

1. MOVE, CHANGE, REARRANGEMENT OR MODIFICATION OF ACCESS LINE AND OTHER MISCELLANEOUS CHANGES, ALL SERVICES, EACH LINE OR TRUNK

	<u>SERVICE OR LABOR CHARGE</u>
A. Temporary suspension of service by customer request (Full monthly rate billing)	
- All services ^{/3/}	\$28.50
B. Change class, type or grade of service ^{/1/}	
- All services	28.50
C. Restoral charge for temporarily suspended or partially or temporarily discontinued service (Company initiated)	
- All services	38.00
D. Change telephone number by customer request	
- All services ^{/2/}	28.50

/1/ Except as shown in Terms and Conditions, California Guidebook Part 3, Section 1

/2/ New service charge.

/3/ Temporary suspension of service is not applicable to COPT service.

1. MOVE, CHANGE, REARRANGEMENT OR MODIFICATION OF ACCESS LINE AND OTHER MISCELLANEOUS CHANGES, ALL SERVICES, EACH LINE OR TRUNK (cont'd)

	<u>SERVICE OR LABOR CHARGE</u>
E. Change between loop and ground start	
- All services	\$28.50
F. Central office modification of line, including hunting	
- All services	28.50
G. Wiring, cable or SNI at the Company's local loop demarcation point ²	
- Install, rearrange, change, reterminate, activate line, activate jack(s) ³ , move or remove network terminating wire or cable ¹	RR
- Install, rearrange, change, reterminate, activate, move or remove standard network interface or additional terminations of existing access lines ¹	RR
H. Other change charge	
- Business services ¹	RR
I. Retermine or rearrange a working line at and including the Company's demarcation point on the same or different premises in the same building	
- All services ¹	RR

NOTE 1: Labor

NOTE 2: See California Guidebook, Part 3, Section 1

NOTE 3: Jack activation on existing line only.

1. MOVE, CHANGE, REARRANGEMENT OR MODIFICATION OF ACCESS LINE AND OTHER MISCELLANEOUS CHANGES, ALL SERVICES, EACH LINE OR TRUNK (cont'd)

	<u>SERVICE OR LABOR CHARGE</u>	
J. Change from Business service to COPT service, COPT Coin Line -Each access line	\$71.96	
K. Direct Connection Service, each line Changes to Direct Connection Service - All services	21.37	
Remove from Direct Connection Service - All services	NO	
L. Change location of a customer's service to a different premises within the same building or continuous property when all of the following conditions are met: 1. No premises work is performed by the Company, 2. No central office work is performed by the Company, and 3. No facility design work is performed by the Company. - Business Services	23.75	
M. Business Exchange Access Lines	/1/	
1. Business Service	/1/	
2. PBX Trunk Service	/1/	
3. Direct-Inward Dialing (DID) Service	/1/	
4. Hunting Service	/1/	
5. SuperTrunk® Service ^{/2/}	/1/	(C)

/1/ For Business Exchange Access Lines non-recurring service charges, see Part 4, Section 2 of this Guidebook.

/2/ Effective June 30, 2016, SuperTrunk service is Grandfathered. See Part 20, Section 4. (N)

2. NRC Win/Winback Waiver

Business access line customers who currently do not have their service with the Company or who previously had their service with the Company, left the Company and established their service with another carrier and who now reestablish service with the Company will receive a waiver of the one time service charges (nonrecurring charges) associated with the 1) installation of all new business access lines, 2) hunting, and 3) all business custom calling services.

These nonrecurring charges will be waived under this offer on the business exchange access lines, hunting and features that the customer installs on their initial order (s) per location and on any subsequent order during the length of the term. Customers must agree to a minimum 24 month or greater term agreement.

The winback customer must not have had: 1) service disconnected for non-payment; or 2) any past due bills for regulated service owed to the Company. This offer cannot be combined with other business access lines and trunks Service and Equipment charge waivers or credit offers, and is not available on any business service or package that includes a waiver of nonrecurring charges. Foreign Exchange Service is not eligible for this NRC waiver offer.

If the customer cancels their service agreement at any time prior to the expiration of the service period set forth in their term agreement, the customer shall be responsible for all termination charges as described in their corresponding contract for these same eligible services and will pay full nonrecurring charges that were waived at the time of installation and on any subsequent orders placed during the length of the term.

Effective January 15, 2012, customers who qualify and take advantage of this waiver will not be required to pay back the full nonrecurring charges that were waived at the time of installation and on any subsequent orders placed during the length of the term.

(N)

In addition, for those customers, termination charges are not applicable if, during their term period:

- The customer converts to another AT&T business access line plan with a term equal to or greater than the time remaining on the term plan; or
- The customer converts to an upgraded technology with AT&T (i.e. network access lines to PBX trunks, Centrex, ISDN Prime) and commits to a term equal to or greater than the time remaining on the term plan. It is at the Company's sole determination whether a product change satisfies the requirements for waiver of the termination liability under this clause.

(N)

This offer is not available to customers who have local service with an affiliate of the Company.

3. Win/Winback Access Lines NRC Waiver for Customers with 1-3 Lines

A. Description

Eligible business customers may qualify for a waiver of the nonrecurring Service Charge (NRC waiver) for the installation of each Measured Rate Business Service (California Out of Territory Guidebook Part 4, Section 2) access line (access line), up to a maximum of three access lines, if the customer agrees to retain the access lines for a period of 12 consecutive months (one year). The customer will also receive a waiver of the nonrecurring charges associated with the installation of certain optional features listed in the following sections.

Eligible business customers are those customers who qualify as a "Winback" or "Win" customer. A "Winback" customer is a customer who has discontinued their business service with the Company for the purpose of establishing service with a Local Exchange Carrier (LEC) or Competitive Local Exchange Carrier (CLC) and who is now returning their service to the Company. A "Win" customer is a customer who established their service with a LEC or CLC and now establishes their service with the Company. For this waiver, Winback and Win also includes customers who established service with a CLC that is an affiliate of the Company.

B. Regulations

1. The customer must agree to retain the 1-3 access lines for a minimum period of 12 Consecutive months (one year).
2. Access lines eligible for the waiver include the following USOCs:
1MB++, 1MS++.
3. Foreign Exchange Service is not eligible for this NRC waiver.
4. The NRC waiver is not available on any business service or package that includes a waiver of nonrecurring charges.

(C)

(D)

3. Win/Winback Access Lines NRC Waiver for Customers with 1-3 Lines (cont'd)

C. Eligible Options Features

Any of the following features ordered with the eligible access line will receive a waiver of the nonrecurring charges associated with the installation of those features.

Anonymous Call Rejection	Caller ID	Call Return
Calling Forwarding	Priority Ringing	Call Screen
Busy Call Forwarding	Intercom Plus	Call Trace
Busy Call Forwarding Extended	(D)	Speed Dial 8
Delayed Call Forwarding	Three Way Calling	Repeat Dialing
Select Call Forwarding	Call Waiting ID	Speed Dial 30
Call Transfer Disconnect	Call Waiting	Hunting
Remote Access to Call Forwarding		

D. Early Termination Charges

1. Early Termination Charges will not be assessed if the customer retains at least one of the original lines ordered under this NRC waiver for the required 12 consecutive month period. If the customer discontinues the business access line(s) prior to 12 months (one year), the customer will be billed 1/12 (one-twelfth) of the waived NRCs multiplied by the number of months remaining on the 12 month commitment. Partial months left on the commitment will be rounded to the nearest upward number. For example, if 5-1/2 months are left on the commitment, the number of months left will be rounded to 6 months.
2. Early Termination Fees are not applicable if, during the 12 month term, the customer converts the access lines to a Company package with a term equal to or greater than the remaining term herein.

(D)