

**2. 1-2-3 PUNCH****A. DESCRIPTION**

1-2-3 PUNCH offers the waiver of all non-recurring charges applicable to the service order and installation of new Business access lines of customers that currently do not have service with the Company. Also, existing qualifying Company customers are eligible for a one-time credit.

Any business customer that does not currently have service with the Company must order 1, 2, or 3 business access lines and retains the main billing telephone number for a minimum of one-year will receive a waiver of the Nonrecurring charges (NRC) for each of those lines. This offer will apply only on the access lines that the customer installs on their initial order when establishing service with the Company.

Existing customers of the Company with 1, 2, or 3 Business access lines who subscribe to this offer and agree to retain their main billing telephone number for a minimum one-year term will receive a one-time credit of \$15.00 for each access line subscribing to this offer. Existing customers are not eligible for the nonrecurring charge waiver if they choose to add additional access lines.

Customers with multiple locations are eligible for this offer at each qualifying customer premises location.

**B. LIMITATIONS**

This offer cannot be combined with any other offer that includes any type of waiver, discount, or credit associated with nonrecurring charges or recurring rates for business access lines, trunks, Custom Calling Services, other features, or Hunting. Foreign Exchange Service is not eligible for this NRC waiver. Customers must complete any applicable term commitment or pay early termination fees associated with any existing Business access lines subscribing to this offer.

**2 1-2-3 PUNCH (cont'd)**

**C. EARLY TERMINATION**

Early Termination Charges will be assessed unless the customer retains at least one access line installed under this offer for the entire 12 month term.

Early Termination Charges for new customers will equal \$5.50 multiplied by the number of months remaining under the 12 month term. The amount of the charges waived under the NRC Waiver and will be assessed unless the customer keeps at least one of the lines installed under the NRC Waiver for a 12 month period.

Example: the customer disconnects after 5 months, leaving 7 months remaining on the unexpired term.  $7 \text{ months} \times \$5.50 = \$38.50$ .

For existing Company customers that received a one-time credit, Early Termination Charges will equal \$1.25 multiplied by the number of months remaining under the 12 month term per access line.

Example: the customer disconnects after 5 months, leaving 7 months remaining on the unexpired term.  $7 \text{ months} \times \$1.25 = \$8.75$ .

Early Termination Fees will not apply if, during the 12-month term, the customer converts the access lines to another access line package with a term equal to or greater than the remaining term herein.

### 3. AT&T BUSINESS LOCAL CALLING ASSURANCE

#### A. DESCRIPTION

AT&T Business Local Calling Assurance is an optional business package for business customers that includes one or four individual Business Measured Rate<sup>/1/</sup> access lines (access lines) within ZUM and non-ZUM exchanges<sup>/1/</sup>, Unlimited Local Calling Plan, Caller ID, and Call Forwarding services.

#### B. REGULATIONS

1. AT&T Business Local Calling Assurance customers must agree to a 12 or a 24-month term for 1 or 4 access lines, Unlimited Local Calling Plan, Caller ID and Call Forwarding at rates set forth in D. following.

Regulations for the individual services in AT&T Business Local Calling Assurance will be governed by the respective Guidebooks listed in E. following.

2. AT&T Business Local Calling Assurance is not available with Foreign Exchange Service, Remote Call Forwarding, Toll Free services, PBX Trunks, Centrex, Semi-Public or Coin services.
3. A customer may only subscribe to one AT&T Business Local Calling Assurance package and term agreement at a given location, with a maximum of four access lines.
4. Customers will receive a waiver of nonrecurring charges associated with the establishment of individual Business Measured Rate<sup>/1/</sup> service, Caller ID and Call Forwarding ordered at the time of initial subscription to AT&T Business Local Calling Assurance. Applicable nonrecurring charges will apply to services added after the initial order.
5. AT&T Business Local Calling Assurance is offered as a 12-month oral re-subscribe agreement or a 24-month term. 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 initial 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. Customers are under no obligation to re-subscribe after any 12-month term period, however, customers must contact the Company prior to the beginning of the new 12-month term if they wish to cancel the upcoming 12-month term.

/1/ See California Out of Territory Guidebook Part 4, Section 1.

**3. AT&T BUSINESS LOCAL CALLING ASSURANCE****A. DESCRIPTION**

AT&T Business Local Calling Assurance is an optional business package for business customers that includes one to five individual Business Measured Rate<sup>/1/</sup> access lines (access lines) within ZUM and non-ZUM exchanges<sup>/1/</sup>, Unlimited Local Calling Plan, Caller ID, and Call Forwarding services. (C)

**B. REGULATIONS**

1. AT&T Business Local Calling Assurance customers must agree to a 12 or a 24-month term for 1 to 5 access lines, Unlimited Local Calling Plan, Caller ID and Call Forwarding at rates set forth in D. following. (C)

Regulations for the individual services in AT&T Business Local Calling Assurance will be governed by the respective Guidebooks listed in E. following.

2. AT&T Business Local Calling Assurance is not available with Foreign Exchange Service, Remote Call Forwarding, Toll Free services, PBX Trunks, Centrex, Semi-Public or Coin services.
3. A customer may have up to five (5) lines maximum per location subscribed to an AT&T Business Local Calling Assurance agreement. (C)
4. Customers will receive a waiver of nonrecurring charges associated with the establishment of individual Business Measured Rate<sup>/1/</sup> service, Caller ID and Call Forwarding ordered at the time of initial subscription to AT&T Business Local Calling Assurance. Applicable nonrecurring charges will apply to services added after the initial order. (C)
5. AT&T Business Local Calling Assurance is offered as a 12-month oral re-subscribe agreement or a 24-month term. 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 initial 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. Customers are under no obligation to re-subscribe after any 12-month term period, however, customers must contact the Company prior to the beginning of the new 12-month term if they wish to cancel the upcoming 12-month term.

/1/ See California Out of Territory Guidebook Part 4, Section 1.

**3. AT&T BUSINESS LOCAL CALLING ASSURANCE****A. DESCRIPTION**

AT&T Business Local Calling Assurance is an optional business package for business customers that includes one to five individual Business Measured Rate<sup>/1/</sup> access lines (access lines) within ZUM and non-ZUM exchanges<sup>/1/</sup>, Unlimited Local Calling Plan, Caller ID, and Call Forwarding services.

**B. REGULATIONS**

1. AT&T Business Local Calling Assurance customers must agree to a 12 or a 24-month term for 1 to 5 access lines, Unlimited Local Calling Plan, Caller ID and Call Forwarding at rates set forth in C. (C) following.

Regulations for the individual services in AT&T Business Local Calling Assurance will be governed by the respective Guidebooks listed in D. following. (C)

2. AT&T Business Local Calling Assurance is not available with Foreign Exchange Service, Remote Call Forwarding, Toll Free services, PBX Trunks, Centrex, Semi-Public or Coin services.
3. A customer may have up to five (5) lines maximum per location subscribed to an AT&T Business Local Calling Assurance agreement.
4. Customers will receive a waiver of nonrecurring charges associated with the establishment of individual Business Measured Rate<sup>/1/</sup> service, Caller ID and Call Forwarding ordered at the time of initial subscription to AT&T Business Local Calling Assurance. Applicable nonrecurring charges will apply to services added after the initial order.
5. AT&T Business Local Calling Assurance is offered as a 12-month oral re-subscribe agreement or a 24-month term. 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 initial 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. Customers are under no obligation to re-subscribe after any 12-month term period, however, customers must contact the Company prior to the beginning of the new 12-month term if they wish to cancel the upcoming 12-month term.

/1/ See California Out of Territory Guidebook Part 4, Section 1.

**3. AT&T BUSINESS LOCAL CALLING ASSURANCE**

**A. Description**

AT&T Business Local Calling Assurance is an optional business package for business customers that includes one to five individual Business Measured Rate<sup>/1/</sup> access lines (access lines) within ZUM and non-ZUM exchanges<sup>/1/</sup>, Unlimited Local Calling Plan, Caller ID, and Call Forwarding services.

**B. Regulations**

- 1. AT&T Business Local Calling Assurance customers must agree to a 12 or a 24-month<sup>/2/</sup> term for 1 to 5 access lines, Unlimited Local Calling Plan, Caller ID and Call Forwarding at rates set forth in C. following. (C)

Regulations for the individual services in AT&T Business Local Calling Assurance will be governed by the respective Guidebooks listed in D. following.

- 2. AT&T Business Local Calling Assurance is not available with Foreign Exchange Service, Remote Call Forwarding, Toll Free services, PBX Trunks, Centrex, Semi-Public or Coin services.
- 3. A customer may have up to five (5) lines maximum per location subscribed to an AT&T Business Local Calling Assurance agreement.
- 4. Customers will receive a waiver of nonrecurring charges associated with the establishment of individual Business Measured Rate<sup>/1/</sup> service, Caller ID and Call Forwarding ordered at the time of initial subscription to AT&T Business Local Calling Assurance. Applicable nonrecurring charges will apply to services added after the initial order.
- 5. AT&T Business Local Calling Assurance is offered as a 12-month oral re-subscribe agreement or a 24-month<sup>/2/</sup> term. 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 initial 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. Customers are under no obligation to re-subscribe after any 12-month term period, however, customers must contact the Company prior to the beginning of the new 12-month term if they wish to cancel the upcoming 12-month term.. (C)

/1/ See California Out of Territory Guidebook Part 4, Section 1.

/2/ Effective January 2, 2015, the 24-Month term option, and the 12-month re-subscription option are Grandfathered and no longer available to new subscribers. Customers cannot subscribe to a new 24-month term, or a new 12-month term that includes a re-subscription option. Only a new 12-month term will be available. Customers with an existing 12-month re-subscription agreement remain eligible for the options described in paragraph B.5.

(N)  
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(N)

**3. AT&T BUSINESS LOCAL CALLING ASSURANCE**

**A. Description**

AT&T Business Local Calling Assurance is an optional business package for business customers that includes one to five individual Business Measured Rate<sup>/1/</sup> access lines (access lines) within ZUM and non-ZUM exchanges<sup>/1/</sup>, Unlimited Local Calling Plan, Caller ID, and Call Forwarding services.

**B. Regulations**

1. Eligible customers are existing Business customers who have received a competitive offer and are considering switching their Business Local Exchange Access Line service to another carrier (proof of competitive offer may be required), as well as Business customers who have their local exchange access line service with either a competitive local exchange carrier (CLEC) or the incumbent local exchange carrier in an area where the Company offers service as a CLEC, and who now wish to establish their business local exchange access line service with the Company. This eligibility requirement is not applicable to customers with existing AT&T Business Local Calling Assurance service prior to September 1, 2016. (N)

AT&T Business Local Calling Assurance customers must agree to a 12 or a 24-month<sup>/2/</sup> term for 1 to 5 access lines, Unlimited Local Calling Plan, Caller ID and Call Forwarding at rates set forth in C. following.

Regulations for the individual services in AT&T Business Local Calling Assurance will be governed by the respective Guidebooks listed in D. following.

2. AT&T Business Local Calling Assurance is not available with Foreign Exchange Service, Remote Call Forwarding, Toll Free services, PBX Trunks, Centrex, Semi-Public or Coin services.
3. A customer may have up to five (5) lines maximum per location subscribed to an AT&T Business Local Calling Assurance agreement.
4. Customers will receive a waiver of nonrecurring charges associated with the establishment of individual Business Measured Rate<sup>/1/</sup> service, Caller ID and Call Forwarding ordered at the time of initial subscription to AT&T Business Local Calling Assurance. Applicable nonrecurring charges will apply to services added after the initial order.
5. AT&T Business Local Calling Assurance is offered as a 12-month oral re-subscribe agreement or a 24-month<sup>/2/</sup> term. 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 initial 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. Customers are under no obligation to re-subscribe after any 12-month term period, however, customers must contact the Company prior to the beginning of the new 12-month term if they wish to cancel the upcoming 12-month term.

/1/ See California Out of Territory Guidebook Part 4, Section 1.

/2/ Effective January 2, 2015, the 24-Month term option, and the 12-month re-subscription option are Grandfathered and no longer available to new subscribers. Customers cannot subscribe to a new 24-month term, or a new 12-month term that includes a re-subscription option. Only a new 12-month term will be available. Customers with an existing 12-month re-subscription agreement remain eligible for the options described in paragraph B.5.

**3. AT&T BUSINESS LOCAL CALLING ASSURANCE (cont'd)**

**B. REGULATIONS (cont'd)**

6. Upon completion of the final renewal term, the customer will be billed at the tariff rates for the individual package components specified in the California Out of Territory Guidebook: Part 2; Part 4; Part 7; and Part 9, unless the customer expressly elects another service or plan.
7. AT&T Business Local Calling Assurance is not available in combination with any other access line, feature or usage discount offers.

**C. TERMINATION LIABILITY**

1. Customers who terminate their agreement prior to completion of their term will be assessed early termination charges equal to 50% of the monthly recurring charges times the number of months left on the term commitment.
2. Termination charges are not applicable if, during the term period, the customer converts to another Company access and local usage plan with a term equal to or greater than the remaining AT&T Business Local Calling Assurance term plan.

**D. RATES AND CHARGES**

Monthly package rate, per line (maximum of 4 lines):	\$25.00
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**3. AT&T BUSINESS LOCAL CALLING ASSURANCE (cont'd)**

**B. REGULATIONS (cont'd)**

6. Upon completion of the final renewal term, the customer will be billed at the tariff rates for the individual package components specified in the California Out of Territory Guidebook: Part 2; Part 4; Part 7; and Part 9, unless the customer expressly elects another service or plan.
7. AT&T Business Local Calling Assurance is not available in combination with any other access line, feature or usage discount offers.

**C. TERMINATION LIABILITY**

1. Customers who terminate their agreement prior to completion of their term will be assessed early termination charges equal to 50% of the monthly recurring charges times the number of months left on the term commitment.
2. Termination charges are not applicable if, during the term period, the customer converts to another Company access and local usage plan with a term equal to or greater than the remaining AT&T Business Local Calling Assurance term plan.

**D. RATES AND CHARGES**

Monthly package rate, per line (maximum of 5 lines): \$25.00 (C)

**3. AT&T BUSINESS LOCAL CALLING ASSURANCE (cont'd)**

**B. REGULATIONS (cont'd)**

- 6. Upon completion of the final renewal term, the customer will be billed at the tariff rates for the individual package components specified in the California Out of Territory Guidebook: Part 2; Part 4; Part 7; and Part 9, unless the customer expressly elects another service or plan.
- 7. AT&T Business Local Calling Assurance is not available in combination with any other access line, feature or usage discount offers.

(D)

(D)

**C. RATES AND CHARGES**

(C)

Monthly package rate, per line (maximum of 5 lines): \$25.00

**3. AT&T BUSINESS LOCAL CALLING ASSURANCE (cont'd)**

**B. REGULATIONS (cont'd)**

- 6. Upon completion of the final renewal term, the customer will be billed at the tariff rates for the individual package components specified in the California Out of Territory Guidebook: Part 2; Part 4; Part 7; and Part 9, unless the customer expressly elects another service or plan.
- 7. AT&T Business Local Calling Assurance is not available in combination with any other access line, feature or usage discount offers.
- 8. Termination Charges

Fees applicable to the early termination of new and existing agreements were removed from this section and are no longer applicable as of February 15, 2010.

(N)  
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(N)

**C. RATES AND CHARGES**

Monthly package rate, per line (maximum of 5 lines): \$25.00

**3. AT&T BUSINESS LOCAL CALLING ASSURANCE (cont'd)**

**B. REGULATIONS (cont'd)**

- 6. Upon completion of the final renewal term, the customer will be billed at the tariff rates for the individual package components specified in the California Out of Territory Guidebook: Part 2; Part 4; Part 7; and Part 9, unless the customer expressly elects another service or plan.

Effective with new subscriptions as of January 17, 2011, the fixed monthly rate provided with this service continues after the end of the final renewal term. All lines under these subscriptions will no longer be price protected from this point forward. (N)  
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(N)

- 7. AT&T Business Local Calling Assurance is not available in combination with any other access line, feature or usage discount offers.

- 8. Termination Charges

Fees applicable to the early termination of new and existing agreements were removed from this section and are no longer applicable as of February 15, 2010.

**C. RATES AND CHARGES**

Monthly package rate, per line (maximum of 5 lines): \$25.00

**3. AT&T BUSINESS LOCAL CALLING ASSURANCE (cont'd)**

**B. REGULATIONS (cont'd)**

6. Upon completion of the final renewal term, the customer will be billed at the tariff rates for the individual package components specified in the California Out of Territory Guidebook: Part 2; Part 4; Part 7; and Part 9, unless the customer expressly elects another service or plan.

Effective with new subscriptions as of January 17, 2011, the fixed monthly rate provided with this service continues after the end of the final renewal term. All lines under these subscriptions will no longer be price protected after the expiration of the term. (C)

7. AT&T Business Local Calling Assurance is not available in combination with any other access line, feature or usage discount offers.

8. Termination Charges

Fees applicable to the early termination of new and existing agreements were removed from this section and are no longer applicable as of February 15, 2010.

**C. RATES AND CHARGES**

Monthly package rate, per line (maximum of 5 lines): \$25.00

**3. AT&T BUSINESS LOCAL CALLING ASSURANCE (cont'd)**

**B. Regulations (cont'd)**

- 6. Upon completion of the final renewal term, the customer will be billed at the tariff rates for the individual package components specified in the California Out of Territory Guidebook: Part 2; Part 4; Part 7; and Part 9, unless the customer expressly elects another service or plan.

Effective with new subscriptions as of January 17, 2011, the fixed monthly rate provided with this service continues after the end of the final renewal term. All lines under these subscriptions will no longer be price protected after the expiration of the term, unless the customer agrees to a new 12-month term.

(C)  
(N)

- 7. AT&T Business Local Calling Assurance is not available in combination with any other access line, feature or usage discount offers.

- 8. Termination Charges

Fees applicable to the early termination of new and existing agreements were removed from this section and are no longer applicable as of February 15, 2010.

**C. Rates and Charges**

Monthly package rate, per line (maximum of 5 lines): \$25.00

**3. AT&T BUSINESS LOCAL CALLING ASSURANCE (cont'd)**

**E. COMPONENT DESCRIPTIONS**

The AT&T Business Local Calling Assurance components are provided in accordance with regulations in the following applicable tariffs:

<u>Service</u>	<u>California Out of Territory Guidebook.</u>
Business Measured Rate Service	Part 2, Section 2; Part 4, Section 1
Unlimited Local Calling Plan	Part 9, Section 3
Caller ID	Part 2, Section 2; Part 7, Section 2
Call Forwarding	Part 2, Section 2; Part 7, Section 2

**3. AT&T BUSINESS LOCAL CALLING ASSURANCE (cont'd)**

**D. COMPONENT DESCRIPTIONS**

(C)

The AT&T Business Local Calling Assurance components are provided in accordance with regulations in the following applicable tariffs:

Service

California Out of Territory Guidebook.

Business Measured Rate Service

Part 2, Section 2; Part 4, Section 1

Unlimited Local Calling Plan

Part 9, Section 3

Caller ID

Part 2, Section 2; Part 7, Section 2

Call Forwarding

Part 2, Section 2; Part 7, Section 2