

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

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SECTION 9 – MISCELLANEOUS CHARGES AND FEES

9.1 Returned Check/Bank Draft/Electronic Funds Transfer

When another telecommunications carrier provides the billing function on behalf of the Company, the other carrier's bad check charge applies. Otherwise, the Company will assess the Customer a return check charge of \$20.00 for any check that is returned for any reason by the financial institution on which it is drawn.

9.2 Pay Telephone Surcharge

An undiscountable surcharge shall apply to each call utilizing the Company's services which originate from an instrument which the Company identifies as a domestic Pay Telephone. Unless otherwise specified in this pricing and service guide, services for which a Pay Telephone Surcharge applies include, but are not limited to, calls placed to a toll-free number provided by the Company with its inbound long distance services. Surcharges will be billed to the inbound long distance Customer rather than the party originating the call.

The following per call rates apply:

| <b>Jurisdiction</b>                                      | <b>Per Call Rate</b> |
|--|----------------------|
| Interstate   | \$0.65               |
| Intrastate   |                      |
| Alabama  | \$0.62               |
| Florida, Georgia, Kentucky, Louisiana and North Carolina | \$0.65               |
| Mississippi, South Carolina and Tennessee                | \$0.50               |

9.3 Federal Universal Service Fee

The Company is required by the Federal Communications Commission (FCC) to contribute to the Federal Universal Service Fund (FUSF) which supports universal service in high cost areas, assist low income users of telecommunications, and assist schools, libraries and rural health care facilities to obtain telecommunications and information services. The FCC permits the Company to assess a monthly surcharge for recovery of contributions paid by the Company to FUSF. The FCC sets the rate that the Company is required to contribute, and the FCC can increase and decrease the rate on a quarterly basis. The Company will assess all Customers a Federal Universal Service Fee. The Company reserves the right to change the amount of the assessment based on changes made to the FUSF rate by the FCC. The FCC Contribution factor subject to change quarterly can be found at <http://www.fcc.gov/omd/contribution-factor.html>.

The Federal Universal Service Fee is not subject to discounts nor contributes to any monthly minimums or revenue commitments which may apply to Company services subscribed to by the Customer.

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

---

**SECTION 9 – MISCELLANEOUS CHARGES AND FEES**

9.4 Presubscribed Interexchange Carrier Charge (PICC)

For Customers who select the Company as their Primary Interexchange Carrier, the Company will assess the Customer a monthly recurring charge, called a Presubscribed Interexchange Carrier Charge (PICC). This charge will be assessed on a per line basis as shown below. PICCs will not be prorated for a partial month of service and are not subject to discounts nor contribute to any monthly minimums or revenue commitments which may apply to Company services subscribed to by the Customer. Credits for interruption of service as described in Section 2.14 of this pricing and service guide do not apply to PICCs.

|  |        |
|--|--------|
| Per Multi-Line Business Line or Trunk        | \$0.00 |
| Per Centrex Station Line                     | \$0.00 |
| Per ISDN Basic Rate Digital Subscriber Line: | \$0.00 |
| Per ISDN Primary Rate Interface:             | \$0.00 |

9.5 Primary Interexchange Carrier (PIC) Change Charge

The Company may, at its option, elect to incur the PIC change charge on the Customer's behalf for new Customers who presubscribe their interstate service to the Company through Company-designated sales channels for Company-designated marketing campaigns and where the appropriate arrangements are in place between the Company and the eligible Customer's local exchange carrier. In the event that no such arrangements are in place, the Company may, at its option, reimburse the Customer, or issue the appropriate credits on the Customer's invoice upon Customer's proof of payment of such PIC change charges.

9.6 Carrier Cost Recovery Fee

Residential Customers will be charged \$2.24 per month Carrier Cost Recovery Fee to recover certain costs associated with providing state-to-state and international long distance service including expenses for national regulatory fees and programs, and connection and account servicing charges. This fee applies for each month in which the customer has any AT&T Long Distance Service state-to-state and/or international charges on their bill. The Carrier Cost Recovery Fee is applied in full whether or not the Customer's billing period covers a full month. This fee is not a tax or charge required by the government.

9.7 Federal Regulatory Fee

The Federal Regulatory Fee is a non-discountable monthly charge to recover amounts paid to the federal government for regulatory costs and telecommunications services for the hearing impaired and costs associated with local number portability administration. This fee is applied to Business Customers only. The Federal Regulatory Fee is equal to the Customer's total net charges for interstate and international telecommunications services, after application of all applicable discounts and credits, multiplied by 6.38%.

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

---

**SECTION 9 – MISCELLANEOUS CHARGES AND FEES**

9.8 State Specific

**Florida**

Emergency Call Exemptions

The following calls are exempted from all charges: Emergency calls to recognizable authorized civil agencies including police, fire, ambulance, bomb squad and poison control. AT&T Long Distance Service will only handle these calls if the caller dials all of the digits to route and bill the call. Credit will be given for any billed charges pursuant to this exemption on a subsequent bill after verified notification by the billed Customer within thirty (30) days of billing.

Telecommunications Relay Service Discount

Subject to the availability of relay service to the end user, intrastate toll calls received from the relay service shall be discounted by 50 percent of the applicable rate for a voice non-relay call except that where either the calling or called party indicates that either party is both hearing and visually impaired, the call will be discounted 60 percent off the applicable rate for voice non-relay calls. The above discounts apply only to time-sensitive elements of a charge for the call and shall not apply to per call charges or surcharges. Credit for the discount may be given on a subsequent bill.

**Louisiana**

Universal Service Fee

A monthly recurring Louisiana Universal Service Fee is applicable to each Customer's total monthly net intrastate charges for telecommunications services that are provided within the state of Louisiana. This fee is a non-discountable monthly recurring charge to recover the Company's required contributions to the Louisiana Universal Service Fund. The Company will revise this fee if the method and/or amount of its required contribution to the Louisiana Universal Fund changes.

**South Carolina**

Universal Service Fund

A monthly recurring surcharge equal to the revenue percentage established by the Administrator of the South Carolina Universal Service Fund will be applied to Customers' total monthly interstate and intrastate telecommunications services in order to support South Carolina's Universal Service Fund.