

**TERM PRICING PLAN<sup>/1/</sup>**

- A. The Term Pricing Plan provides the business customer with optional term discounts from existing Guidebook rates. The Term Pricing Plan provides for 12-month, 24-month, 36-month, 48-month or 60-month Term Pricing Plans.
- B. All rules, regulation fees and surcharges applicable to business access lines apply.
- C. In order to qualify, the customer must commit to a Term Pricing Plan Agreement in a form acceptable by the Company, establishing the agreed term duration and the discount off of existing monthly recurring Guidebook rates in effect at the time of the agreement.
- D. For existing customers prior to April 30, 2004, if the Company increases its rates during the Term Pricing Plan period, the customer will continue to pay the rates in effect at the time the customer elected to establish service under the Term Pricing Agreement. Customers subscribing to or renewing Term Pricing Plan agreements on or after April 30, 2004, will be subject to the rate provisions in the following paragraph.

For Term Pricing Plan Agreements established or renewed on or after April 30, 2004, the discount rate will remain fixed through the life of the commitment as set forth in Paragraph G., following; however, if monthly recurring Guidebook rates set forth in Part 4, Section 2 of this Guidebook change during the term period, the rate per month will change accordingly.

- E. The customer may choose to terminate an existing Term Pricing Agreement before the end of the 12-month, 24-month, 36-month, 48-month or 60-month period and negotiate a new 12-month, 24-month, 36-month, 48-month or 60-month Term Pricing Agreement. The new Term Pricing Agreement must be based upon the rates that are currently in effect and available to all customers.
- F. The customer must provide the Company with a written notice of intent to renew a Term Pricing Agreement no later than 90 days prior to its expiration. A new Term Pricing Agreement will be renewed for either 12-month, 24-month, 36-month, 48-month or 60-month term commitments at the currently existing rates at the time a renewed agreement is established. If the customer elects not to renew the Term Pricing Agreement, or does not notify the Company of the customer's intent to renew the Term Pricing Agreement, the service will automatically be billed under the monthly rates in effect at the time the Term Pricing Agreement expires.

/1/ The TPP is obsolete for business customers, except for existing business customers at existing locations for the remainder of their term who subscribed to the plan prior to November 1, 2004.

**TERM PRICING PLAN<sup>/1/</sup> (cont'd)**

- G.** For existing customers prior to April 30, 2004, customers requesting the termination of a Term Pricing Plan prior to the expiration date, excluding Term Pricing Agreements terminated as a result of a renegotiation for an agreement greater or equal to their existing Term Agreement, or for upgraded facilities provided by the Company under other Term Pricing Plans, will be charged a termination charge equal to the number of remaining months. For example, if 10 months on a Term Pricing Plan are left to be paid, then the termination charge will be equal to those 10 remaining payments. Customers subscribing to or renewing Term Pricing Plan Agreements on or after April 30, 2004, will be subject to the termination charge provisions in the following paragraph.

For Term Pricing Plan Agreements established or renewed on or after April 30, 2004, customers requesting the termination of a Term Pricing Plan prior to the expiration date, excluding Term Pricing Agreements terminated as a result of a renegotiation for an agreement greater than or equal to their existing Term Agreement, or for upgraded facilities provided by the Company under other term pricing plans, will be charged a termination charge equal to fifty percent of the monthly payments remaining on the term period for each business access line or trunk service contained in the service agreement. Payment of the termination charge does not release the customer from other previous amounts owed to the Company.

**H. Business Flat Rate Single Line, Multi-Line and PBX Trunks**

Discount off of existing rate:

12-month Term Pricing Plan	4% off of existing rate
24-month Term Pricing Plan	6% off of existing rate
36-month Term Pricing Plan	7% off of existing rate
48-month Term Pricing Plan	9% off of existing rate
60-month Term Pricing Plan	11% off of existing rate

- I.** Customers currently subscribing to Business Access Line Service on a month-to-month basis may convert their existing service to either a 12-month, 24-month, 36-month, 48-month or 60-month Term Pricing Plan. Nonrecurring charges will be waived at the time of conversion.

/1/ The TPP is obsolete for business customers, except for existing business customers at existing locations for the remainder of their term who subscribed to the plan prior to November 1, 2004.

**AT&T ARKANSAS GUIDEBOOK**

PART 20 - Grandfathered Services  
SECTION 4 - Exchange Access Services

1st Revised Sheet 3  
Replacing Original Sheet 3

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Reserve Line is withdrawn effective December 15, 2014.

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**AT&T ARKANSAS GUIDEBOOK**

PART 20 - Grandfathered Services  
SECTION 4 - Exchange Access Services

1st Revised Sheet 4  
Replacing Original Sheet 4

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**AT&T ARKANSAS GUIDEBOOK**

PART 20 - Grandfathered Services  
SECTION 4 - Exchange Access Services

3rd Revised Sheet 5  
Replacing 2nd Revised Sheet 5

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**CUSTOM BIZSAVER<sup>/1/</sup>****A. Description**

Custom BizSaver (CBS) is an optional bundle offering that includes business flat rate line service or multi-line service combined with popular features (as outlined below). Custom BizSaver is available at flat monthly rates. Customers have the option to select a 12-month, 24-month or 36-month term.

Custom BizSaver allows customers to subscribe from one to ten Business Access Lines at discounted flat rates using any combination of four main components: 1) Flat Line Bundle, 2) Multi-line Bundle 3) Flat Line Flex Bundle and 4) Additional Lines. However, the primary Business line must either be the Flat-Line bundle, Multi-Line bundle, or Flat Line Flex Bundle and then up to nine additional lines/additional bundles, may be added. Only the primary line is under a term contract and price protected. However, the customer will benefit from discounted rates on all additional lines/bundles on the account based on the term duration selected on the primary line (as outlined below). While the primary line will not be subject to rate changes during the term of the agreement, prices on additional lines/bundles will be subject to such changes during the term period.

**B. Terms and Conditions**

1. The bundles and additional line options contained in Custom BizSaver are generally available at the monthly rates contained in the Rate Schedule.
2. The CBS bundles are not available with ISDN, PBX, PRI, Centrex, Plexar and other non-POTS classes of services (e.g. Inmate or Hotel-Motel Lines), 800/900, Cellular, WATS, Foreign Exchange Service, DID, Payphone Exchange Access Service, Hot Line, Telebranch and Location (C) Routing Service.
3. The CBS bundles are provided subject to the availability of Central Office capacity and facilities and the availability of each Central Office feature in the customer's serving Central Office.
4. Standard service and equipment and/or installation charges apply to install lines and/or features to establish bundles and additional lines except as noted in *a.*, *b.* and *c.* below:
  - a. If the customer currently has its exchange service with another carrier within the Company's operating territory and wishes to establish exchange service with the Company via the Custom BizSaver offer, the applicable nonrecurring service and equipment, installation and/or conversion charges will be waived.
  - b. Existing business customers who subscribe to Custom BizSaver (CBS) will have applicable installation non recurring charges waived for any lines migrated to CBS or added at the time of subscription. In addition, applicable non recurring charges associated with Central Office features and hunting required to establish CBS bundles or additional lines will be waived.
  - c. Existing CBS customers who subscribe to additional CBS bundles or additional lines will receive a waiver of the applicable installation charges for each additional bundle/line ordered and installed. Applicable non recurring charges associated with Central Office features and hunting required to establish CBS bundles or additional lines will also be waived. To qualify for the waivers, customers must have at least one year remaining on their term.

<sup>/1/</sup> Custom BizSaver is obsolete for business customers, except for existing installations at existing locations for existing customers for the remainder of their agreement who subscribed to the plan prior to September 1, 2008.

**CUSTOM BIZSAVER<sup>/1/</sup>(cont'd)**

**B. Terms and Conditions (cont'd)**

5. The service interactions of the individual Custom Calling services in the package apply. (C)
6. Business customers currently subscribing to all Flat-Line Flex Bundle component services may request billing at the Flat-Line Flex Bundle price.
7. If any of the five selected components from the Flat-Line Flex Bundle are removed, the remaining services will be billed at the prevailing individual feature Guidebook rate.
8. If the customer subscribes to more than five Central Office feature services on the Flat-Line Flex Bundle Selection List, the five features to be included in the Flat-Line Flex Bundle will be the five highest priced features based on current, stand alone feature rates. Services purchased in excess of those purchased as components of the Flat-Line Flex Bundle will be charged at their standard Guidebook rates.
9. Customers must select a 12-month, 24-month or 36-month term agreement to qualify for the offer.
10. The 12-month term also has a 12-month renewable option. If the customer selects the 12-month renewable option, the plan will renew for 12-month intervals. A maximum of two 12-month renewals are available after the first 12-month term. The customer will receive written notification of their selection outlining the details of the agreement, plus subsequent notifications regarding their renewal options prior to the expiration of each 12-month term.
11. Minimum offer requirements are to have either one Flat-Line Bundle, one Multi-line Bundle or one Flat Line Flex Bundle on the customer's primary line for the duration of the term the customer selects. The Multi-line Bundle requires the customer to have the Multi-line on the primary line and at least one additional line in service. Customers maintaining the minimum offer requirement may add or subtract additional lines/bundles at any time during the term. Custom BizSaver subscribers that fail to maintain the minimum offer requirement will be subject to early termination fees (ETFs). ETFs will be as follows for each month remaining on the term:

<u>Customer Type</u>	<u>12-Month</u>	<u>24-Month</u>	<u>36-Month</u>
Flat-Line Bundle	\$17.50	\$17.00	\$16.50
Multi-Line Bundle	29.50	28.50	27.50
Flat-Line Flex Bundle	17.50	17.00	16.50

/1/ Custom BizSaver is obsolete for business customers, except for existing installations at existing locations for existing customers for the remainder of their agreement who subscribed to the plan prior to September 1, 2008.

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**CUSTOM BIZSAVER<sup>/1/</sup> (cont'd)**

**B. Terms and Conditions (cont'd)**

12. Beginning on December 1, 2004, termination liability charges are not applicable if, during the term period, the customer converts to another Company local exchange plan with a term equal to or greater than the period remaining on the existing term plan.
13. At the end of the term, the customers discounted rates will revert to applicable Guidebook rates unless the customer renews their Custom BizSaver term agreement.

**C. Bundles**

Flat-Line Bundle (USOC: PGO11)

Business Flat Line  
Caller ID Name and Number  
Call Waiting  
Call Forwarding  
Three Way Calling  
Call Return

Multiline Bundle (USOC: PGO12)

Business Multi-line  
Rotary Hunting  
Caller ID Name and Number  
Three Way Calling

Flat-Line Flex Bundle (USOC: PG15)

Business Local Exchange Access Line  
5 Customer-selected features from the following Central Office feature services:

- Call Waiting
- Call Forwarding
- Remote Access to Call Forwarding
- Three-Way Calling
- Caller ID Name and Number
- Call Waiting ID
- Auto Redial
- Call Return
- Speed Calling 30
- Call Blocker

/1/ Custom BizSaver is obsolete for business customers, except for existing installations at existing locations for existing customers for the remainder of their agreement who subscribed to the plan prior to September 1, 2008.



**CUSTOM BIZSAVER<sup>/1/</sup> (cont'd)****C. Bundles (cont'd)***Additional Line Options*

Customers subscribing to Custom BizSaver have the option to install additional lines at discounted rates as outlined in the Rate Schedule. Two optional arrangements are available:

Option 1 (USOC: PGO13)

Business Flat Rate Line  
Caller ID Name and Number

Option 2 (USOC: PGO14)

Business Multi-line  
Rotary Hunting  
Caller ID Name and Number

**D. Rate Schedule**

	<u>Rate Group</u>	<u>12-Month</u>	<u>24-Month</u>	<u>36-Month</u>
Flat-Line Bundle Rates	1, 2, 3, 4	\$38.99	\$37.99	\$36.99
Multi-Line Bundle Rates	1, 2, 3, 4	38.99	37.99	36.99
Flat-Line Flex Bundle Rates	1, 2, 3, 4	38.99	37.99	36.99
<i>Additional Line Option Rates</i>				
Option 1	All Rate Groups	24.99	23.99	22.99
Option 2	All Rate Groups	24.99	23.99	22.99

/1/ Custom BizSaver is obsolete for business customers, except for existing installations at existing locations for existing customers for the remainder of their agreement who subscribed to the plan prior to September 1, 2008.

**BUSINESS ACCESS LINE TERM VOLUME DISCOUNT (TVD)<sup>/1/</sup>****A. Description**

The Business Access Line Term Volume Discount (TVD) offer provides eligible business customers who commit to a minimum access line volume commitment and term plan a discount on eligible Network Access Lines and Trunks.

**B. Terms and Conditions**

The TVD Plan provides optional term and volume discounts for business customers from Guidebook rates as provided in the Rate Section (i.e., Part 4, Section 2 of this Guidebook). Eligible services under TVD are Business Flat Rate Single Line, 911 or Inward Only PBX Trunks, Multi-Line, and PBX Trunks and any services that rate reference these Lines/Trunks. TVD provides for 12-, 24-, 36 and 48-month term discounts for Arkansas customers.

All rules, regulations, fees and surcharges normally applicable to eligible TVD services apply. Local and state additional charges, taxes, surcharges and the End-User Common Line Charge are not volume discount eligible under this offer.

To qualify, the customer subscribing to the TVD Plan must commit to a service agreement as prescribed by the Company establishing the term period, minimum access line volume commitment and discount percentage to be applied to the monthly recurring rates in effect at the time the customer enters into the service agreement. The discount rate will remain fixed through the life of the commitment, however, if the base rates for lines/trunks change, the price per month will change accordingly.

The TVD Plan requires the customer to commit to a minimum volume of access lines. The total number of access lines within the state will apply toward the volume commitment. At any month during the term, if the total number of lines in the state is less than the minimum, an Adjustment Charge will appear on the customer's designated Master Billing Telephone Number for the state. A \$20.00 per-line Adjustment Charge will be billed for the number of lines under the minimum line volume commitment for each month the number of lines is below the minimum.

The 12-month term is also available as a 12-month re-subscribe agreement. Under the 12-month re-subscribe option, the plan will renew for 12 month intervals. A maximum of two 12-month terms are available after the first 12-month term. The customer will receive written notification of their selection outlining the details of the agreement, plus subsequent notifications regarding their re-subscribe options prior to the expiration of each 12-month term. The customer is under no obligation to re-subscribe after completion of a 12-month term period.

This offer may not be combined with Custom BizSaver, Custom BizSaver II, Easy Rate, SimpleLink, SimpleLink Enhanced, CompleteLink or CompleteLink 2.0 offers.

Upon expiration of a 12-, 24-, 36- or 48-month service agreement, the service will automatically be billed at the monthly rates set forth in Part 4 Section 2 of this Guidebook, in effect at the time the service agreement expires, unless a new service agreement is negotiated.

/1/ Effective June 30, 2012, new service agreements for the Business Access Line Term Volume Discount (TVD) service will no longer be available to new or existing customers.

**BUSINESS ACCESS LINE TERM VOLUME DISCOUNT (TVD)<sup>/1/</sup> (cont'd)**

**C. Rates**

Access Line Volume Commitment	12-month Term	24-month Term	36-month Term	48-month Term
Minimum 1 line	5.0%	7.0%	9.0%	9.5%
Minimum 5 lines	5.5%	7.5%	9.5%	10.0%
Minimum 11 lines	6.0%	8.0%	10.0%	10.5%
Minimum 31 lines	7.0%	9.0%	11.0%	11.5%
Minimum 101 lines	8.0%	10.0%	12.0%	12.5%
Minimum 201 lines	9.0%	11.0%	13.0%	13.5%

**D. Rate Application**

At the time a customer subscribes to TVD, applicable nonrecurring charges (NRCs) associated with the lines/trunks will be waived for customers coming to the Company from other carriers. Standard NRCs will apply to lines/trunks added subsequent to the initial order.

**E. Early Termination Charges**

If the customer terminates the TVD agreement prior to the expiration of the 12-, 24-, 36- or 48-month service term, the customer shall pay a termination charge. Payment of the termination charge does not release the customer for amounts previously owed to the Company. The termination charge shall be:

- All unpaid special Construction charges or nonrecurring charges (excluding any waived charges); plus
- Fifty percent (50%) of all recurring charges for the remaining months of the customer's term based on the minimum access line volume commitment

TVD customers may choose to terminate an existing service agreement before the end of the term period without paying termination charges provided they negotiate a new TVD service agreement whose term period is equal to or greater than the term period remaining on the existing TVD service agreement and retains local exchange access lines that equal or exceed the minimum access line volume commitment under the existing agreement. The new service agreement will be based upon the monthly business recurring rates in effect at the time the new service agreement is established.

Termination charges will also not apply if a customer converts to another Company service agreement whose term period is equal to or greater than the term period remaining on the existing TVD service agreement and retains local exchange access lines that equal or exceed the minimum access line volume commitment under the existing agreement. Customers requesting the termination of a service agreement prior to the expiration date, excluding the circumstances mentioned above, will be charged a termination charge.

/1/ Effective June 30, 2012, new service agreements for the Business Access Line Term Volume Discount (TVD) service will no longer be available to new or existing customers.

**BUSINESS ACCESS LINE TERM VOLUME DISCOUNT (TVD)<sup>/1/</sup> (cont'd)****E. Early Termination Charges (cont'd)**

When a TVD customer moves service from one service location to another, the minimum access line volume commitment, duration and discount associated with the service agreement is not affected. If the applicable local exchange access monthly rate changes as a result of the move, the monthly rate at the new service location will be based on the rate in effect at the new service location. Termination charges and Adjustment Charges (as described above) do not apply if the customer agrees to continue the service agreement at the new service location and retains local exchange access lines that equal or exceed the minimum access line volume commitment that were under TVD service agreement at the old service location.

/1/ Effective June 30, 2012, new service agreements for the Business Access Line Term Volume Discount (TVD) service will no longer be available to new or existing customers.

**SIMPLELINK<sup>SM/1/</sup>****A. General**

SimpleLink is an optional access and usage volume discount plan for the Company's business customers. Customers subscribing to SimpleLink receive monthly discounts on selected services based on the customer's Minimum Annual Revenue Commitment (MARC) as well as discounts on selected usage services. SimpleLink requires the Company's local access and/or local usage.

**B. Definitions**Minimum Annual Revenue Commitment (MARC)

The minimum annual revenue commitment that the customer must commit to, per year, in order to receive the volume discount.

Contributory Services

Those services whose revenue is counted towards achievement of the customers selected MARC.

Eligible Services

Those services that are eligible for discounts based on achievement of a specified MARC.

**C. Minimum Annual Revenue Commitment**

MARC revenue is the sum total of the customer's annual billed charges, for services specified in the Company's SimpleLink Guidebook, for all eligible business accounts located in the state, before discounts are applied.

1. Services contributing towards the MARC include all the Company's local exchange services.
2. SimpleLink service is available with one year, two year or three year term plans. The one year term also has a 1-year renewable option. If the customer selects the 1-year renewable option, the plan will renew for 1-year intervals. A maximum of two 1-year renewals are available after the first 1-year term. The customer will receive written notification of their selection outlining the details of the agreement, plus subsequent notifications regarding their renewal options prior to the expiration of each 1-year term. Additionally, three MARC levels will be available for customers to choose from: \$500, \$1,000, and \$2,500. Customers subscribing to a 2- or 3-year SimpleLink term plan will be required to sign a written order confirmation form in order to qualify for the applicable plan discounts.
3. SimpleLink customers who fail to meet their selected MARC will be billed the difference between the selected MARC and the Annual revenue billed.

/1/ SimpleLink is obsolete for business customers, except for existing installations at existing locations for existing business customers for the remainder of their term who subscribed to the plan prior to June 30, 2010.

**SIMPLELINK<sup>SM/1/</sup> (cont'd)**

**C. Minimum Annual Revenue Commitment (cont'd)**

4. The following eligible services will receive a discount using the Price schedules listed below:

(A) = Minimum Annual Revenue Commitment (MARC) Discount; (B) = Monthly Toll Discount

Business Exchange Access Service (A)	Business Trunks (Analog PBX) (A)	
Intrastate IntraLATA Toll usage (B)	Toll-free 800/888 (Maximizer 800) usage (B)	
Remote Access to Call Forwarding (A)	Call Forwarding Busy Line No Answer (A)	(D)
Call Forwarding (A)	Call Waiting (A)	
Caller ID name (A)	Caller ID number (A)	
3-way calling (A)	Call Return (A)	
Auto Redial (A)	Call Blocking (A)	

Local and state additional charges, taxes, the End User Common Line Charge, and non-recurring charges are not discount eligible.

5. A customer's MARC volume discount may not exceed the following:

<u>Minimum Annual Revenue</u>	<u>Maximum Annual MARC Discount</u>
\$ 500.00	\$ 1,000.00
1,000.00	1,000.00
2,500.00	1,000.00

6. All of the accounts on a SimpleLink agreement must reside in the same state. An eligible SimpleLink customer may include up to, but not exceed, 10 of its accounts under one SimpleLink agreement. A customer may have only one SimpleLink agreement per state in the Company's Southwest region.

A SimpleLink plan is not transferable to, or may not be assumed by, a customer or customers other than the customer of record without prior written consent of the Company.

The customer's term commences the day after the service is "activated" by the Company. The date "activated" shall be the date the order installing the plan is completed in the Company's billing system.

Any account with an existing product agreement for a service which is included as a SimpleLink eligible Service, or on an optional calling plan (including but not limited to, The Works, BizSaver, Business Access Line Term Pricing, CompleteLink BASIC or CompleteLink, Local Plus or Single Saver) may not be included in a new SimpleLink agreement.

/1/ SimpleLink is obsolete for business customers, except for existing installations at existing locations for existing business customers for the remainder of their term who subscribed to the plan prior to June 30, 2010.

**SIMPLELINK<sup>SM/1/</sup> (cont'd)**

**D. Prices**

1. Minimum Annual Revenue Commitment (MARC) Discount

<u>Description</u>	<u>Annual Minimum</u>	<u>MARC Discount % on (A) Eligible Services</u>		
		<u>1-Year</u>	<u>2-Year</u>	<u>3-Year</u>
Discount for all eligible SimpleLink customers:	\$500.00	11.0%	12.0%	13.0%
	1,000.00	11.5%	12.5%	13.5%
	2,500.00	12.0%	13.0%	14.0%

2. Monthly Toll Discount (B)

SimpleLink customers will, also, receive discounted intrastate intraLATA toll usage and toll-free 800/888 (Maximizer 800) usage. The applicable usage rate for these usage types when associated with a SimpleLink agreement is \$0.10 per MOU. The MARC discount (A), is then added to these rates. (C)

3. Revenue Growth Incentive

At the end of the 2nd year of the term agreement, and going forward, if the customers contributory spending is greater than their MARC, the customer will receive an annual, one-time credit equal to 10% of the increase over the highest spending in any previous year of the contract.

/1/ SimpleLink is obsolete for business customers, except for existing installations at existing locations for existing business customers for the remainder of their term who subscribed to the plan prior to June 30, 2010.

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**SIMPLELINK<sup>SM/1/</sup> (cont'd)**

**E. Other Applicable Charges and Payments**

Service Connection Charges are not applicable when establishing or changing to SimpleLink.

**F. Termination Charges**

Customers terminating a SimpleLink plan prior to the expiration of the selected term period are subject to termination charges.

Termination charges are equal to 50% of the Minimum Annual Revenue Commitment (MARC) multiplied by the number of years remaining in the customer's term period. For a partial year, if the partial year revenue is less than the MARC, the customer is liable for 50% of the difference between the MARC and the actual billed revenue. The termination charge will be billed in a lump sum to customer's designated main billing telephone number.

Termination liability charges are not applicable if during the SimpleLink term period the customer converts to another Company access or usage plan with a term equal to or greater than the existing SimpleLink plan, and a revenue commitment<sup>/2/</sup> equal to or greater than the SimpleLink MARC.

**G. Service Guarantee**

Within 90 days of subscribing to SimpleLink 2-year and 3-year term plans, customers may cancel this service without incurring the termination liability charges specified in this Guidebook. This guarantee does not apply to customers who terminate or convert to another of the Company's toll, access and/or usage commitment product for the purpose of subscribing to SimpleLink.

/1/ SimpleLink is obsolete for business customers, except for existing installations at existing locations for existing business customers for the remainder of their term who subscribed to the plan prior to June 30, 2010.

/2/ Effective June 30, 2010, conversion to a new plan with an equal or greater revenue commitment is no longer a requirement to waive termination charges per this clause.



**SIMPLELINK ENHANCED<sup>SM/1/</sup>****A. General**

SimpleLink Enhanced is an optional access and usage volume discount plan for the Company's business customers. Customers subscribing to SimpleLink Enhanced receive monthly discounts on selected services based on the customer's Minimum Monthly Revenue Commitment (MMRC). SimpleLink Enhanced also provides an optional access line with Caller ID bundle at a flat rate.

**B. Definitions**Minimum Monthly Revenue Commitment (MMRC)

The minimum Monthly revenue commitment that the customer must commit to, per month, in order to receive the volume discount.

Contributory Services

Those services whose revenue is counted towards achievement of the customers selected MMRC.

Eligible Services

Those services that are eligible for discounts based on achievement of a specified MMRC.

Maximum Monthly Allowable Discount

The maximum monthly allowable discount that the customer can receive in a given month based on their selected MMRC.

**C. Minimum Monthly Revenue Commitment**

MMRC revenue is the sum total of the customer's monthly billed charges, for services specified in the Company's SimpleLink Enhanced Guidebook, for all eligible business accounts located in the state, before discounts are applied.

1. Services Contributing towards the MMRC include all the Company's regulated services except stand alone Flat Rate Single Line and Multi-Line service (see C.7., below for bundle options).
2. SimpleLink Enhanced service is available with one-year, two-year or three-year term plans. The one-year term also has a one-year renewable option. If the customer selects the one-year renewable option, the plan will renew for one-year intervals. A maximum of two one-year renewals are available after the first one-year term. The customer will receive written notification of their selection outlining the details of the agreement, plus subsequent notifications regarding their renewal options prior to the expiration of each one-year term. Additionally, three MMRC levels will be available for customers to choose from: \$45, \$85 and \$200. Customers subscribing to a two or three-year SimpleLink Enhanced term plan will be required to sign a written order confirmation form in order to qualify for the applicable plan discounts.

/1/ SimpleLink Enhanced is obsolete for business customers, except for existing installations at existing locations for existing business customers for the remainder of their term who subscribed to the plan prior to June 30, 2010.

**SIMPLELINK ENHANCED<sup>SM/1/</sup> (cont'd)**

**C. Minimum Monthly Revenue Commitment (cont'd)**

3. SimpleLink Enhanced customers who fail to meet their selected MMRC will be billed the difference between the selected MMRC and the Monthly revenue billed.
4. The following eligible services will receive a discount using the Price schedules listed in *D. Prices*, below:

SimpleLink Enhanced Access Line Bundle  
 Business Trunks (Analog PBX)  
 Remote Access to Call Forwarding\*  
 Call Forwarding Busy Line Don't Answer\*  
 Call Forward Don't Answer\*  
 Selective Call Forwarding\*  
 3-way calling\*  
 Auto Redial\*  
 Call Waiting\*  
 Call Return\*  
 Call Blocking\*  
 Anonymous Call Rejection<sup>\*/2/</sup>  
 Call Transfer Disconnect\*  
 Call Waiting ID\*  
 Caller ID Name\*  
 Caller ID Number\*  
 Caller ID Name and Number\*#  
 Priority Call\*

Call Forwarding\*  
 Call Forward Busy Line\*  
 Simultaneous Call Forwarding\*

Speed Dialing 30\*  
 Personalized Ring\*

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Nonrecurring charges for the above services are not eligible for discounts or waivers unless specifically stated in the SimpleLink Enhanced guidebook.

\* An additional 30% discount will be applied to the Company's calling features as indicated above and will apply in addition to Total Volume Discount percentage listed in *D. Prices*, below.

# Caller ID Name and Number will not receive the additional 30% discount when part of the SimpleLink Enhanced Access Line Bundle package.

Local and state additional charges, taxes, the End User Common Line Charge and non-recurring charges are not discount eligible.

/1/ SimpleLink Enhanced is obsolete for business customers, except for existing installations at existing locations for existing business customers for the remainder of their term who subscribed to the plan prior to June 30, 2010.

/2/ These services are obsolete for business customers as of October 31, 2012, except for existing business customers at existing locations who subscribed to the service prior to October 31, 2012.

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**SIMPLELINK ENHANCED<sup>SM/1/</sup> (cont'd)**

**C. Minimum Monthly Revenue Commitment (cont'd)**

5. A customer's MMRC volume discount may not exceed the following:

Minimum Monthly Revenue <u>Commitment</u>	Maximum Monthly Allowable <u>Discount</u>
\$ 45.00	\$ 85.00
85.00	85.00
200.00	85.00

6. All of the accounts on a SimpleLink Enhanced agreement must reside in the same state. An eligible SimpleLink Enhanced customer may include up to, but not exceed, ten of its accounts under one SimpleLink Enhanced agreement. A customer may have only one SimpleLink Enhanced agreement per state in the Company's Southwest region.

A SimpleLink Enhanced plan is not transferable to, or may not be assumed by, a customer or customers other than the customer of record without prior written consent of the Company.

The customer's term commences the day after the service is "activated" by the Company. The date "activated" shall be the date the order installing the plan is completed in the Company's billing system.

Any account with an existing product agreement for a service which is included as a SimpleLink Enhanced eligible service, or on an optional calling plan (including but not limited to, The WORKS, BizSaver, Business Access Line Term Pricing, Custom BizSaver, Feature Select or CompleteLink, Local Plus or Single Saver) may not be included in a new SimpleLink Enhanced agreement.

/1/ SimpleLink Enhanced is obsolete for business customers, except for existing installations at existing locations for existing business customers for the remainder of their term who subscribed to the plan prior to June 30, 2010.

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**SIMPLELINK ENHANCED<sup>SM/1/</sup> (cont'd)**

**C. Minimum Monthly Revenue Commitment (cont'd)**

7. SimpleLink Enhanced Access Line Bundle

SimpleLink Enhanced customers are eligible to subscribe to an Access Line Bundle that consists of a business access line and Caller ID Name and Number at a flat rate as described in this guidebook. Customers must subscribe to a minimum of two bundles to receive the SimpleLink Enhanced Access Line Bundle flat rate.

The SimpleLink Enhanced Access Line Bundle is eligible for the SimpleLink Enhanced discounts outlined in this Guidebook.

The SimpleLink Enhanced Access Line Bundle flat rate is available for the duration of the SimpleLink Enhanced term plan selected by the customer. At the end of the SimpleLink Enhanced term plan, the customer will be billed for the components that make up the bundle at their individual month to month Guidebook rates unless the customer renews their SimpleLink Enhanced term agreement.

Standard service and equipment and/or installation charges apply to install SimpleLink Enhanced Access Line bundles.

SimpleLink Enhanced Access Line Bundled Options consist of the following:

SLE Access Line Bundle 1  
Business Flat Rate Single Line  
Calling Name and Number

SLE Access Line Bundle 2  
Business Multi-Line  
Calling Name and Number

/1/ SimpleLink Enhanced is obsolete for business customers, except for existing installations at existing locations for existing business customers for the remainder of their term who subscribed to the plan prior to June 30, 2010.

**SIMPLELINK ENHANCED<sup>SM/1/</sup> (cont'd)**

**D. Prices**

1. Minimum Monthly Revenue Commitment (MMRC) Discount

<u>Description</u>	<u>Monthly Minimum</u>	<u>MMRC Discount % on Eligible Services</u>		
		<u>1-Year</u>	<u>2-Year</u>	<u>3-Year</u>
Discount for all eligible SimpleLink Enhanced customers:	\$45.00 85.00 200.00	7.0% 8.0% 9.0%	8.0% 9.0% 10.0%	9.0% 10.0% 11.0%

2. SimpleLink Enhanced Business Access Line Bundle Rates

<u>Description</u>	<u>Rate</u>
SimpleLink Enhanced Flat Rate Single Line	Bundle 1 \$ 32.00
SimpleLink Enhanced Multi-Line	Bundle 2 32.00

3. Win/Winback MMRC Credit and Waivers

Customers coming from other carriers who subscribe to SimpleLink Enhanced are eligible for non-recurring charge waivers and credits during their term based on the MMRC and the term selected. Standard service, equipment and installation non-recurring charges for lines/trunks and features are waived at the time of subscription.

Credits are based on the following schedule:

	<u>Payment Schedule</u>		
	<u>Month 4</u>	<u>Month 16</u>	<u>Month 28</u>
Term selected with \$45.00 MMRC:			
1 Year Term	\$45.00	N/A	N/A
2 Year Term	45.00	\$45.00	N/A
3 Year Term	45.00	45.00	\$45.00
Term selected with \$85.00 MMRC:			
1 Year Term	85.00	N/A	N/A
2 Year Term	85.00	85.00	N/A
3 Year Term	85.00	85.00	85.00
Term selected with \$200.00 MMRC:			
1 Year Term	200.00	N/A	N/A
2 Year Term	200.00	200.00	N/A
3 Year Term	200.00	200.00	200.00

/1/ SimpleLink Enhanced is obsolete for business customers, except for existing installations at existing locations for existing business customers for the remainder of their term who subscribed to the plan prior to June 30, 2010.

**SIMPLELINK ENHANCED<sup>SM/1/</sup> (cont'd)****E. Other Applicable Charges and Payments**

Service and Equipment Charge/Non-Recurring Charges are not applicable when SimpleLink Enhanced is established or changed on existing lines and features, however these charges are applicable when establishing new service or additional services.

**F. Early Termination Charges**

Customers terminating a SimpleLink Enhanced plan prior to the expiration of the selected term period are subject to early termination charges.

Early Termination charges are equal to 50% of the Minimum Monthly Revenue Commitment (MMRC) multiplied by the number of months remaining in the customer's term period. For a partial month, if the partial month revenue is less than the MMRC, the customer is liable for 50% of the difference between the MMRC and the actual billed revenue. The early termination charge will be billed in a lump sum to customer's designated main billing telephone number.

Early Termination liability charges are not applicable if during the SimpleLink Enhanced term period the customer converts to another Company access or usage plan with a term equal to or greater than the existing SimpleLink Enhanced plan, and a revenue commitment<sup>/2/</sup> equal to or greater than the SimpleLink Enhanced MMRC.

**G. Service Guarantee**

Within 90 days of subscribing to SimpleLink Enhanced two-year and three-year term plans, customers may cancel this service without incurring the termination liability charges specified in this Guidebook. This guarantee does not apply to customers who terminate or convert to another of the Company's toll, access and/or usage commitment product for the purpose of subscribing to SimpleLink Enhanced.

/1/ SimpleLink Enhanced is obsolete for business customers, except for existing installations at existing locations for existing business customers for the remainder of their term who subscribed to the plan prior to June 30, 2010.

/2/ Effective June 30, 2010, conversion to a new plan with an equal or greater revenue commitment is no longer a requirement to waive termination charges per this clause.

**COMPLETELINK<sup>/1/</sup>****A. General**

CompleteLink is an optional access and usage volume discount plan for Company business customers. Customers subscribing to CompleteLink receive monthly discounts on selected services based on the customer's Minimum Annual Revenue Commitment (MARC). CompleteLink requires Company local access and/or local usage.

**B. Definitions**Minimum Annual Revenue Commitment (MARC)

The minimum annual revenue commitment that the customer must commit to, per year, in order to receive the volume discount.

Contributory Services

Those services whose revenue is counted towards achievement of the customers selected MARC.

Eligible Services

Those services that are eligible for discounts based on achievement of a specified MARC.

**C. Minimum Annual Revenue Commitment**

The MARC is the minimum annual revenue commitment that the customer must commit to, per year, in order to receive the volume discount.

MARC revenue is the sum total of the customer's annual billed charges, for services specified in the Company's CompleteLink guidebook, for all eligible business accounts located in the Company's Southwest region, before discounts are applied.

1. Services contributing towards the MARC includes all Company regulated services.
2. The CompleteLink plan is available with one year, two year, three year or five year term plans. Customers will be required to sign a Confirmation of Service Order to indicate their selection.
3. CompleteLink customers who fail to meet their selected MARC will be billed the difference between the selected MARC and the Annual revenue billed.

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

**COMPLETELINK<sup>/4/</sup> (cont'd)****C. Minimum Annual Revenue Commitment (cont'd)**

4. MARC volume discounts apply to the following services:

Business Exchange Access Service  
Business Trunks (Super Trunks, Digital Loop Service, and Analog PBX)  
IntraLATA Toll usage  
Toll-free 800/888 (Maximizer 800) usage

Remote Access to Call Forwarding  
Call Forwarding Busy Line No Answer  
Call Forwarding  
Caller ID Name  
3-Way Calling  
Auto Redial

(D)

- SmartTrunk Port, USOC TZ1P1 (Month-to-Month Service Only)<sup>/1/</sup>
- SmartTrunk Interface (SI), USOC ZPAZD (Month-to-Month Service Only)<sup>/1/</sup>
- SmartTrunk Digital Circuit Switched Voice (CSV)/Circuit Switched Data (CSD) B Channel Transport elements: USOC T151X and USOC T15CX<sup>/2/</sup>
- Access Advantage Plus Service, Integrated Voice Access Lines and Trunks, (Month-to-Month Service only)<sup>/3/</sup>:  
Lines: USOCs 1F7, 1D8, 1EL, 1NK  
Trunks: USOCs P1W, P1W01, P1U, P1W2X, P11, P19, P1YAD, P1YAE, P1WEX, P1WHC, P12, P1WFO, P1WFC, P1WF2, P1WCX, P1W1X, P1WOX, P1WLC.
- Hunting Line Services: USOCs HSHPT (rotary) and HSHCH (circle)<sup>/3/</sup>.
- Plexar II Access Line Rates, (Month-to-Month Service only)<sup>/3/</sup>: USOCs T1M1X, T1MCX, T1MOX, TCP1X, TCPCX, TCPOX, TXE1X, TXECX, TXEOX.

Local and state additional charges, taxes, the End User Common Line Charge, and non-recurring charges are not discount eligible.

/1/ Agreements executed after February 22, 2002 may include these elements as eligible services.

/2/ Agreements executed after June 17, 2002 may include these elements as eligible services.

/3/ Agreements executed after September 17, 2002 may include these elements as eligible services.

/4/ CompleteLink is obsolete for business customers, except for existing installations at existing locations for existing business customers for the remainder of their term who subscribed to the plan prior to December 15, 2006.



**COMPLETELINK<sup>/1/</sup> (cont'd)****C. Minimum Annual Revenue Commitment (cont'd)**

5. A customer's MARC volume discount may not exceed the following:

<u>Minimum Annual Revenue</u>	<u>Maximum Annual MARC Discount</u>
\$700	\$350
1,200	700
3,000	1,000
7,000	2,000
12,000	2,500
18,000	4,300
25,000	6,300
35,000	9,300
50,000	14,300
75,000	19,500
100,000	24,000
125,000	30,000
150,000	36,000
200,000	46,000
300,000	60,000
500,000 plus	100,000

6. An eligible CompleteLink customer may include up to, but not exceed 3,000 of its accounts per state, under one CompleteLink Plan. A telephone number may not be included in more than one CompleteLink plan at a time.
7. A CompleteLink plan is not transferable to, or may not be assumed by, a customer or customers other than the customer of record without prior written consent of the Company.
8. The CompleteLink plan applies to all of the intraLATA services of the subscribing customer, including all business usage and message toll service for all business accounts covered by the plan. The jurisdiction of the main billing telephone number selected by the customer will dictate the jurisdiction of the governing guidebook for the CompleteLink contract.

MARC discounts will not accumulate or be effective until October 15, 2001 or thereafter, based upon customer commitment date. The customer's term commences the day after the service is "activated" by the Company. The date "activated" shall be the date the order installing the plan is completed in the Company's billing system.

CompleteLink customers will receive discounted intraLATA toll rates based on their MARC and term agreement length.

Other discounts may not apply when a customer subscribes to CompleteLink.

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

**COMPLETELINK<sup>/2/</sup> (cont'd)**

**D. Prices**

<u>Description</u>	<u>Annual Minimum</u>	<u>% Discount on Eligible Services<sup>/1/</sup></u>			
		<u>1 Year</u>	<u>2 Years</u>	<u>3 Years</u>	<u>5 Years</u>
	\$ 700	5.0%	6.0%	7.0%	7.5%
	1,200	5.25%	6.25%	7.25%	7.75%
	3,000	5.5%	6.5%	7.5%	8.0%
	7,000	6.0%	7.0%	8.0%	8.5%
	12,000	6.5%	7.5%	8.5%	9.0%
	18,000	6.5%	7.5%	8.5%	9.0%
	25,000	7.5%	8.5%	9.5%	10.0%
	35,000	8.0%	9.0%	10.0%	10.5%
	50,000	8.5%	9.5%	10.5%	11.0%
	75,000	9.0%	10.0%	11.0%	11.5%
	100,000	9.5%	10.5%	11.5%	12.0%
	125,000	9.5%	10.5%	11.5%	12.0%
	150,000	10.0%	11.0%	12.0%	12.5%
	200,000	10.0%	11.0%	12.0%	12.5%
	300,000	10.25%	11.25%	12.25%	12.75%
	500,000 plus	10.5%	11.5%	12.5%	13.0%
IntraLATA Toll & Maximizer 800 Usage Rates		\$0.10	\$0.10	\$0.10	\$0.10

/1/ The Company's customers who have received a competitive offer and are considering taking that offer and decide to stay with the Company will receive an additional 3.5% discount. (Customer may be asked to provide proof of such offer). The Company's customers who have left the Company and are returning to by committing to a CompleteLink Term agreement will receive an additional 7% discount. This additional discount is not available to customers who have local service with an affiliate of the Company.

/2/ CompleteLink is obsolete for business customers, except for existing installations at existing locations for existing business customers for the remainder of their term who subscribed to the plan prior to December 15, 2006.

**COMPLETELINK<sup>/1/</sup> (cont'd)****E. Other Applicable Charges and Payments**

Service Connection Charges are not applicable when establishing or changing to CompleteLink.

Nonrecurring charges on all CompleteLink eligible services will be waived for all the Company's customers who have left the Company and are returning to the Company by committing to a CompleteLink Term agreement.

**F. Termination Charges**

Customers terminating a CompleteLink plan prior to the expiration of the selected term period are subject to termination charges.

Termination charges are equal to 50% of the MARC multiplied by the number of years remaining in the customer's term period. For a partial year, if the partial year revenue is less than the MARC, the customer is liable for 50% of the difference between the MARC and the actual billed revenue. The termination charge will be billed in a lump sum to customer's designated main billing telephone number.

Termination liability charges are not applicable if during the CompleteLink term period the customer converts to another Company access or usage plan with a term equal to or greater than the existing CompleteLink plan, and a revenue commitment equal to or greater than the CompleteLink MARC.

**G. Service Guarantee**

Within 90 days of subscribing to CompleteLink 3 year and 5 year term plans, customers may cancel this service without incurring the termination liability charges specified in this Guidebook. This guarantee does not apply to customers who terminate or convert to another Company toll, access and/or usage commitment product for the purpose of subscribing to CompleteLink.

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

**COMPLETELINK<sup>/1/</sup> (cont'd)**

**H. MARC Downgrade Allowance**

Termination liability charges will not apply if during the term of the CompleteLink agreement the Customer disconnects one or more of the services which are specified under Column A below, and those services are contributory to their CompleteLink MARC, and replaces the service(s) with the Company service specified on the same line in Column B, and as a direct result of that replacement the Customer's annual spending on those services is reduced (comparing customer's current spending on the removed services and the anticipated customer spending for the replacement services), and that reduction results in a 50% or greater difference between the customer's current MARC and the next lower MARC, at the Customer's option and request, the Customer may terminate the existing CompleteLink agreement without termination liability provided: a) the Customer enters into a new CompleteLink service agreement for a term period which is equal to or greater than the time remaining on their current agreement, and b) the MARC on the new agreement is the next lower MARC. This waiver of charges as a result of replacing Column A contributory services with the associated Column B contributory service will be allowed only once per Customer, per agreement term. CompleteLink \$700 MARC service agreements are specifically not eligible.

For purposes of the waiver, "as a direct result" means that the newly installed product(s) must be installed at the same customer service location(s) and in the same relative quantity(ies) as those being displaced. It is at the Company's sole determination whether a product change satisfies the requirements for waiver of the termination liability under this provision.

<u>A</u>		<u>B</u>
Analog Trunks	to	ISDN PRI, DS1, DS3, SONET or GigaMAN
Digital Loop Service	to	ISDN PRI
SuperTrunks	to	ISDN PRI
Basic Plexar II Lines	to	EKL, ISDN BRI or Plexar IP Lines
Plexar I	to	Plexar II or Plexar Custom
Grandfathered Centrex/Plexar	to	Plexar
Measured or Flat Business Lines	to	Plexar, ISDN PRI, DS1, DS3, SONET or GigaMAN
DS0, ISDN BRI or Digiline	to	DS1, DS3, SONET or GigaMAN
DS1	to	DS3, SONET or GigaMAN
DS3	to	SONET or GigaMAN

The following is stated as a matter of convenience and not intended to imply that the list above is not inclusive. In no event will the following product changes satisfy the conditions required for termination without liability under this provision.

Plexar (any type)	to	PBX
Plexar (any type)	to	ISDN PRI

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

**COMPLETELINK<sup>/1/</sup> (cont'd)****H. MARC Downgrade Allowance (cont'd)**

This waiver only applies to the termination charge applicable to the CompleteLink agreement. Termination charges may apply on those services being disconnected, and the application of the termination charges is not affected by this waiver. All applicable recurring and non-recurring charges apply to the installation and removal of services. Products and services are subscribed to separately and not as a part of the CompleteLink subscription. As a result of selecting a reduced MARC level, discounts provided under the new CompleteLink agreement may be less than those received under the higher MARC agreement (discounts for the new agreement will be those applicable to the new MARC level under the CompleteLink guidebook in effect at the time the new contract is executed.) 90-day satisfaction guarantee does not apply to the new agreement.

Example: Customer has a CompleteLink \$25,000 MARC, 3-year agreement, with 18 months remaining. MARC attainment in current year is 60%. A customer replaces its Analog Trunks to ISDN PRI, which would result in an annual spending reduction of \$4,000 from what was spent for the Analog Trunks. At the time of the new contract, the CompleteLink guidebook reflects the next lower MARC to be \$18,000, so the customer may terminate its \$25,000 MARC agreement without liability if it enters into a new 2-year (24 month) CompleteLink agreement at the \$18,000 MARC. The applicable discount will be that available with the \$18,000 commitment level.

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