthly credit for a twelve (12) month benefit period. At the end of the benefit period the customer will be charged the then current rates for qualifying plan as defined in Section 4.8 of this Guidebook

.c Customers must maintain the requirements of the qualifying plan as defined in Section 3.8 of the Company's Voice Product and Reference Pricing Guidebook accessible via <http://www.att.com/servicepublications> and continue to subscribe to the qualifying plan to continue to receive the \$5.00 monthly credit during the twelve (12) month benefit period.

.d This offer cannot be combined with any other promotion offered by the Company or with the Company Reward offers defined Section 3.8 of this Company's Voice Product and Reference Pricing Guidebook.

.2 AT&T Unlimited Nationwide Calling Advantage 3

.a Available to Residential Customers who currently subscribe to AT&T Unlimited Nationwide Calling Advantage 3 and state an intention to change long distance service to a competitor of the Company. Customers must continue to subscribe to AT&T Unlimited Nationwide Calling Advantage 3 as defined in Section 3.8 of the Company's Voice Product and Reference Pricing Guidebook to qualify for this retention offer.

.b Rates and Charges

Customers continuing to subscribing to AT&T Unlimited Nationwide Calling Advantage 3 under this offer will receive a \$5.00 monthly credit for a twelve (12) month benefit period.

.c Customers must maintain the AT&T Unlimited Nationwide Calling Advantage 3 requirements defined in Section 3.8 the Company's Voice Product and Reference Pricing Guidebook and continue to subscribe to AT&T Unlimited Nationwide Calling Advantage 3 to continue to receive the \$5.00 monthly credit during the twelve (12) month benefit period. At the end of the benefit period the customer will be charged the then current rates for this plan as defined in Section 4.8 of this Guidebook

.d This offer cannot be combined with any other promotion offered by the Company or with the Company Reward offers defined in Section 3.8 of the Company's Voice Product and Reference Pricing Guidebook.

/1/ Effective January 1, 2021, Residential Retention Offers are no longer available. Existing subscribers will continue to receive the monthly credit for the duration of their twelve (12) month benefit period.

(N)
(N)

SECTION 3 – DESCRIPTION OF SERVICES

3.9 Special Rewards

3.9.1 Residential Retention Offers^{/1/}

(C)

As described below, Retention Offers are available to qualifying customers of the Company who currently or newly subscribe to one of the Company's qualifying unlimited plans.

(A) Qualifying Plans

.1 AT&T Unlimited Nationwide Calling Advantage 1, AT&T Unlimited Nationwide Calling Advantage 2, and AT&T Unlimited Nationwide Calling Plus 1

.a Available to Residential Customers who:

.i currently subscribe to the Company for interLATA (interstate and intrastate) service, intraLATA (local toll) service, or interLATA/intraLATA service combined and state an intention to change long distance service to a competitor of the Company, are offered a qualifying plan as defined in (A).1 and continue to state an intention to change long distance service to a Competitor of the Company; or

.ii currently subscribe to a qualifying plan as defined in (A).1 above and state an intention to change long distance Service to a competitor of the Company.

.iii in either case, Customer must subscribe to one of the qualifying plans defined in (A).1 above to qualify for this retention offer.

.b Rates and Charges

Customers subscribing to a qualifying plan as defined in (A).1 above will receive a \$5.00 monthly credit for a twelve (12) month benefit period. At the end of the benefit period the customer will be charged the then current rates for qualifying plan as defined in Section 4.8 of this Guidebook

.c Customers must maintain the requirements of the qualifying plan as defined in Sections 5 and 13 of the Company's Business and Residential Product Reference and Pricing Guidebook accessible via <http://www.att.com/servicepublications> and continue to subscribe to the qualifying plan to continue to receive the \$5.00 monthly credit during the twelve (12) month benefit period.

(C)
(C)

.d This offer cannot be combined with any other promotion offered by the Company or with the Company Reward offers defined in the Company's Business and Residential Product Reference and Pricing Guidebook.

(C)

.2 AT&T Unlimited Nationwide Calling Advantage 3

.a Available to Residential Customers who currently subscribe to AT&T Unlimited Nationwide Calling Advantage 3 and state an intention to change long distance service to a competitor of the Company. Customers must continue to subscribe to AT&T Unlimited Nationwide Calling Advantage 3 as defined in Section 13 of the Company's Business and Residential Product Reference and Pricing Guidebook to qualify for this retention offer.

(C)
(C)

.b Rates and Charges

Customers continuing to subscribing to AT&T Unlimited Nationwide Calling Advantage 3 under this offer will receive a \$5.00 monthly credit for a twelve (12) month benefit period.

.c Customers must maintain the AT&T Unlimited Nationwide Calling Advantage 3 requirements defined in Section 13 the Company's Business and Residential Product Reference and Pricing Guidebook and continue to subscribe to AT&T Unlimited Nationwide Calling Advantage 3 to continue to receive the \$5.00 monthly credit during the twelve (12) month benefit period. At the end of the benefit period the customer will be charged the then current rates for this plan as defined in Section 4.8 of this Guidebook

(C)
(C)

.d This offer cannot be combined with any other promotion offered by the Company or with the Company Reward offers defined in the Company's Business and Residential Product Reference and Pricing Guidebook.

(C)
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(C)

/1/ Effective January 1, 2021, Residential Retention Offers are no longer available. Existing subscribers will continue to receive the monthly credit for the duration of their twelve (12) month benefit period.

SECTION 3 – DESCRIPTION OF SERVICES

3.9 Rewards

3.9.1 Residential (continued)

(B) Movers - Qualifying customers:

- .1 Must be moving their residence to a new location and contact the Company in response to a Direct Mail campaign or a Mover's Guide available at a United States Post Office and subscribe to a Qualifying Plan;
- .2 Must subscribe to a Qualifying Plan;
- .3 Must be a new or existing local service customer of an Affiliated ILEC of the Company;
- .4 Will receive a redemption coupon for a one-time \$100 AT&T Reward Card for purchase of an unlimited Qualifying Plan;
- .5 Will receive a redemption coupon for a one-time \$50 AT&T Reward Card for purchase of a ONE RATE Qualifying Plan;
- .6 Must retain the Qualifying Plan at the time the Reward Card is sent (within 4 to 6 weeks after redemption) and must redeem the redemption coupon/redemption form via website. Reward Card will be mailed to Customer's address of record and will expire ninety (90) days after card issuance. Reward Cards cannot be used to pay any bill or invoice from the Company or any Affiliate of the Company in some states and are not redeemable for cash, for use at automated gasoline pumps or for cash withdrawal at ATMs. Void where prohibited, taxed or restricted. Other terms and restrictions apply. The reward card is subject to additional terms and conditions imposed by card issuer.

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SECTION 3 – DESCRIPTION OF SERVICES

- 3.9 Special Offers (continued) (C)
- 3.9.1 Residential Reward Offers (continued) (C)
- (B) Movers - Qualifying customers:
- .1 Must be moving their residence to a new location and contact the Company in response to a Direct Mail campaign or a Mover's Guide available at a United States Post Office and subscribe to a Qualifying Plan;
 - .2 Must subscribe to a Qualifying Plan;
 - .3 Must be a new or existing local service customer of an Affiliated ILEC of the Company;
 - .4 Will receive a redemption coupon for a one-time \$100 AT&T Reward Card for purchase of an unlimited Qualifying Plan;
 - .5 Will receive a redemption coupon for a one-time \$50 AT&T Reward Card for purchase of a ONE RATE Qualifying Plan;
 - .6 Must retain the Qualifying Plan at the time the Reward Card is sent (within 4 to 6 weeks after redemption) and must redeem the redemption coupon/redemption form via website. Reward Card will be mailed to Customer's address of record and will expire ninety (90) days after card issuance. Reward Cards cannot be used to pay any bill or invoice from the Company or any Affiliate of the Company in some states and are not redeemable for cash, for use at automated gasoline pumps or for cash withdrawal at ATMs. Void where prohibited, taxed or restricted. Other terms and restrictions apply. The reward card is subject to additional terms and conditions imposed by card issuer.

SECTION 3 – DESCRIPTION OF SERVICES

3.10 Miscellaneous

3.10.1 Account Codes

- (A) Account codes are an optional feature associated with outbound long distance Service that provides the Customer the ability to track usage by requiring the caller enter a string of digits ("digit string"). Account codes enable the Customer to obtain call detail from the Company which is sorted and summarized based on digits entered by the caller. See section 4.10.9 or the account code feature MRC.
- (B) Account codes are available to Business Customers that (1) subscribe to one of the Company's outbound long distance service offerings described in Section 3.7 of this Guidebook for the provision of interstate, intrastate InterLATA, and intrastate IntraLATA Service; (2) request the optional feature; and (3) are billed via a Company direct bill or a shared LEC or CLEC bill. Account codes are not available with VPN, TFS or calling card Service. To subscribe to Account Codes for intrastate calling, the Customer must also subscribe to one of the Company's outbound Service offerings for the provision of interstate calling.
- (C) The length of the string digits available to a Customer is limited and the number of digits is based on whether the call originates at an On-Net or Off-Net location. The Company controls the length of the string digits. The caller will be allowed three (3) attempts to enter a valid account code before the call is terminated.
- (D) The account codes are available on a mandatory and non-mandatory basis. If the Customer subscribes to the mandatory feature, the caller must enter account codes for the call to complete. If the Customer subscribes to the non-mandatory feature, the caller may bypass entering the code by pressing the pound key (#) on the keypad.
- (E) The account codes are available on a validated and non-validated basis. If the Customer subscribes to the validated feature, the caller must enter specific account codes in order to complete the call. If the Customer subscribes to the non-validated feature, the caller may enter any digits as an account code as long as the string is the designated number of digits in length.

(1) – Material moved from 2nd Revised Page 247

(1)

(1)

SECTION 3 – DESCRIPTION OF SERVICES

3.10 Miscellaneous

3.10.1 Account Codes

- (A) Account codes are an optional feature associated with outbound long distance Service that provides the Customer the ability to track usage by requiring the caller enter a string of digits ("digit string"). Account codes enable the Customer to obtain call detail from the Company which is sorted and summarized based on digits entered by the caller. See section 4.10.9 or the account code feature MRC.
- (B) Account codes are available to Business Customers that (1) subscribe to one of the Company's outbound long distance service offerings described in Section 3.7 of this Guidebook for the provision of interstate, intrastate InterLATA, and intrastate IntraLATA Service; (2) request the optional feature; and (3) are billed via a Company direct bill or a shared LEC or CLEC bill.

To subscribe to Account Codes for intrastate calling, the Customer must also subscribe to one of the Company's outbound Service offerings for the provision of interstate calling.
- (C) The length of the string digits available to a Customer is limited and the number of digits is based on whether the call originates at an On-Net or Off-Net location. The Company controls the length of the string digits. The caller will be allowed three (3) attempts to enter a valid account code before the call is terminated.
- (D) The account codes are available on a mandatory and non-mandatory basis. If the Customer subscribes to the mandatory feature, the caller must enter account codes for the call to complete. If the Customer subscribes to the non-mandatory feature, the caller may bypass entering the code by pressing the pound key (#) on the keypad.
- (E) The account codes are available on a validated and non-validated basis. If the Customer subscribes to the validated feature, the caller must enter specific account codes in order to complete the call. If the Customer subscribes to the non-validated feature, the caller may enter any digits as an account code as long as the string is the designated number of digits in length.

(D)

SECTION 3 – DESCRIPTION OF SERVICES

3.10 Miscellaneous

3.10.1 Account Codes¹

(C)

(A) Account codes are an optional feature associated with outbound long distance Service that provides the Customer the ability to track usage by requiring the caller enter a string of digits ("digit string"). Account codes enable the Customer to obtain call detail from the Company which is sorted and summarized based on digits entered by the caller. See section 4.10.9 or the account code feature MRC.

(D)

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(D)

(B) The length of the string digits available to a Customer is limited and the number of digits is based on whether the call originates at an On-Net or Off-Net location. The Company controls the length of the string digits. The caller will be allowed three (3) attempts to enter a valid account code before the call is terminated.

(C)

(C) The account codes are available on a mandatory basis only when placing a call, the caller must enter an account code for the call to complete.

(C)

(C/D)

(D)

(D) The account codes are available on a validated and non-validated basis. If the Customer subscribes to the validated feature, the caller must enter specific account codes in order to complete the call. If the Customer subscribes to the non-validated feature, the caller may enter any digits as an account code as long as the string is the designated number of digits in length.

(C)

¹This feature is no longer available to new Customers effective January 12, 2015. Existing customers may keep this feature until: (a) they move locations; and/or (b) request bill display name (label) changes; or (c) until it is discontinued by the Company, whichever occurs first. Additionally, concurrent with this change, the non-mandatory account code option is discontinued.

(N)

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(N)

SECTION 3 – DESCRIPTION OF SERVICES

3.10 Miscellaneous

3.10.1 Account Codes^{1,2}

(C)

- (A) Account codes are an optional feature associated with outbound long distance Service that provides the Customer the ability to track usage by requiring the caller enter a string of digits ("digit string"). Account codes enable the Customer to obtain call detail from the Company which is sorted and summarized based on digits entered by the caller. See section 4.10.9 or the account code feature MRC.
- (B) The length of the string digits available to a Customer is limited and the number of digits is based on whether the call originates at an On-Net or Off-Net location. The Company controls the length of the string digits. The caller will be allowed three (3) attempts to enter a valid account code before the call is terminated.
- (C) The account codes are available on a mandatory basis only when placing a call, the caller must enter an account code for the call to complete.
- (D) The account codes are available on a validated and non-validated basis. If the Customer subscribes to the validated feature, the caller must enter specific account codes in order to complete the call. If the Customer subscribes to the non-validated feature, the caller may enter any digits as an account code as long as the string is the designated number of digits in length.

¹This feature is no longer available to new Customers effective January 12, 2015. Additionally, concurrent this change, the non-mandatory account code option is discontinued.

(D)

²Effective June 12 2015, no changes will be allowed to Account Code configurations. Existing customers may continue with current Account Code configurations until the Account Code billing feature is discontinued in its entirety by the Company

(D)

(N)

(N)

SECTION 3 – DESCRIPTION OF SERVICES

3.10 Miscellaneous (continued)

3.10.2 Employee Rate Plans

(A) Employee AT Home Discount Plan also known as SBC@Home

C

- .1 This plan is an outbound long distance optional calling plan available to eligible management employees and eligible retired employees (collectively referred to as “Employees”) of the Company that use Switched Access to reach the long distance network. This optional pricing plan is established at the BTN level. Employees may only subscribe to one optional calling plan per BTN.
- .2 The Employee receives unlimited Direct Dialed intrastate IntraLATA, intrastate InterLATA and interstate MOUs when placing one plus (1+) Direct-Dialed outbound calls that originate from a residential telephone line presubscribed to the Company, For usage rates and per call charges for fully automated, operator assisted, and operator dialed calls billed to the Calling Card - Option 1, see Section 4.10.7(A).2 and 4.10.7(A).3 of this Guidebook.
- .3 This plan is for Employee residential use only, not for business use (including telemarketing or autodialing). This plan cannot be used for long distance access to the Internet. To continue receiving unlimited Direct-Dialed intrastate IntraLATA, intrastate InterLATA and interstate calling the Employee must subscribe to the Company as the provider for both intrastate and interstate services. If the Employee chooses another carrier to provide intrastate IntraLATA service, they will not receive unlimited intrastate IntraLATA calling from SBC Long Distance. Employees who no longer qualify for this plan, or misuse this service may be moved by the Company to JustCallSM I and the rates described in Section 4.4.3 (AG) of this Guidebook will apply.

(B) Discount Plan

A discount will be given to eligible non-management employees (upon agreement between the Company and unions, where necessary), eligible management employees, and eligible retired employees (upon agreement between the Company and unions, where necessary) that subscribe to any of the Company's Service offerings available to Residential Customers. The discount is applied to the total amount of the long distance bill including but not limited to intrastate, interstate, and International usage, taxes, and surcharges.

SECTION 3 – DESCRIPTION OF SERVICES

3.10 Miscellaneous

3.10.2 Employee Rate Plans (continued)

(C) Block of Time 600 Minutes

- .1 Block of Time 600 Minutes is an outbound long distance Direct-Dialed optional calling plan for eligible retirees of the Company and/or affiliates of the Company (a) who retired prior to divestiture or under separate agreement in the 1990's; (b) whose previous concession plan was administered by an outside vendor; (c) who use Switched Access to reach long distance network; (d) who subscribe to the Service for the provision of intrastate intraLATA, intrastate interLATA, and interstate calling; and (e) who are determined to be eligible for this plan by the human resources department of the Company and/or an affiliate of the Company. All calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute. This optional calling plan is established at the BTN level. Retirees may only subscribe to one optional calling plan per BTN.
- .2 The retiree receives 600 MOU of intrastate intraLATA, intrastate interLATA and/or interstate one plus (1+) Direct-Dialed outbound MOUs that originate from a residential telephone line presubscribed to the Company. For usage charges and per call charges for fully automated, operator assisted, and operator dialed calls billed to the Calling Card – Option 1, see Section 4.1.2 of this Guidebook.
- .3 This plan is for retiree residential use only, not for business use (including telemarketing or autodialing). This plan cannot be used for long distance access to the Internet.