

**BUSINESS AND RESIDENTIAL SERVICES
PRICING AND SERVICE GUIDE**

SECTION 4 – BUSINESS DOMESTIC SERVICE DESCRIPTIONS, RATES AND CHARGES

4.1 General

Customers are billed based on their usage of the Company's services. Rates may vary by service type, call duration, time of day, rate period, day of week, mileage, call type and/or calling plan. Fixed recurring charges, not dependent upon usage, are billed in advance. Usage-based charges are billed after each usage cycle.

Customers will be charged for each individual call placed through the Company. Call duration is determined as described in Section 3 of this pricing and service guide. For distance or time of day sensitive offerings, charges are determined based on mileage calculations and applicable rate periods found in Section 3 unless otherwise specified in this pricing and service guide.

Outbound direct dial services are available from originating locations within Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina and Tennessee. Calls may be placed to locations within the United States.

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4.2 Business Message Telecommunications Service (MTS)

(A) Business MTS is an outbound only direct dialed long distance service offered to Business Customers from switched access lines. Service is offered on a flat rate basis, twenty-four hours per day, seven days per week. Customers must dial 1 plus the area code, if applicable, and the terminating number to complete a call utilizing this service. All calls are billed in one (1) minute increments after an initial period, for billing purpose, of one (1) minute. Customers who do not designate and qualify for a specific optional calling plan are automatically placed on Business MTS. Holiday discounts do not apply.

(B) Business MTS is available to Business Customers who:

- .1 subscribe to an access line from one of the following Affiliated ILECs: AT&T Alabama, AT&T Florida, AT&T Georgia, AT&T Kentucky, AT&T Louisiana, AT&T Mississippi, AT&T North Carolina, AT&T South Carolina or AT&T Tennessee; and,
- .2 subscribe to the Company for interLATA (interstate and intrastate) Business MTS service and/or intraLATA (local) toll Business MTS service.

(C) Rates and Charges

Monthly Minimum Usage Charge (MUC): \$57.50

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If monthly outbound usage charges or outbound and inbound usage charges combined equal or exceed the MUC in a billing period, the MUC will not apply. If the monthly outbound usage charges or outbound and inbound usage charges combined in a billing period are less than the MUC, the charge that will apply will be the difference between that month's usage charges and the MUC.

Per-Minute Usage Rate:

Jurisdiction	Per-Minute Usage Rate
Interstate	\$0.99
Intrastate	
Alabama, Florida, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina and Tennessee	\$0.99
Georgia InterLATA and IntraLATA	
Mileage 0-22	\$0.00
Mileage 23 +	\$0.99

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4.3 Business Optional Calling Plans

4.3.1 AT&T Business Unlimited CallingSM

- (A) AT&T Business Unlimited CallingSM is a direct dialed domestic outbound long distance voice service offered to business Customers with one to fifteen switched access lines. Service is offered on a flat rate basis, twenty-four hours per day, seven days per week. Customers must dial 1 plus the area code, if applicable, and the terminating number to complete a call utilizing this service. This plan provides the Customer with unlimited minutes of interexchange long distance usage for a flat rate monthly charge (certain restrictions, as outlined below, do apply). This plan does not provide call detail information on the Customer's monthly bill for usage eligible for unlimited calling but does provide call detail information for usage not included in the unlimited calling. Customers may choose to receive the call detail information for unlimited calling for an additional monthly recurring charge. This plan is not offered on an intraLATA or intrastate only basis.
- (B) Toll free service is available with this plan for Customers who also subscribe to AT&T Long Distance Toll FreeSM Service. The provisions and rates and charges of the AT&T Long Distance Toll FreeSM Service will apply as described in Section 4.4 of this pricing and service guide except that usage rates are specified below. Toll-free usage is not included in the unlimited usage.
- (C) In order to be eligible for this plan, the Company must be able to verify that the Customer meets the following eligibility requirements. If the Company determines that the Customer's use of service violates any of these restrictions the Company, at its sole option, may move the Customer to another plan or suspend, restrict or cancel the Customer's service without prior notice. Customers are eligible for this service if they meet the following requirements:
 - .1 Customers must subscribe to BellSouth Long Distance and to the Company's affiliated incumbent local exchange carrier. Customers must subscribe to Complete Choice[®] For Business, individual line measured rate service for business, and/or flat rate service for business offered by the Company's Affiliated ILEC on all lines on the account.
 - .2 This plan is available to business Customers with one to fifteen business lines at a single location and on a single billing account. All lines at the location must subscribe to this plan.
 - .3 Customers must presubscribe to AT&T Business Unlimited CallingSM for both intraLATA and interLATA usage on all lines that are at a single location and on a single billing account.
 - .4 Unlimited plan usage does not include multi-party conference calls (except those calls placed by using the Three-Way Calling feature are included), calls to 900, 976, 700 numbers and other calls to access information services, directory assistance, operator services, international calling and toll-free calling services.
 - .5 This plan is not available for resale.

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4.3 Business Optional Calling Plans (continued)

4.3.1 AT&T Business Unlimited CallingSM (continued)

(C) (continued)

- .6 The Company reserves the right to exclude certain terminating telephone numbers from this plan. Calls to these numbers will be billed at applicable MTS rates.
- .7 Service under this plan cannot be used with the following applications or services: call center environment or in connection with any similar such application, auto-dialers or any similar type of device, PBX or PBX-like equipment, data transmission equipment, Centrex service, foreign exchange service, public telephone services, ISDN services, broadcast facsimile services or the equivalents of any such services.
- .8 Customers on this plan may only place as many concurrent calls as they have individual lines subscribed to under this plan.
- .9 Term discounts are not applicable to this service.
- .10 Customer lines associated with education institutions (colleges, Universities, etc.) or other businesses that aggregate end user traffic are not eligible for this plan.

(E) Rates and Charges

.1 Monthly Recurring Charges (MRC)

.a Direct Dial Service

Primary Line	\$25.00	(I)
Each Additional Line after the Primary Line	\$25.00	(I)

.b Toll-free Inbound Service:

All toll-free inbound calls are billed in six (6) second increments after an initial period, for billing purposes; of thirty (30) seconds. The per minute usage rate is \$0.06. See Section 4.4 of pricing and service guide for the toll-free inbound MRC.

.c Call Detail - \$5.00 per line

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4.3 Business Optional Calling Plans (continued)

4.3.2 AT&T Business Calling

- (A) AT&T Business Calling is a combination inbound and outbound optional pricing plan available to business Customers on switched access lines.
- (B) AT&T Business Calling 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 AT&T Long Distance Toll FreeSM Service;
 - .2 subscribe to an access line from one of the following Affiliated ILECs: AT&T Alabama, AT&T Florida, AT&T Georgia, AT&T Kentucky, AT&T Louisiana, AT&T Mississippi, AT&T North Carolina, AT&T South Carolina or AT&T Tennessee;
 - .3 subscribe to the Company for interLATA (interstate and intrastate) service, intraLATA (local toll) service, or interLATA/intraLATA service combined; and,
 - .4 request to be provisioned under this plan.
- (C) Calls are billed in increments of six (6) seconds subject to a minimum billed connect time (initial period) of sixty (60) seconds.
- (D) To receive toll-free (inbound) service Customers must subscribe to the AT&T Long Distance Toll FreeSM Service. The provisions and rates and charges of the AT&T Long Distance Toll FreeSM Service will apply as described in Section 4.4 of this pricing and service guide except that usage rates are specified in Section 4.3.2 (E) herein.
- (E) Rates and Charges

The Monthly Recurring Charge is \$3.00, and the per-minute rate for Direct-Dial Outbound and AT&T Long Distance Toll FreeSM Service calls is \$0.5550.

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4.3 Business Optional Calling Plans (continued)

4.3.3 AT&T Business Calling Monthly

- (A) AT&T Business Calling Monthly is a combination inbound and outbound optional pricing plan available to business Customers on switched access lines.
- (B) AT&T Business Calling Monthly 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 AT&T Long Distance Toll FreeSM Service;
 - .2 subscribe to an access line from one of the following Affiliated ILECs: AT&T Alabama, AT&T Florida, AT&T Georgia, AT&T Kentucky, AT&T Louisiana, AT&T Mississippi, AT&T North Carolina, AT&T South Carolina or AT&T Tennessee;
 - .3 subscribe to the Company for interLATA (interstate and intrastate) service, intraLATA (local toll) service, or interLATA/intraLATA service combined; and,
 - .4 request to be provisioned under this plan.
- (C) Calls are billed in increments of six (6) seconds subject to a minimum billed connect time (initial period) of sixty (60) seconds.
- (D) To receive toll-free (inbound) service Customers must subscribe to the AT&T Long Distance Toll FreeSM Service. The provisions and rates and charges of the AT&T Long Distance Toll FreeSM Service will apply as described in Section 4.4 of this pricing and service guide except that usage rates are specified in Section 4.3.3 (E) herein.
- (E) Rates and Charges

The Monthly Recurring Charge is \$10.00, and the per-minute rate for Direct-Dial Outbound and AT&T Long Distance Toll FreeSM Service calls is \$0.140.

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4.3 Business Optional Calling Plans (continued)

4.3.4 AT&T Business Unlimited CallingSM II

- (A) AT&T Business Unlimited CallingSM II is an outbound calling and optional inbound 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 different long distance calling plans for specific WTNs, the Customer is required to establish a separate BTN for each variation.
- (B) This plan is available to Business Customers that:

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 AT&T Long Distance Toll FreeSM service);
- .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 toll-free service (AT&T Long Distance Toll FreeSM service) for inbound long distance calling;
- .3 newly subscribe to or currently subscribe to Complete Choice[®] for Business or AT&T Business Local Calling from the Company's Affiliated ILEC;
- .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 the Company's Affiliated ILEC;
- .5 at the time of subscription to this plan, Customers must subscribe to a local service term agreement with the Company's Affiliated ILEC; and
- .6 request to be provisioned under this plan.

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4.3 Business Optional Calling Plans (continued)

4.3.4 AT&T Business Unlimited CallingSM II (continued)

(B) This plan is available to Business Customers that (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 AT&T Long Distance Toll FreeSM service);
- .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 toll-free service (AT&T Long Distance Toll FreeSM service) for inbound long distance calling;
- .4 currently or newly subscribe to Complete Choice[®] for Business or AT&T Business Local Calling from the Company's Affiliated ILEC;
- .5 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 the Company's Affiliated ILEC; and
- .6 at the time of subscription to this plan, Customers must subscribe to a local service term agreement with the Company's Affiliated ILEC.

(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 Service and inbound toll-free calling. Subject to restrictions, Customers subscribing to the plan receive unlimited domestic 1+ direct-dialed outbound calling. Where a Customer subscribes to AT&T Long Distance Toll FreeSM service, inbound toll-free calls may originate on any type of access and are terminated via Switched Access to the Customer's location. (See Section 4.4 and Section 4.5 of this pricing and service guide for optional feature, rules and regulations, and general information regarding AT&T Long Distance Toll FreeSM service).

(E) Inbound switched toll-free calls and fully automated operator assisted are not included in the unlimited MOUs. Toll-free calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of thirty (30) seconds. Toll-free calls per minute rates associated with this plan are subject to change with prior notification to the Customer.

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4.3 Business Optional Calling Plans (continued)

4.3.4 AT&T Business Unlimited CallingSM II (continued)

(F) Restrictions

- .1 All business access lines and/or working lines under the participating BTN must be provisioned on this plan and term discounts do not apply to this plan.
- .2 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 is not available for resale. 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. This plan may not be used for any of the following: 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 smartpay 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. 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 Business MTS unless an alternative plan is selected by the Customer. If, during a billing cycle, the Customer has more than 10 calls to any single number of a duration of more than 3 hours each or any single call of greater than 10 hours of duration, the 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, and failure to provide such proof to the Company shall be treated as a violation of the terms and conditions of this plan.
- .3 If the Company determines that the Customer's use of service violates any of these Restrictions, the Company, at its sole option, may move the Customer to another plan, or suspend, restrict or cancel the Customer's service without prior notice.

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4.3 Business Optional Calling Plans (continued)

4.3.4 AT&T Business Unlimited CallingSM II (continued)

(G) Call Detail Suppression

Call Detail is available as an optional feature to this plan. For an additional MRC, Customers who select this option will receive itemized call detail of their zero-rated calls. Activation and deactivation of the feature will begin within the next billing cycle following a Customer's request. Customers may add or remove the Call Detail optional feature from this plan at no charge.

(H) Rates and Charges

.1 Direct Dialed Outbound Service MRC

Number of Lines	MRC
1	\$20
2	\$40
3	\$60
4	\$80
5	\$100
6	\$120
7	\$140
8	\$160
9	\$180
10	\$200

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.2 Toll-Free Service

The per minute usage rate is \$0.0600. All toll-free inbound calls are billed in six (6) second increments after an initial period, for billing purposes, of thirty (30) seconds. See Section 4.4 of this pricing and service guide for the AT&T Long Distance Toll FreeSM MRC.

.3 Call Detail MRC

Number of Lines	MRC
1	\$5
2	\$10
3	\$15
4	\$20
5	\$25
6	\$30
7	\$35
8	\$40
9	\$45
10	\$50

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4.3 Business Optional Calling Plans (continued)

4.3.5 AT&T Business Block of TimeSM II Plans

- (A) AT&T Business Block of TimeSM II plans are bundled intrastate/interstate outbound calling and inbound long distance calling plans.
- (B) AT&T Business Block of TimeSM II 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 AT&T Long Distance Toll FreeSM Service;
 - .2 subscribe to access line from an Affiliated ILEC of the Company that operates in whole or in part as an AT&T ILEC;
 - .3 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 AT&T Long Distance Toll FreeSM Service for inbound long distance calling;
 - .4 specify at the time of ordering if the minutes are to be used for outbound calling, inbound toll-free calls, or both; and,
 - .5 request to be provisioned under this plan.
- (C) 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 long distance calling and domestic inbound switched AT&T Long Distance Toll FreeSM Service calling. All usage in excess of the selected block of time will be billed at a fixed rate per minute. Calls are billed in increments of one (1) second subject to a minimum billed 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. Term plan discounts are not applicable to this Service.
- (D) To receive toll-free service (inbound) Customers must subscribe to the AT&T Long Distance Toll FreeSM Service. The terms and conditions and rates and charges of the AT&T Long Distance Toll FreeSM Service will apply as described in Section 4.4 of this pricing and service guide except that usage rates are specified in Section 4.3.5 (G) herein.
- (E) The AT&T Business Block of TimeSM II plan minutes cannot be used for calls to 900 services (or other similar calls to informational services), international calling, directory assistance or operator services.
- (F) AT&T Business Block of TimeSM II plans will remain in effect until: 1) either cancelled or changed by the Customer, 2) until the Company no longer offers AT&T Business Block of TimeSM II plans or 3) the Company notifies the Customer this plan is no longer available.

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4.3 Business Optional Calling Plans (continued)

4.3.5 AT&T Business Block of TimeSM II Plans (continued)

(G) Rate Options

The following rate options provide the Customer with an *xx-minute* block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound long distance calling and inbound toll-free calls. The MRC is shown for each rate option, along with the outbound intrastate/interstate and/or inbound toll-free calling per-minute usage rates for calls completed/or received after the *xx-minute* block of time has been used.

AT&T Business Block of TimeSM II Plans			
Plan Name	Minutes	MRC	Per-Minute Usage Rate
250	250	\$20.00	\$0.0750
700	700	\$40.00	\$0.0620
1200	1200	\$60.00	\$0.0550
2500	2500	\$110.00	\$0.0490
5000	5000	\$200.00	\$0.0410
7500	7500	\$275.00	\$0.0370
10,000	10,000	\$350.00	\$0.0360

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4.3 Business Optional Calling Plans (continued)

4.3.6 AT&T Business Calling Florida

- (A) AT&T Business Calling Florida is a bundled intrastate/ interstate domestic outbound and domestic inbound long distance plan offered to business Customers on switched access lines.
- (B) AT&T Business Calling Florida 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 AT&T Long Distance Toll FreeSM Service;
 - .2 subscribe to and maintain a minimum of ten (10) access lines or access line equivalents located within the same LATA from an Affiliated ILEC that operates in whole or in part as an AT&T ILEC;
 - .3 subscribe to the Company for the provision of interstate, intrastate intraLATA and intrastate interLATA Service;
 - .4 have service and be located in Florida; and,
 - .5 request to be provisioned under this plan.
- (C) For a specific MRC the Customer receives 10,000 minutes for placing both (1+) direct-dialed domestic outbound intrastate intraLATA long distance calling and domestic inbound intrastate intraLATA switched AT&T Long Distance Toll FreeSM Service calling. Additional intrastate intraLATA usage over the initial 10,000 minutes, intrastate interLATA and interstate usage will be billed at a fixed rate per minute specified in Section 4.3.6 (F) herein. Calls are billed in increments of (1) second subject to a minimum billed connect time (initial period) of thirty (30) seconds. For partial invoice months the 10,000 minutes are prorated. 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.
- (D) This plan is not available for resale, broadcast facsimile services, foreign exchange service, public telephone services, for use with auto-dialers or any similar type of device or equivalents of any such services, or Customer lines associated with education institutions (colleges, universities, etc.) or other businesses that aggregate end user traffic. The 10,000 minutes cannot be used for calls to 900 services or other calls to access information services, directory assistance or operator services calls.
- (E) To receive toll-free (inbound) service Customers must subscribe to the AT&T Long Distance Toll FreeSM Service. The provisions and rates and charges of the AT&T Long Distance Toll FreeSM plan will apply as described in Section 4.4 of this pricing and service guide except that usage rates are specified in Section 4.3.6 (F) herein.
- (F) Rates and Charges
- The Monthly Recurring Charge is \$20.00, and the Direct-Dial Outbound and Inbound Toll-Free per-minute rate for interstate calls, intrastate interLATA calls and intrastate intraLATA calls after the initial 10,000 minutes have been used is \$0.0650.

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4.3 Business Optional Calling Plans (continued)

4.3.7 Reserved for Future Use

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4.3 Business Optional Calling Plans (continued)

4.3.7 Reserved for Future Use (continued)

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SECTION 4 – BUSINESS DOMESTIC SERVICE DESCRIPTIONS, RATES AND CHARGES

4.3 Business Optional Calling Plans (continued)

4.3.8 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. This plan is available to Business Customers in Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina and Tennessee.
- (B) This plan is available to Business Customers who:
- .1 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;
 - .2 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;
 - .3 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;
 - .4 subscribe to this plan only on business access lines subscribing to AT&T Business Local CallingSM from an Affiliated ILEC of the Company;
 - .5 commit to subscribe to this service for an initial one (1) year term agreement¹; or under the non-term rate option;
 - .6 request to be provisioned under this plan; and
 - .7 meet one or more of the Qualification Options defined in Section 4.3.8 (C) of this pricing and service guide.

¹ Effective September 1, 2017, the 1-Year term option is no longer available to new Customers. Existing Customers at the end of their current 1-Year term may request to renew this plan for a subsequent 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.

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4.3 Business Optional Calling Plans (continued)

4.3.8 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 Affiliated 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, AT&T Business Unlimited CallingSM V, Business Unlimited Plan or All for Less Unlimited; 2. currently subscribe to AT&T Business Local CallingSM from an Affiliated ILEC of the Company; 3. currently subscribe to Internet service as defined and offered by an Affiliated of the Company and/or wireless service as defined and offered by an Affiliated Wireless provider of the Company and/or TV service as defined and offered by an Affiliate 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 ten (10) business access lines (<i>i.e.</i>, 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 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 as defined and offered by an Affiliated Wireless provider of the Company and/or TV service as defined and offered by an Affiliate of the Company.
OPTION 6
newly subscribe to qualifying TV service as defined and offered by an Affiliate of the Company.

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4.3 Business Optional Calling Plans (continued)

4.3.8 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 4.4 and Section 4.5 of this pricing and service guide for optional features, rules, regulations, TFS MRC and general information regarding TFS).
- (F) 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) TFS calls, multi-party conference calls (except those calls placed by using the Three-Way Calling feature are included), calls to 900, 976, 700 numbers or other calls to access information services, directory assistance, operator services and international calling are not included in the unlimited minutes of use.
- (H) Call Detail is available as an optional feature to this plan. For an additional MRC, Customers who select this option will receive itemized call detail of their zero-rated calls. Activation and deactivation of the feature will begin within the next billing cycle following a Customer's request. Customers may add or remove the Call Detail optional feature from this plan at no charge.
- (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.

(J) Term Agreement

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 4.3.8 (M) of this pricing and service guide. Customers on out-of-term month-to-month rates may contact the Company if they wish to move to the non-term rate option.

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SECTION 4 – BUSINESS DOMESTIC SERVICE DESCRIPTIONS, RATES AND CHARGES

4.3 Business Optional Calling Plans (continued)

4.3.8 All for Less[®] Unlimited (continued)

(K) Early Termination Fee

- .1 Customers that subscribe to this plan combined with the one (1) year term agreement, and who wish to: (a) terminate long distance service with the Company; or (b) change its calling plan prior to the expiration of the Term Agreement, may be charged an early termination fee ("ETF").

The ETF shall be \$5.00 multiplied by the number of months remaining in the term.

- .2 The Company will not charge an ETF:

- .a Customer may change its calling plan to the All for Less[®] 500 as specified in Section 4.3 of this pricing and service guide, or the AT&T[®] Business Block of TimeSM II Plan (rate option 700 minutes or greater) as specified in Section 4.3 of this pricing and service guide; in such case, ETF shall not apply.
- .b if the Company no longer offers this plan, and if the Customer moves to a new location or changes the number of access lines under the BTN(s) to which this Plan applies then the Customer's service under the plan will terminate, and the Customer will not be subject to termination charges.
- .c if Customer cancels this plan while under a term agreement and at the same time the Customer agrees to replace some or all 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.
- .d when subscribing to this plan under the non-term rate option.

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SECTION 4 – BUSINESS DOMESTIC SERVICE DESCRIPTIONS, RATES AND CHARGES

4.3 Business Optional Calling Plans (continued)

4.3.8 All for Less[®] Unlimited (continued)

(L) 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).

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 4.3.3 of this pricing and service guide will apply in lieu of the rates specified in Section 4.3.8 (M) of this pricing and service guide.

If, during a billing cycle, the Customer has more than 10 calls to any single number of a duration of more than 3 hours each or any single call of greater than 10 hours of duration, the 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.

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SECTION 4 – BUSINESS DOMESTIC SERVICE DESCRIPTIONS, RATES AND CHARGES

4.3 Business Optional Calling Plans (continued)

4.3.8 All for Less® Unlimited (continued)

(M) Rates and Charges

The MRC and TFS usage rates are as follows:

Customer Commitment	MRC (Per Access Line)	Inbound (TFS) Per Minute Usage Rate
1 Year Term ¹	\$12.50	\$0.055
Out-of-Term Month-to-Month ¹	\$12.50	\$0.055
Non-Term Option ²	\$7.00	\$0.055

(I)

.1 Existing Customers with a 1-Year Term Agreement prior to June 1, 2015 will receive a monthly bill credit reward amount equal to \$2.50 per line for the duration of the 1-Year Term Agreement. Effective June 1, 2015, new Customers or existing Customers who renew their All for Less® Unlimited plan for a subsequent 1-year term on or after June 1, 2015 will receive a monthly bill credit reward amount equal to \$7.50 per line for the duration of the 1-Year Term Agreement.

During the 1-Year Term, Federal Universal Service Fee, Federal Regulatory Fee, taxes and other similar fees and surcharges will be calculated on the MRC prior to the calculation of the monthly bill credit reward amount.

- .2 See Section 4.4 of this pricing and service guide for the AT&T Long Distance Toll FreeSM Service MRC.
- .3 Call Detail: The MRC is \$5.00 per line up to ten (10) lines.

¹ Effective September 1, 2017, the 1-Year term option is no longer available to new Customers. Existing Customers at the end of their current 1-Year term may request to renew this plan for a subsequent 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.

² Rate applicable to new Customers on or after September 1, 2017.

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SECTION 4 – BUSINESS DOMESTIC SERVICE DESCRIPTIONS, RATES AND CHARGES

4.3 Business Optional Calling Plans (continued)

4.3.9 All for Less® 500

- (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. This plan is available to Business Customers in Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina and Tennessee.
- (B) This plan is available to Business Customers who:
- .1 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;
 - .2 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;
 - .3 currently or newly subscribe to access line(s) from an Affiliated ILEC of the Company (excluding where that Affiliate is operating as a CLEC);
 - .4 subscribe to this plan only on business access lines subscribing to AT&T Business Local CallingSM from an Affiliated ILEC of the Company;
 - .5 commit to subscribe to this service for an initial one (1) year term agreement;
 - .6 request to be provisioned under this plan; and
 - .7 meet one or more of the Qualification Options defined in Section 4.3.9 (C), herein.
- (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 Affiliated 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 business access line(s) from an Affiliated 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; and 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.

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SECTION 4 – BUSINESS DOMESTIC SERVICE DESCRIPTIONS, RATES AND CHARGES

4.3 Business Optional Calling Plans (continued)

4.3.9 All for Less® 500 (continued)

(D) Customers 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. 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, Section 4.4 and Section 4.5 and of this pricing and service guide for optional features, rules, regulations, TFS MRC and general information regarding TFS)

(E) This plan provides the Customer with a block of 500 minutes 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 500 minute block 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. Calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds.

(F) 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.

(G) Term Agreement

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 4.3.9 (I) of this pricing and service guide.

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4.3 Business Optional Calling Plans (continued)

4.3.9 All for Less[®] 500 (continued)

(H) Early Termination Fee

- .1 Customers that subscribe to this plan combined with the one (1) year term agreement, and who wish to: (a) terminate long distance service with the Company; or (b) change its calling plan prior to the expiration of the Term Agreement, may be charged an early termination fee ("ETF").

The ETF shall be \$5.00 multiplied by the number of months remaining in the term.

- .2 The Company will not charge an ETF:

- .a Customer may change its calling plan to the All for Less[®] 500 Unlimited as specified in Section 4.3.8 of this pricing and service guide, or the AT&T[®] Business Block of TimeSM II Plan (rate option 700 minutes or greater) as specified in Section 4.3.5 of this pricing and service guide; in such case, ETF shall not apply.
- .b If the Company no longer offers this plan, and if the Customer moves to a new location or changes the number of access lines under the BTN(s) to which this Plan applies then the Customer's service under the plan will terminate, and the Customer will not be subject to termination charges.
- .c The Company will not charge an ETF if 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.

(I) Rates and Charges

The MRC and usage rates are as follows:

Customer Commitment	MRC	Minutes Allotted in MRC	Additional Per-Minute Rate Over Allotment
1-Year Term	\$28.00	500	\$0.057
Out-of-Term Month-to-Month	\$28.00	500	\$0.057

- .1 Customers will receive a monthly bill credit reward amount equal to \$3.00 per month for the duration of the 1-Year Term Agreement. During the 1-Year Term, Federal Universal Service Fee, Federal Regulatory Fee, taxes and other similar fees and surcharges will be calculated on the MRC prior to the calculation of the monthly bill credit reward amount.
- .2 See Section 4.4 of this Business Service Guide for the AT&T Long Distance Toll FreeSM Service MRC.

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SECTION 4 – BUSINESS DOMESTIC SERVICE DESCRIPTIONS, RATES AND CHARGES

4.4 Reserved for Future Use

(C)/1/

/1/ Material now appears in Section 12, Page 118.

**BUSINESS AND RESIDENTIAL SERVICES
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SECTION 4 – BUSINESS DOMESTIC SERVICE DESCRIPTIONS, RATES AND CHARGES

4.5 Business Optional Features and Services

4.5.1 Optional features and services are available to Business Customers subscribing to domestic Business Services. Call charges will be billed based on the calling plan selected by the Customer.

The following non-recurring and monthly charges apply per billing account for domestic outbound (1+) and domestic toll-free optional features and services.

(A) Outbound Services

.1	Feature Non-Recurring Installation Charge:	\$25.00
.2	Feature Monthly Recurring Charge:	\$10.00

(B) Inbound Service (AT&T Long Distance Toll FreeSM Service)^{/1/}

(C)

.1	Feature Non-Recurring Installation Charge:	\$00.00
.2	Feature Monthly Recurring Charge:	\$00.00

^{/1/} Effective July 2, 2021, AT&T Long Distance Toll FreeSM Service will no longer be available for new subscriptions. Existing Customers subscribing to this service may keep their existing service but will no longer be able to place new orders or renew, move, or change existing AT&T Long Distance Toll FreeSM Service.

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PRICING AND SERVICE GUIDE**

SECTION 4 – BUSINESS DOMESTIC SERVICE DESCRIPTIONS, RATES AND CHARGES

4.5 Business Optional Features and Services (continued)

4.5.2 AT&T NetPROTECT

AT&T NetPROTECT capabilities enables Customer to reduce the risk of Remote Toll Fraud.

(A) Definitions

Covered Calls – International Outbound Long Distance Direct Dial calls from a CTS, international Operator Assistance calls from a CTS billed to the CTS location, and domestic toll-free calls to a CTS.

Customer Telephone System (CTS) – a Private Branch Exchange (PBX) or electronic key system or a Customer Site served by Centrex service that is (a) owned or leased (or in the case of Centrex, subscribed to) by Customer, (b) subject to Customer's direct control, (c) located in the U.S. Mainland, Hawaii, Puerto Rico or the U.S. Virgin Islands, and (d) not located in a Licensed Space Arrangement.

Basic CTS – a CTS covered by NetPROTECT Basic.

Plus CTS – a CTS certified by AT&T to be covered by NetPROTECT Plus.

Premium CTS – a CTS certified by AT&T to be covered by NetPROTECT Premium (a Centrex location may not be a Premium CTS).

Remote Toll Fraud – unauthorized Covered Calls made by remotely accessing a CTS, but not including calls made by, in collusion with, or as the result of the intentional acts (including the provision of information or assistance to unauthorized parties) of, Customer or its past or present employees, agents, vendors or independent contractors. A series of such unauthorized Covered Calls that arise from the same instance of a breach of CTS security comprise a single Remote Toll Fraud incident.

AT&T Notification – a telephone call by AT&T to Customer to notify Customer of suspected Remote Toll Fraud.

Customer Notification – a telephone call by Customer to the AT&T NetPROTECT Fraud Monitoring Center at 1-800-821-8235 (or such other telephone number designated by AT&T) to notify AT&T of suspected Remote Toll Fraud.

(B) General NetPROTECT Requirements

Customer must immediately make a Customer Notification when it detects suspected Remote Toll Fraud. Customer will cooperate reasonably and promptly with AT&T's investigation of suspected Remote Toll Fraud, including providing a written description of the means by which the Remote Toll Fraud occurred (if known), the changes made to the CTS to stop the Remote Toll Fraud, and any password(s) used to remotely access the CTS.

To make a claim under an AT&T NetPROTECT liability cap or liability waiver for Remote Toll Fraud not subject to AT&T Notification, Customer must (a) identify in writing any calls claimed to be Remote Toll Fraud within six months after the date of the AT&T bill that contains charges for such calls, and (b) establish (*e.g.*, by way of call detail, station message detail recording system configuration documentation, etc.) that each call is Remote Toll Fraud. To the extent the AT&T NetPROTECT liability cap or liability waiver reduces or eliminates any charges for which Customer otherwise would be liable, AT&T will have the right to pursue, on its own behalf, any claims Customer may have against third parties arising in connection with the associated Remote Toll Fraud.

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SECTION 4 – BUSINESS DOMESTIC SERVICE DESCRIPTIONS, RATES AND CHARGES

4.5 Optional Features and Services (continued)

4.5.2 AT&T NetPROTECT (continued)

(C) AT&T NetPROTECT Basic

AT&T NetPROTECT Basic Service is available to all Customers except those who are acting in the capacity of a reseller or wholesaler. AVOICS customers, IP Toll Free, Remote Worker without Secure Voice Tunnel Option, customers who provide Audio and/or Video Teleconference service, and Prepaid Card Providers are not covered by AT&T NetPROTECT Basic.

AT&T NetPROTECT Basic applies (at no charge) with respect to Covered calls to or from a Basic CTS, unless Customer subscribes to AT&T NetPROTECT Premium or AT&T NetPROTECT Plus. Under AT&T NetPROTECT Basic, Customer's liability is capped at \$25,000 for charges for Remote Toll Fraud calls that commence before an AT&T Notification or a Customer Notification. The liability cap applies for a one time only Remote Toll Fraud incident, based on the combined charges at all Basic CTSs affected by such incident.

If Customer makes a Customer Notification with respect to a Remote Toll Fraud incident before AT&T makes an AT&T Notification, the liability cap will be reduced by 50% with respect to that incident. To be eligible for such liability cap reduction, Customer must (within six months after the Customer Notification) provide a written explanation of the means used to detect, and the changes made to the CTS to stop, the Remote Toll Fraud.

Customer is liable for all charges for Remote Toll Fraud calls that commence after an AT&T Notification or a Customer Notification.

(D) AT&T NetPROTECT Plus

AT&T NetPROTECT Plus Service is available to all Customers except those who are acting in the capacity of a reseller or wholesaler. AVOICS customers, IP Toll Free, Remote Worker without Secure Voice Tunnel Option, customers who provide Audio and/or Video Teleconference service, and Prepaid Card Providers are not covered by AT&T NetPROTECT Plus.

AT&T NetPROTECT Plus is a value-added Remote Toll Fraud protection and notification plan that applies with respect to Covered Calls to or from a Plus CTS. When AT&T certifies Customer's CTS as a Plus CTS, Customer's liability is initially capped at \$2,000 for charges for Remote Toll Fraud calls that commence before an AT&T Notification or a Customer Notification. The liability cap applies once across all Plus CTSs affected by each Remote Toll Fraud incident. After each Remote Toll Fraud incident, the liability cap will be increased by \$2,000.

If Customer makes a Customer Notification with respect to a Remote Toll Fraud incident before AT&T makes an AT&T Notification, the liability cap will be reduced by 50% with respect to that incident. To be eligible for such liability cap reduction, Customer must (within six months after the Customer Notification) provide a written explanation of the means used to detect, and the changes made to the CTS to stop, the Remote Toll Fraud.

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SECTION 4 – BUSINESS DOMESTIC SERVICE DESCRIPTIONS, RATES AND CHARGES

4.5 Optional Features and Services (continued)

4.5.2 AT&T NetPROTECT (continued)

(D) AT&T NetPROTECT Plus (continued)

When suspected Remote Toll Fraud is detected, AT&T will attempt to make an AT&T Notification and assist Customer's efforts to stop the suspected Remote Toll Fraud. AT&T will block all Covered Calls out of the Plus CTS until the problem has been isolated and corrected if Customer gave AT&T written authorization for such blocking at the time of service implementation. At any time during a suspected Remote Toll Fraud incident, AT&T will block all or a portion of Covered Calls out of the Plus CTS, at Customer's request (if Customer did not provide written authorization for such blocking prior to the incident, Customer must send AT&T a written confirmation of such authorization within three hours after a verbal request). AT&T will restore blocked service at any time during the incident at Customer's request.

Customer is liable for all charges for Remote Toll Fraud calls that commence after an AT&T Notification or a Customer Notification. If a Remote Toll Fraud incident triggers application of the liability cap, the affected CTS will not be covered again by the liability cap until thirty (30) consecutive days have passed without subsequent Remote Toll Fraud incident affecting the same CTS.

CUSTOMER must provide the following information to the AT&T NetPROTECT Service Establishment Group to be eligible for the liability cap:

- a written list of all telephone numbers, both outbound and toll-free (if applicable), assigned to each Plus CTS location (the liability cap will not apply for usage associated with numbers not included on such list)
- a completed Customer profile form for each Plus CTS, describing the type of CTS, service configuration, calling volumes and patterns to foreign destinations
- current contact information (*e.g.*, telephone number, electronic mail address, pager and PIN number, wireless telephone number and/or facsimile number) at which an authorized Customer representative can be contacted 24 hours per day, 7 days per week (such representative shall have the authority to take necessary action to stop suspected Remote Toll Fraud affecting the Plus CTS)
- immediate written updates to the information provided under this Section, signed by an authorized Customer representative
- description of any change to Plus CTS that could affect the security of the Plus CTS (to be provided before the change is implemented)

After the NetPROTECT Service Establishment Group has determined that Customer has satisfied all NetPROTECT Plus requirements, it will provide a CTS Certification package to Customer, which package will identify the service effective date that the specified CTS will be considered a Plus CTS. If the NetPROTECT Service Establishment Group determines that Customer has failed to satisfy the NetPROTECT Plus requirements, the NetPROTECT Service Establishment Group will advise Customer of the requirement(s) that have not been satisfied.

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SECTION 4 – BUSINESS DOMESTIC SERVICE DESCRIPTIONS, RATES AND CHARGES

4.5 Business Optional Features and Services (continued)

4.5.2 AT&T NetPROTECT (continued)

(D) AT&T NetPROTECT Plus (continued)

Customer must notify the AT&T NetPROTECT Service Establishment Group in writing thirty (30) days prior to its date of discontinuance. If Customer replaces AT&T NetPROTECT Plus with AT&T NetPROTECT Premium, the non-recurring charge for installation of AT&T NetPROTECT Premium will be reduced by the non-recurring charges paid by Customer for installation of AT&T NetPROTECT Plus.

(E) AT&T NetPROTECT Premium

AT&T NetPROTECT Premium Service is available to all Customers except those who are acting in the capacity of a reseller or wholesaler. AVOICS customers, IP Toll Free, Remote Worker without Secure Voice Tunnel Option, customer who provide Audio and/or Video Teleconference service, and Prepaid Card Providers are not covered by NetPROTECT Premium.

AT&T NetPROTECT Premium is a value-added Remote Toll Fraud protection and notification plan that applies with respect to Covered Calls to or from a Premium CTS. When AT&T certifies Customer's CTS as a Premium CTS, Customer is not liable for charges for Remote Toll Fraud calls that commence during the Protected Period for that Premium CTS.

The Protected Period for a Premium CTS is the period from the commencement of AT&T NetPROTECT Premium protection for the Premium CTS through two hours after any AT&T Notification or Customer Notification involving the Premium CTS. When the Protected Period had terminated as a result of an AT&T Notification or a Customer Notification, it will not recommence for the Covered Premium CTS in question until seven days after such termination (or until seven days after a subsequent AT&T Notification or Customer Notification that would have terminated the Protected Period if the Protected Period had been in effect for that Premium CTS).

The Protected Period does not include any period during which Customer has (a) failed to satisfy any of its responsibilities related to the Premium CTS or (b) failed to implement a restriction recommended by AT&T during an active Remote Toll Fraud incident. Any Remote Toll Fraud that involves a Premium CTS and that occurs when the Protected Period is not in effect for that Premium CTS will also be deemed not to have occurred during the Protected Period for any other Premium CTS involved in the same Remote Toll Fraud incident (regardless of whether the Protected Period otherwise would have been in effect for such Premium CTS).

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SECTION 4 – BUSINESS DOMESTIC SERVICE DESCRIPTIONS, RATES AND CHARGES

4.5 Business Optional Features and Services (continued)

4.5.2 AT&T NetPROTECT (continued)

(E) AT&T NetPROTECT Premium (continued)

Customer must comply with the following requirements to be eligible for the AT&T NetPROTECT Premium liability waiver:

- Customer must change all manufacturer's or vendor's default passwords on all Premium CTS equipment to a random password with a minimum of seven alphanumeric characters.
- Customer must protect all network test units and all remote maintenance ports, on all Premium CTS equipment by (a) requiring human intervention for external access to all such network test units and remote maintenance ports, (b) installing a security device that uses password encryption or a callback device, or (c) requiring use of a password that complies with the following password requirements:
 - o Passwords must be changed at least every three months.
 - o Passwords cannot be used more than once.
 - o Customer must be able to produce accurate, dated records of all passwords used and to whom these passwords were distributed.
 - o Passwords must be a minimum of seven characters in length.
 - o Passwords must be comprised of a minimum of three letters and a minimum of three numbers and/or special characters (such as #, !, or *).
 - o Passwords may not include sequential or repetitive numbers or letters that form common English words.
- Customer must block or prevent all call transfer capability external to each Covered Premium CTS by voice mail and auto attendant systems on each Covered Premium CTS except call transfer capability to another Cover Premium CTS.
- Customer must protect Direct Toll-Free System Access on each Covered Premium CTS by: (a) requiring human intervention for all external access, (b) installing a security device that uses password encryption or a callback device, or (c) utilizing single string security codes containing at least seven digits plus a secondary code of at least 4 digits (or another combination of codes that provides less than a 1 in 12,000 chance of dialing an authorized code number on a single, randomly dialed attempt).
- Customer must deactivate all trunk verification codes on each Premium CTS.
- Customer must provide a written list of all telephone numbers, both outbound and toll-free (if applicable), assigned to each Premium CTS location (the liability waiver will not apply for usage associated with numbers not included on such list).
- Customer must provide a written list of the PBX/Key System Model and Version, PBX/Key System Vendor and Maintenance Contact Number(s), Voice Mail Model, and Auto Attendant Model, as applicable.

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SECTION 4 – BUSINESS DOMESTIC SERVICE DESCRIPTIONS, RATES AND CHARGES

4.5 Business Optional Features and Services (continued)

4.5.2 AT&T NetPROTECT (continued)

(E) AT&T NetPROTECT Premium (continued)

Customer must comply with the following requirements to be eligible for the AT&T NetPROTECT Premium liability waiver: (continued)

- Customer must provide a completed Customer profile form for each Premium CTS, describing the type of CTS, service configuration, calling volumes and patterns to foreign destinations.
- Customer must provide current contact information (*e.g.*, current telephone number, electronic mail address, pager and PIN number, wireless telephone number and/or facsimile number) at which an authorized Customer representative can be contacted 24 hours per day, 7 days per week (such representative shall have the authority to take necessary action to stop suspected Remote Toll Fraud affecting the Premium CTS).
- Customer must provide a completed network security certification form as provided by the AT&T NetPROTECT Service Establishment Group.
- Customer must provide immediate written updates to the information provided under this Section, signed by an authorized Customer representative.
- Customer must provide description of any change to Premium CTS that could affect the security of the Premium CTS (to be provided before the change is implemented).
- Customer must obtain all Toll-Free calling capability associated with a Premium CTS from AT&T.
- If the Premium CTS is connected by private line to any other CTS, such other CTS must also be a Premium CTS (except that a Premium CTS may be connected by private line to a CTS not located within the U.S. Mainland, Hawaii, Puerto Rico or the U.S. Virgin Islands, in which case the liability waiver does not apply to any usage charges for Remote Toll Fraud that accessed a Premium CTS on such private line).
- Customer must allow AT&T to connect Customer with Customer's CTS vendor or a qualified external organization that can work remotely with Customer to eliminate Remote Toll Fraud.
- Customer must either purchase or perform an annual security review of its equipment and including all adjuncts and incoming and outgoing trunks to determine what security measures are required to better secure Customer's network. Customer must provide a copy of the results of this review to the AT&T NetPROTECT Fraud Management Center for review. Customer must implement security recommendations of the AT&T NetPROTECT Fraud Management Center resulting from this review.

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4.5 Business Optional Features and Services (continued)

4.5.2 AT&T NetPROTECT (continued)

(E) AT&T NetPROTECT Premium (continued)

Customer must comply with the following requirements to be eligible for the AT&T NetPROTECT Premium liability waiver: (continued)

- Customer must permit AT&T to review Customer's equipment configuration upon demand, on a random or spot check basis (no more than twice a year per CTS location). If Remote Toll Fraud occurs, another CTS review will be performed immediately to determine the cause of the Remote Toll Fraud.
- Customer must permit an AT&T representative to enter and conduct a contract compliance review of any Premium CTS location if requested to investigate suspected Remote Toll Fraud.
- After the NetPROTECT Service Establishment Group has determined that Customer has satisfied all NetPROTECT Premium requirements, it will provide a CTS Certification package to Customer, which package will identify the service effective date that the specified CTS will be considered a Premium CTS. If the NetPROTECT Service Establishment Group determines that Customer has failed to satisfy the NetPROTECT Premium requirements, the NetPROTECT Service Establishment Group will advise Customer of the requirement(s) that have not been satisfied.
- Customer must notify the AT&T Service Establishment Group in writing at least thirty (30) days prior to the date of discontinuance. If Customer replaces AT&T NetPROTECT Premium with AT&T NetPROTECT Plus, all non-recurring installation charges associated with AT&T NetPROTECT Plus will be waived.
- As new methods of Remote Toll Fraud become apparent, AT&T periodically will inform Customer of such new methods and the recommended remedial action required of Customer to protect all Premium CTS locations. If Customer does not comply with these recommendations, the NetPROTECT Premium Liability Waiver will not apply with respect to any charges associated with such new methods of Remote Toll Fraud. Additionally, if Customer does not secure all Covered Premium CTS equipment against the new methods of Remote Toll Fraud, AT&T will not be obligated to continue AT&T NetPROTECT Premium Service.

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4.5 Business Optional Features and Services (continued)

4.5.2 AT&T NetPROTECT (continued)

(F) AT&T NetPROTECT Rate Tables

.1 NetPROTECT Plus

Plus Customer Telephone Systems (CTS)	Non-Recurring Charge	Monthly Recurring Charge
First 100 CTS (1-100), per CTS	\$100.00	-
Next 100 CTS (101-200), per CTS	\$75.00	-
All Additional CTS (Over 200), per CTS	\$50.00	-
First 500 CTS (1-500), per CTS	-	\$10.00
All Additional CTS (Over 500), per CTS	-	-

.2 NetPROTECT Premium

Premium Customer Telephone Systems (CTS)	Non-Recurring Charge	Monthly Recurring Charge
First 100 CTS (1-100), per CTS	\$300.00	\$200.00
Next 100 CTS (101-200), per CTS	\$250.00	\$150.00
All Additional CTS (Over 200), per CTS	\$200.00	\$100.00
Location Move Charge, per CTS	\$25.00	-