

BUSINESS AND RESIDENTIAL SERVICES
PRICING AND SERVICE GUIDE

SECTION 5 – RESIDENTIAL DOMESTIC SERVICE DESCRIPTIONS, RATES AND CHARGES

5.4 Residential Special Offers

5.4.1 Residential Retention Offers^{/1/}

(C)

As described below, Retention Offers are available to qualifying Customers of the Company who currently or newly subscribe to one of the Company's qualifying unlimited plans.

(A) AT&T Unlimited Calling Qualifying Plans

The following plans qualify for this offer:

- AT&T Unlimited Nationwide Calling Advantage 1
- AT&T Unlimited Nationwide Calling Advantage 2
- AT&T Unlimited Nationwide Calling Advantage 3
- AT&T Unlimited Nationwide Calling Plus 1
- Unlimited II Plan

(B) Eligibility

- .1 currently subscribe to the Company for interLATA (interstate and intrastate) service, intraLATA (local toll) service, or interLATA/intraLATA service combined and state an intention to change long distance service to a competitor of the Company, are offered a qualifying plan as defined in (A) above and continue to state an intention to change long distance service to a Competitor of the Company; or
- .2 currently subscribe to a qualifying plan as defined in (A) above and state an intention to change long distance Service to a competitor of the Company.
- .3 in either case, the Customer must subscribe to one of the qualifying plans defined in (A) above to qualify for this retention offer.
- .4 Customers must maintain the requirements of the qualifying plan as defined in Section 5.3 and Section 12 of this pricing and service guide and continue to subscribe to the qualifying plan to receive the \$5.00 monthly credit during the twelve (12) month benefit period.

(C) Rates and Charges

Customers subscribing to a qualifying plan as defined in (A) above will receive a \$5.00 monthly credit for a twelve (12) month benefit period. At the end of the benefit period the customer will be charged the then current rates for the qualifying plan to which the Customer subscribes to as defined in Section 5.3 and Section 12 of this pricing and service guide.

(D) This offer cannot be combined with any other promotion offered by the Company or with the Company Reward offers.

/1/ Effective January 1, 2021 Residential Retention Offers are no longer available. Existing subscribers will continue to receive the monthly credit for the duration of their twelve (12) month benefit period. (N)
(N)