

**BUSINESS SERVICE GUIDE FOR
INTEREXCHANGE, INTERSTATE AND INTERNATIONAL SERVICES**

SECTION 3 – GENERAL INFORMATION

3.1 Interstate Service Descriptions (continued)

3.1.5 Inbound Long Distance Services (continued)

- (D) Call Percentage Allocation^{1,2} – Allows the Customer to route calls placed on a toll-free number to multiple termination numbers based on whole percentages that add up to 100 percent. (C)
- (E) Call Routing^{1,2} - Allows the Customer to route incoming calls to different locations based on geographic location of origination, time-of-day, day-of-week, day or year or percentage allocation. (C)
- (F) National Toll-Free Directory Assistance Listing Service - Beginning September 1, 2003, this service will allow up to one (1) listing per each toll-free number in the National Toll-Free Directory Assistance Listing Service, except that Customer who previously have been allowed up to three (3) listings per each toll-free number in the National Toll-Free Directory Assistance Listing Service will be permitted to retain these listings in accordance with other terms and conditions contained in 4.13 of this pricing and service guide.

Rates, billing increments, discounts and qualifications, if applicable, vary by service plan and are provided in later sections of this pricing and service guide.

3.1.6 Operator Services

Operator Services are available on a presubscribed basis to Business Customers. Operator Services allow the Customer to place a call and arrange for billing to the presubscribed Business Access Line or to a commercial credit card. Calls are rounded up to the next whole minute for billing purposes.

Services provided to transient end users from Pay Telephones, Hotels, Motels or other Aggregator location are provided for under the Company's FCC OSP Informational Tariff on file with the FCC.

- (A) The following billing arrangements are available to Customers through the Company's Operator Services:

- (1) Operator Station (Operator Assisted 0+)

This is a Service whereby the Customer places a non-person-to-person call by dialing 0 + area code + station number and chooses to wait for the assistance of an operator (live or automated). When placing an operator station call, the caller is connected to a non-specified individual at the terminating end. Such calls may be billed to a credit card.

¹ Effective November 30, 2016, Call Percentage Allocation and Call Routing optional features will no longer be available to new customers or to existing customers at new locations or on new toll-free numbers. Existing customers may retain the call routing arrangement, but moves, adds or changes will not be permitted.

² Effective June 30, 2017, Call Percentage Allocation and Call Routing optional features will be discontinued.

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SECTION 5 – INTERNATIONAL SERVICE DESCRIPTIONS, RATES, AND CHARGES

5.6 Business International Operator Services

5.6.1 General

Operator Services are available on a presubscribed and casual calling basis to Business Customers. Operator Services allow the Customer to place a call and arrange for billing to the presubscribed Business Access Line or to an alternate billing arrangement. Calls are rounded up to the next whole minute for billing purposes and are billed to the Customer through the monthly bill of the Customer's local exchange carrier. (C)

5.6.2 Reserved for Future Use

5.6.3 Reserved for Future Use

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SECTION 5 – INTERNATIONAL SERVICE DESCRIPTIONS, RATES, AND CHARGES

5.6 Business International Operator Services (continued)

5.6.5 International Per Call Surcharges

| | Other International Locations | Canada | Mexico | Cuba |
|---|----------------------------------|--------|--------|--------|
| Billing Option - Commercial Credit Card^{1/} | | | | |
| Fully Automated Station-to-Station | N/A | N/A | N/A | N/A |
| Operator Assisted Station-to-Station | N/A | N/A | N/A | N/A |
| Operator Dialed Station-to-Station | N/A | N/A | N/A | N/A |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| Billing Option - Sent Paid | | | | |
| Fully Automated Station-to-Station | \$9.00 | \$9.00 | \$9.00 | \$9.00 |
| Operator Assisted (where available) | \$9.00 | \$9.00 | \$9.00 | \$9.00 |
| Operator Dialed (where available) | \$9.00 | \$9.00 | \$9.00 | \$9.00 |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

(D)

(D)

(C)

(D)

(D)

**International calls that are billed to a United States third party only. Calls cannot be billed to a third party located outside the United States.

5.6.6 International Mobile Termination Charge

See Section 5.7 of this pricing and service guide for the applicable International Mobile Termination Charge.

^{1/}Where this billing option is available.

(D)

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SECTION 7 - PROMOTIONS

7.2 Promotional Offerings (continued)

7.2.27 AT&T Business Unlimited CallingSM Retention Promotion VI

- (A) The sign-up period for this promotion is September 1, 2016 through August 31, 2017. (C)
Service must be activated by September 30, 2017. This promotion is available to Business (C)
Customers who:

- .1 currently subscribe to the Company for interLATA (interstate and intrastate) and intraLATA (local toll) Service; and state an intention to disconnect long distance service with the Company; and
- .2 newly subscribe to AT&T Business Unlimited Calling as defined in Section 4.6.1 of this Business Service Guide; and
- .3 newly subscribe to or have a on (1), two (2) or three (3) year local service* term with an Affiliate ILEC¹ of the Company; and
- .4 request to participate in this promotional offering.

- (B) Customers subscribing to this promotion will be charged the following promotional MRC for 12 consecutive months in lieu of the MRC charge specified in Section 4.6.1 (E) of this Business Service Guide:

| Direct Dial Service | Promotional MRC |
|---|-----------------|
| Primary Line | \$10.00 |
| Each Additional Line after the Primary Line | \$10.00 |

- (C) Customers must continue to subscribe to and maintain the requirements of AT&T Business Unlimited Calling as defined in 4.6.1 of this Business Service Guide to continue to qualify for this promotion. Should Customer disconnect service with AT&T Long Distance Service or change its calling plan from AT&T Business Unlimited Calling prior to the expiration of the 12 month promotional period, Customer will forfeit future promotion benefit.
- (D) Customers who continue to subscribe and meet the requirements of AT&T Business Unlimited Calling at the end of the 12 month promotional period will be charged the MRC charges specified in Section 4.6.1 (E) of this Business Service Guide.
- (E) This promotion cannot be combined with any other promotional offers associated with AT&T Business Unlimited Calling.

*This service is not offered under this Service Guide.

¹Including where that Affiliate is operating as a CLEC

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SECTION 7 - PROMOTIONS

7.2 Promotional Offerings (continued)

7.2.36 AT&T Business Calling Monthly Retention Promotion #503-B

- (A) The sign-up period for this promotion is September 1, 2016 through August 31, 2017. Service must be activated by September 30, 2017. This promotion is available to Business Customers who: (C)
- .1 currently subscribe to the Company for interLATA (interstate and intrastate) service, intraLATA (local toll) service only, or interLATA/intraLATA service combined; and state an intention to disconnect long distance service with the Company; and (C)
- .2 newly or currently subscribe to the AT&T Business Calling Monthly plan as defined in Section 4.6.5 of this Business Service Guide; and
- .3 newly subscribe to or has a one (1), two (2) or three (3) year local service* term with an Affiliate ILEC¹ of the Company; and
- .4 request to participate in this promotional offering.
- (B) Qualifying Customers subscribing to this promotion will be charged the following Promotional MRC and Promotional Per-Minute Usage Rate for a twelve (12) month benefit period in lieu of the MRC and Usage Rate for the AT&T Business Calling Monthly plan Direct Dial Service as specified in Section 4.6.5(E) of this Business Service Guide for the initial twelve (12) month period under the plan.

| Promotional MRC | Promotional Per-Minute Rate |
|--------------------|--------------------------------|
| \$5.00 | \$0.06 |

- (C) Customers must continue to subscribe to and maintain the requirements of the AT&T Business Calling Monthly plan as defined in Section 4.6.5 of this Business Service Guide to continue to qualify for this promotion. Should Customer disconnect service with AT&T Long Distance Service or change its calling plan from the AT&T Business Calling Monthly plan prior to the 12 month promotional period, Customer will forfeit future promotion benefit.
- (D) Customers who continue to subscribe and meet the requirements of the AT&T Business Calling Monthly plan at the end of the 12 month promotional period will be charged the MRC and per-minute rate specified in Section 4.6.5 (E) of this Business Service Guide.
- (E) This promotion cannot be combined with any other promotional offers associated with the AT&T Business Calling Monthly plan.

*This service is not offered under this Service Guide.

¹Including where that Affiliate is operating as a CLEC

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SECTION 9 - OBSOLETE SERVICES

9.4 Type 4 – Obsolete Services (continued)

9.4.22 Business Preferred Rate Plan (formerly known as Preferred Rate Plus Plan)¹

- (A) This plan is a direct dialed outbound 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.
- (B) All calls are billed in six (6) second increments after an initial period, for billing purposes, of thirty (30) seconds. This service is only offered in conjunction with the corresponding intrastate Business Preferred Rate plan. This service is not offered on an intraLATA only basis.
- (C) Customers of this plan must subscribe to local exchange service provided by the Company's affiliated incumbent local exchange company.
- (D) Rates and Charges

.1 MRC

- .a The MRC is \$36.00. This charge is the same as the MRC identified in the Company's state specific tariffs/price lists. Only one monthly recurring charge will apply when both interstate and intrastate service is provided to the Customer. (I)
- .b The MRC will be waived in instances where the Customer's combined monthly billing for intrastate and interstate usage under the plan is \$25.00 or more. Surcharges, taxes and other similar fees shall not be included in the calculation for the waiving of the MRC.

.2 Per Minute Usage Rates – Direct Dial

| Initial 30 Seconds | Each Add'l 6 Seconds |
|--------------------|----------------------|
| \$0.2000 | \$0.0400 |

(I)

.3 Discounts

- .a Customers will be given a discount off of total monthly usage charges billed based upon the combined actual monthly intrastate and interstate usage charges billed under the plan. Surcharges, taxes and other similar fees shall not be included in the calculation for determination of the monthly usage.

.b Discount Percentages

| Monthly Usage Charge | Discount |
|-----------------------|----------|
| \$0.00 - \$49.99 | 0.00% |
| \$50.00 - \$199.99 | 2.89% |
| \$200.00 - \$200.01 + | 5.80% |

¹This plan was obsoleted on December 31, 2011.