

TARIFF DISTRIBUTION

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PURPOSE: Discontinue Residence Access Line Retention Offer and Complete
Choice Enhanced Retention Offer for new residence subscribers

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A3. BASIC LOCAL EXCHANGE SERVICE

A3.1 Exchange Access Lines

A3.1.1 General

- A. Rates for Basic Local Exchange Service are related to the total number of Main Station Lines, Private Branch Exchange Trunks and Centrex Type Services Main Station Lines within the Local Calling Area, including those of other telephone companies within the same Local Calling Area.
- B. The Exchange Service Area for each exchange is identified on maps.
- C. The rates for service and equipment not specifically shown in this section are presented in other sections of this Guidebook.
- D. Individual Residence and Business Main Station Line Service are comprised of serving central office line equipment and all outside plant facilities needed to connect the serving central office with the customer premises at the demarcation point. These facilities are Company-provided and maintained and provide access to and from the Telecommunications Network for Message Toll Service and for local calling.
- E. Effective December 10, 1993, rotary dial service will not be available for new installations. For Area Calling Service¹ subscribers with rotary dial service and inward facilities (connected prior to December 10, 1993), a credit of \$.75 per residence Area Calling Service line or trunk and \$1.50 per Area Calling Service business line or trunk will apply to the rates specified in A3.2.9. Existing rotary dial service and inward facilities for Area Calling Service subscribers may be modified or changed at the current location (with the exception of a change in class of service), but may not be relocated to a different address. Existing Area Calling Service subscribers with rotary dial service and inward facilities who change to a different class of service and Area Calling Service subscribers who connect new lines or trunks will be billed at the rates specified in A103.2.9 (Residence) or A3.2.9 (Business).
- F. Residence Access Line Retention Offer
Effective January 1, 2021, this offer is no longer available to new subscribers. Existing subscribers may retain the 12 month credit through the end of their promotion period. (N)
Existing residential customers who call to disconnect service with AT&T and elect to stay and have one (or up to a maximum of two) flat rate access line(s) may be eligible to receive a \$6 per month bill credit for 12 months. The following conditions apply:
 - 1. Customers must keep the required services for 30 days to receive the benefit of this offer.
 - 2. Customers subscribing to Complete Choice Enhanced or Complete Choice Basic must have the access line in service for a minimum of 60 days before the customer becomes eligible for this offer.
 - 3. If the customer disconnects the flat rate line(s) or moves from their current location, the remaining benefits will cease.
 - 4. AT&T employees are not eligible for this offer.
 - 5. Customer must be calling into AT&T to disconnect their local service.
 - 6. This offer is available on a maximum of two (2) flat rate lines (a maximum monthly reward of \$12).
 - 7. Not stackable with any other regulated retention offer that provides a monthly discount.
 - 8. Eligible customers are existing AT&T residential customers who have a primary access line, or a primary access line with an additional access line(s), and are calling to disconnect one or more access lines.
 - 9. This offer is only available for retention purposes.
 - 10. The monthly bill credit stays in effect as long as the customer remains at the same address and is limited to a maximum of 12 months.

Note 1: Effective May 1, 2013, Area Calling Service is obsoleted for Residential customers (see Section A103).

A3. BASIC LOCAL EXCHANGE SERVICE

A3.2 Statewide Rate Schedule (Cont'd)

A3.2.14 Complete Choice Enhanced Service

A. General

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

- A13.9 Custom Calling Services excluding Customer Control¹ and Multipath¹ versions of the Call Forwarding features
- A13.19 TouchStar services excluding Personalized Ring 6¹ and Calling Number Delivery Blocking-Permanent¹
- A13.34 RingMaster service
- A13.47 Message Waiting Indication

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

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

B. Rates and Charges

1. Individual line service

	Suspend Rate	Monthly Rate	USOC
(a) Per plan package	\$7.50	\$46.00	PAMA8

C. Complete Choice Enhanced Retention Offer

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

Existing residential customers who call to disconnect their local telephone service may be eligible to receive an \$8 monthly bill credit for 12 months on a maximum of 2 access lines. The following conditions apply:

1. Customer must have or newly subscribe to Complete Choice Enhanced to be eligible for this offer.
2. Complete Choice Enhanced is required on each line receiving the discount.
3. The access line(s) must be in service for a minimum of 60 days before the customer is eligible for this offer.
4. AT&T employees are not eligible for this offer.
5. This offer is available on a maximum of two (2) lines (a maximum monthly reward of \$16).
6. This offer may not be combined with other residence line retention offers, including but not limited to the \$6 x 12 Mo. Residence Access Line Retention Offer.
7. Eligible customers are existing AT&T residential customers who have a primary access line, or a primary access line with an additional access line(s), and are calling to disconnect one or more access lines.
8. This offer is only available for retention purposes.
9. Customers must retain the required services for 30 days to receive the benefit of this offer.
10. The monthly bill credit will cease if the customer disconnects the line or the package, or moves from their current location
11. Eligible customers may only receive this offer once during the offer benefit period.
12. AT&T may discontinue this offer upon 14-day notice or less.

Note 1: These features are available separately as specified in A13.9 or A13.19.