

TARIFF DISTRIBUTION

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A2. GENERAL TERMS AND CONDITIONS

(T)

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A2. GENERAL TERMS AND CONDITIONS

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A2.10 Special Promotions

(T)

A2.10.1 Terms and Conditions

- A. The Company may offer special promotions of new or existing services or products for limited periods. These promotions are a temporary waiver of certain recurring, nonrecurring and/or usage charges as stated in paragraph A2.10.2.A. These promotions will be offered on a completely non-discriminatory basis with each subscriber in the classification of service and area for which the promotion is offered having an equal opportunity for participation.

A2.10.2 Descriptions

- A. Following are Special Promotions:

SBC RETIREE AT HOME PLAN

Period Authority: 01/01/2015 thru 12/31/2015

(M)

Area of Promotion: AT&T Florida Service Territory -- From Central Offices where services are available

(M)

Customer Segment: Residential

(N)

Description:

(M)

This promotion is available to eligible SBC retirees residing in the AT&T Southeast local service area (formerly BellSouth nine state region). Eligible retirees can select a bundled service arrangement consisting of a flat rate Complete Choice Enhanced service line and AT&T unlimited domestic long distance for \$20.00 per month during the promotional period.

(M)

Promotion Eligibility

(M)

- Available to SBC retirees with a service or disability pension or those who left the Company under the Rule of 75 or the Modified Rule of 65 (M)
- Retiree must reside in the nine state legacy BellSouth local service area and have AT&T local service. (M)
- Retiree may only have this plan on their primary residence. The primary residence is the address on record with the Company. (M)
- Retirees may not use the program improperly or for personal or financial gain. In connection with this offer, retirees must comply with all AT&T policies and instructions. Failure to comply may result in disqualification from participating in the offer. (M)

Program Elements

(M)

- Eligible retirees can select a bundled service which provides one flat rate residential Complete Choice Enhanced service access line (which includes all vertical services currently available in Complete Choice Enhanced) and unlimited AT&T domestic long distance for \$20.00 per month during the promotional period. (M)
- It is the responsibility of the retiree to pay all applicable taxes and surcharges. (M)
- To participate, retirees must call the Employee Discount Program (EDP) center on 877-377-9010. Participation in the Plan begins once validation of the retiree's eligibility and discount processing is completed. (M)
- The plan may be removed from the retiree's account for any of the following reasons: (M)
 - Account used for business purposes (M)
 - Separation from Company without meeting retiree criteria (i.e. Long Term Disability) (M)
 - Retiree death (plan will continue for up to six billing periods) (M)
 - Retiree relocation outside the AT&T SE local service area (M)

Program Restrictions

(M)

- Plan will apply for eligible retirees for promotional period only. (M)
- Plan is restricted to one flat rate residential access line (one flat rate Complete Choice Enhanced service line). (M)
- AT&T reserves the right to amend, change, or cancel this program or any part thereof, or reduce, modify, or suspend its term at its sole discretion at any time. This offer is not a contract or assurance of compensation, employment, or benefit of any kind. (M)

A2. GENERAL TERMS AND CONDITIONS

(T)

A2.10 Special Promotions (Cont'd)

A2.10.2 Descriptions (Cont'd)

A. Following are Special Promotions: (Cont'd)

MOBILITY/NATIONAL RETAIL

Period Authority: 01/01/2015 thru 12/31/2015

(M)

SERVICE CONNECTION CHARGE WAIVER

(M)

Area of Promotion: AT&T Florida Service Territory -- From Central Offices where services are available

(M)

Customer Segment: Residential

(N)

Description:

(M)

The Line Connection Charge may be waived for residential customers who order new local service (N Order) or move existing service (T Order) in a mobility store or national retail partner and also order a minimum of two (2) non-zero rated vertical features.

(M)

Promotion Eligibility

(M)

- Customer must order new service or move existing service at an AT&T Mobility store or National Retail partner. (M)
- The customer must select AT&T as their local service provider. (M)
- AT&T employees are not eligible for this offer. (M)
- Offer may be combined with cash back offers on other affiliates, or other promotional offers on the same service, as such offers may be concurrently available from time to time, provided that the Company reserves the right to prohibit the combination of this promotion with any other promotion at the Company's sole discretion. (M)
- AT&T reserves the right to discontinue or modify this promotion at any time without notice. (M)
- Customer must place the order on or before December 31, 2015. (M)
- This offer cannot be combined with a customer's receipt of a Link-up discount. (M)

A2. GENERAL TERMS AND CONDITIONS (T)

A2.10 Special Promotions (Cont'd)

A2.10.2 Descriptions (Cont'd)

A. Following are Special Promotions: (Cont'd)

T-ORDER CLOSER WAIVER

Period Authority: 10/01/2013 thru 12/31/2013 (M)

Area of Promotion: AT&T Florida Service Territory -- From Central Offices where services are available (M)

Customer Segment: Residential (N)

Description: (M)

Existing residential customers who place an order to move their service (T-order) to a new location through the Consumer Inbound sales channel may be eligible for a waiver of the line connection charge if they meet the following eligibility requirements. (M)

Promotion Eligibility (M)

- Existing customers who place an order to move their service to a new location through a Consumer Inbound sales channel may be eligible for a waiver of the line connection charge. (M)
- T-orders to move service must be issued between October 1, 2013 and December 31, 2013 to qualify for this promotional offer. (M)
- Customer must refuse installment billing on the line connection charge. (M)
- Customer must be at the point of aborting the T-order prior to the waiver being offered. (M)
- No other line connection waiver can apply. (M)
- AT&T reserves the right to discontinue or modify this promotion at any time without customer notice. (M)

(M1)

Material appearing on this page previously appeared on page(s) 59 of this section.

M1 Material previously appearing on this page now appears on page(s) 33 of this section.

A2. GENERAL TERMS AND CONDITIONS (T)

A2.10 Special Promotions (Cont'd)

A2.10.2 Descriptions (Cont'd)

A. Following are Special Promotions: (Cont'd)

RESIDENCE ACCESS LINE RETENTION OFFER (\$6 X 12 MO) **Period Authority:** 10/01/2014 thru 03/31/2015 (M)

Area of Promotion: AT&T Florida Service Territory -- From Central Offices where services are available (M)

Customer Segment: Residential (N)

Description: (M)

Residential customers who call to disconnect service with AT&T and elect to stay and have one (or up to a maximum of two) access line(s) may be eligible to receive a \$6 per month bill credit for 12 months. (M)

Promotion Eligibility (M)

- Customers must keep the required services for 30 days to receive the benefit of this offer. (M)
- Customers subscribing to Complete Choice Enhanced or Complete Choice Basic must have the access line in service for a minimum of 60 days before the customer becomes eligible for this offer. (M)
- If the customer disconnects the line(s) or moves from their current location, the remaining benefits will cease. (M)
- AT&T employees are not eligible for this offer. (M)
- Customer must be calling into AT&T to disconnect their local service. (M)
- This offer is available on a maximum of two (2) lines (a maximum monthly reward of \$12). (M)
- Not stackable with any other regulated retention promotion that provides a monthly discount. (T)(M)
- Eligible customers are existing AT&T residential customers who have a primary access line, or a primary access line with an additional access line(s), and are calling to disconnect one or more access lines. (M)
- This promotion is only available for retention purposes. (M)
- The monthly bill credit stays in effect as long as the customer remains at the same address and is limited to a maximum of 12 months. (M)

A2. GENERAL TERMS AND CONDITIONS

(T)

A2.10 Special Promotions (Cont'd)

A2.10.2 Descriptions (Cont'd)

A. Following are Special Promotions: (Cont'd)

COMPLETE CHOICE ENHANCED RETENTION PROMOTION

Period Authority: 10/01/2014 thru 03/31/2015

(M)

Area of Promotion: AT&T Florida Service Territory -- From Central Offices where services are available

(M)

Customer Segment: Residential

(N)

Description:

(M)

Residential customers who call to disconnect service with AT&T and elect to stay and have Complete Choice Enhanced may be eligible to receive an \$8 per month bill credit for 12 months on a maximum of 2 access lines.

(M)

Promotion Eligibility

(M)

- Customer must have or newly subscribe to Complete Choice Enhanced to be eligible for this offer. (M)
- The access line(s) must be in service for a minimum of 60 days before the customer is eligible for the promotion. (M)
- AT&T employees are not eligible for this offer. (M)
- This offer is available on a maximum of two (2) lines (a maximum monthly reward of \$16). (M)
- This offer may not be combined with other residence line retention offers, including but not limited to the \$5 x 12 Mo Residence Access Line Retention Offer. (M)
- Eligible customers are existing AT&T residential customers who have a primary access line, or a primary access line with an additional access line(s), and are calling to disconnect one or more access lines. (M)
- This promotion is only available for retention purposes. (M)
- Customers must retain the required services for 30 days to receive the benefit of this offer. (M)
- The monthly bill credit will cease if the customer disconnects the line or the package, or moves from their current location. (M)
- Eligible customers may only receive this offer once during the offer period. (M)
- AT&T may discontinue this offer upon 14 days notice or less. (M)

(M1)

A2. GENERAL TERMS AND CONDITIONS (T)

A2.10 Special Promotions (Cont'd)

A2.10.2 Descriptions (Cont'd)

A. Following are Special Promotions: (Cont'd)

RESIDENTIAL ADDITIONAL LINE (ADL)
\$10 RETENTION SAVE OFFER

Period Authority: 04/01/2014 thru 09/30/2014 (M)

Area of Promotion: AT&T Florida Service Territory -- From Central Offices where services are available (M)

Customer Segment: Residential (N)

Description: (M)

Residential customers who call to disconnect additional access lines may be offered a monthly bill credit of \$10 if they have or purchase Complete Choice or Complete Choice Enhanced on their primary line. (M)

Promotion Eligibility (M)

- Only one (1) \$10 credit per customer account. (M)
- Primary lines are not eligible for offer. (M)
- The credit will appear on the bill as Promotional Discount. (M)
- This offer is available only on additional lines, not available for primary lines. (M)
- Offer requires that the customer must have or purchase Complete Choice or Complete Choice Enhanced on their primary line. (M)
- If Complete Choice or Complete Choice Enhanced is removed from the customer account, customer is no longer eligible for the monthly promotional credit. (M)
- This promotion may not be combined with any other cash back offers or monthly discounts on local service products. (M)
- Offer can be combined with promotions on affiliates like DSL, DISH, and Cingular. (M)
- Offer can be combined with non-regulated Telco offers. (M)
- Offer can be combined with any bundles. (M)
- Customers must keep the required services for 30 days to receive the benefit of this offer. (M)

(M1)

A2. GENERAL TERMS AND CONDITIONS

(T)

A2.10 Special Promotions (Cont'd)

A2.10.2 Descriptions (Cont'd)

A. Following are Special Promotions: (Cont'd)

PAPERLESS BILL RESIDENTIAL INCENTIVE

Period Authority: 07/01/2015 thru 06/30/2016

(M)

Area of Promotion: AT&T Florida Service Territory -- From Central Offices where services are available

(M)

Customer Segment: Residential

(N)

Description:

(M)

A promotion will be established for residential customers who receive an incentive offer and sign-up for paperless billing online. Eligible customers will receive a \$10 Visa Reward.

(M)

Promotion Eligibility

(M)

- Eligible customers are residential customers who agree to receive their bill electronically in lieu of a paper bill.
- Eligible customers are residential customers not currently subscribed to paperless billing.
- The customer must remain with paperless billing for 90 days in order to receive the reward.

(M)

(M)

(M)

A2. GENERAL TERMS AND CONDITIONS

(T)

A2.10 Special Promotions (Cont'd)

A2.10.2 Descriptions (Cont'd)

A. Following are Special Promotions: (Cont'd)

\$10 AUTOPAY RESIDENTIAL INCENTIVE

Period Authority: 11/01/2011 thru 06/30/2016

(M)

Area of Promotion: AT&T Florida Service Territory -- From Central Offices where services are available

(M)

Customer Segment: Residential

(N)

Description:

(M)

An incentive will be established where residential customers who receive an incentive offer either online or via email and currently use a one-time payment method and sign-up for the automatic payment feature, AutoPay, will be eligible to receive a \$10 benefit in the form of a reward card.

(M)

Promotion Eligibility

(M)

- Customers must be currently using a one-time payment method.
- Customer must remain on AutoPay for 90 days in order to receive the reward card.
- Eligible customers are residential customers not currently registered for AutoPay.

(M)

(M)

(M)

A2. GENERAL TERMS AND CONDITIONS

(T)

A2.10 Special Promotions (Cont'd)

A2.10.2 Descriptions (Cont'd)

A. Following are Special Promotions: (Cont'd)

\$25 AUTOPAY RESIDENTIAL INCENTIVE

Period Authority: 11/15/2011 thru 12/31/2013

(M)

Area of Promotion: AT&T Florida Service Territory -- From Central Offices where services are available

(M)

Customer Segment: Residential

(N)

Description:

(M)

A promotion will be established where residential customers who receive an incentive offer via email and currently use a credit card to make payments and sign-up for the automatic payment feature, AutoPay, will be eligible to receive a \$25 benefit in the form of a reward card.

(M)

Promotion Eligibility

(M)

- Customers must be currently using a credit card to make payments. (M)
- Customer must remain on AutoPay for 90 days in order to receive the reward card. (M)
- Eligible customers are residential customers not currently registered for AutoPay. (M)

A2. GENERAL TERMS AND CONDITIONS

(T)

A2.10 Special Promotions (Cont'd)

A2.10.2 Descriptions (Cont'd)

A. Following are Special Promotions: (Cont'd)

COMPLETE CHOICE BASIC PROMOTION

Period Authority: 10/16/2014 thru 06/15/2015

(M)

Area of Promotion: AT&T Florida Service Territory -- From Central Offices where services are available

(M)

Customer Segment: Residential

(N)

Description:

(M)

Eligible residential customers who purchase local service with AT&T and subscribe to and retain the Complete Choice Basic (CCB) package may receive a monthly bill credit for 12 months when they purchase and retain the Complete Choice Basic (CCB) package on up to two lines. Eligible subscribers will receive a bill credit for 12 months on up to two lines that will provide a net price of \$15.00 for the Complete Choice Basic package. Existing customers subscribed to this promotion will continue to receive the net price of \$15.00 for Complete Choice Basic for the remainder of their 12 month benefit period, provided they meet the promotion requirements.

(M)

Promotion Eligibility

(M)

- Eligible customers are those residential customers who have at least one local exchange access line or a substitute (e.g. wireless or VoIP service) with a provider other than the Company at a service location that can be served by the Company. (M)
- Eligible customers must request the qualifying service at the same address as the existing service, unless they are planning an imminent move – within 30 (thirty) days of responding to the offer – from one address in an A&T incumbent local exchange service area to another address in an AT&T incumbent local exchange service area. (M)
- The customer is required to subscribe to AT&T for local service and purchase the Complete Choice Basic package on each line receiving the credit. (M)
- Eligible subscribers will receive a bill credit for 12 months on up to two lines that will provide a net price of \$15.00 for the Complete Choice Basic package. Existing customers subscribed to this promotion will continue to receive the net price of \$15.00 for Complete Choice Basic for the remainder of their 12 month benefit period, provided they meet the promotion requirements. If the customer discontinues the package, the credits will cease. (M)
- This offer may not be combined with other local service offers that provide a monthly recurring credit or discount, but may be combined with an offer that waives the nonrecurring installation/service charge(s). (M)
- Customers must keep the required services for 30 days to receive the benefits of this offer. (M)
- This offer is not available to customers who are switching service between affiliated companies. (M)

A2. GENERAL TERMS AND CONDITIONS (T)

A2.10 Special Promotions (Cont'd)

A2.10.2 Descriptions (Cont'd)

A. Following are Special Promotions: (Cont'd)

BUSINESS FEATURE PROMOTION

Period Authority: 01/01/2015 thru 12/31/2015 (M)

Area of Promotion: AT&T Florida Service Territory -- From Central Offices where services are available (M)

Customer Segment: Business (N)

Description: (M)

The Business Feature Promotion is a vertical feature (vertical services/hunting) promotion for customers that subscribe to Business Local Calling Assurance. (M)

Promotion Eligibility (M)

- This offer is available for subscribers to Business Local Calling Assurance. (M)
- Customers can receive the monthly feature discount as long as they remain subscribed to Business Local Calling Assurance. (M)
- Customers must be subscribed to a term agreement for Business Local Calling Assurance. (M)
- When the Business Local Calling Assurance term agreement is no longer valid, the monthly feature discount will also no longer apply. (M)

Promotion Elements (M)

Eligible customers will receive their choice of any or all of the following: (M)

- A fifty percent (50%) monthly discount based on the stand alone rate for up to eight (8) of the following services per line: Three Way Calling, Speed Calling 30, Call Waiting, Call Return, Repeat Dialing, Ringmaster, Call Block and Call Selector. (M)
- A discount equaling a net rate of \$1.00 per month for Call Forward Busy Line and Call Forward Don't Answer. (M)
- A 100% monthly discount on the stand alone rate for Hunting. (M)
- A waiver of normally applicable service charges associated with the addition of these services will be provided. (M)

Promotion Restrictions (M)

- The Business Feature Promotion can only be combined with Business Local Calling Assurance and cannot be combined with any other promotion or package. (M)

(M1)

A2. GENERAL TERMS AND CONDITIONS

(T)

A2.10 Special Promotions (Cont'd)

A2.10.2 Descriptions (Cont'd)

A. Following are Special Promotions: (Cont'd)

AT&T BUSINESS LOCAL CALLING (BLC) WINBACK III

Period Authority: 01/01/2014 thru 12/15/2014

(M)

Area of Promotion: AT&T Florida Service Territory -- From Central Offices where services are available

(M)

Customer Segment: Business

(N)

Description:

(M)

This promotion ("Program") is an offering available to businesses that are currently with another local exchange provider and are transferring their local exchange service to the Company (Win/Winback) and existing business subscribers who have received a competitive offer and are considering switching their local exchange service to another local exchange provider (Save). The AT&T Business Local Calling Winback III Promotion provides a discounted monthly rate on AT&T Business Local Calling Option A package charges as a monthly benefit on the subscriber's bill. Additionally, existing business customers currently subscribed to AT&T Business Local Calling Assurance who transfer these lines to this Program are eligible for this offer. The Subscriber must sign a 24-month AT&T Business Local Calling Term Agreement. This offer is only available to business subscribers with five (5) to nineteen (19) business lines.

(M)

Promotion Eligibility

(M)

- Subscriber must subscribe a minimum of five (5) lines and a maximum of a nineteen (19) lines to an eligible AT&T Business Local Calling package. (M)
- Benefits: a net monthly rate of \$30.60 for AT&T Business Local Calling Option A. (M)
- This promotion may be combined with the Welcoming Rewards promotion for Win/Winback customers. It may not be combined with any other offers, or other AT&T Business Local Calling term plan discounts. (M)
- The standard AT&T Business Local Calling line option package rates per the Guidebook will appear on the bill. The discounted amount will appear as a single promotional credit in the Plans, Promotions, and Discounts section of the Subscriber's bill. (M)
- The benefits will appear in either the current or a subsequent billing period, usually within one (1) or two (2) billing cycles. (M)
- In addition to the benefits, Subscribers who participate in the Program will not be billed for line connection charges associated with the service order for the duration of the term. This will include the Line Connection Charge (first and additional lines). For Subscribers coming from a Reseller where there is no line connection charge, they will not be billed for any change of service charges. (M)
- Participation in the Program begins on the date the Subscriber commits to the Agreement and AT&T accepts by completing Subscriber's service order (unless voided by AT&T). Depending upon the Subscriber's billing cycle, the term may begin in the current month or the month following, or the billing cycle that AT&T completes the Subscriber's service order. (M)

A2. GENERAL TERMS AND CONDITIONS (T)

A2.10 Special Promotions (Cont'd)

A2.10.2 Descriptions (Cont'd)

A. Following are Special Promotions: (Cont'd)

AT&T COMPLETELINK 1.5

Period Authority: 01/01/2015 thru 12/31/2015 (M)

Area of Promotion: AT&T Florida Service Territory -- From Central Offices where services are available (M)

Customer Segment: Business (N)

Description: (M)

CompleteLink 1.5 is an optional discount plan. This plan provides eligible business customers monthly discounts on selected eligible business services based on the customer's Minimum Annual Revenue Commitment (MARC) and Term Agreement. (M)

Promotion Specifics (M)

Business customers who commit to a Minimum Annual Revenue Commitment (MARC), for a 1, 2 or 3¹ year term, will receive a monthly percentage discount credited off their monthly charges for Eligible Services, expressed as a total volume discount (TVD) on their monthly bill. The MARC is based on the customer's total billed revenue for Contributory Services. Annually, the amount of total volume discount credits a customer will receive is limited by the Maximum Annual Discount (MAD), which is based upon the MARC to which the customer has committed. (M)

<u>MARC</u>	<u>Maximum Annual Discount</u>	<u>TVD 1 Year</u>	<u>TVD 2 Year</u>	<u>TVD 3 Year¹</u>	(M)
\$500	\$375	5%	8%	15%	(M)
\$2,500	\$1,000	5%	10%	20%	(M)
\$5,000	\$2,500	5%	10%	25%	(M)
\$10,000	\$7,500	5%	15%	30%	(M)
\$25,000	\$26,250	5%	20%	35%	(M)
\$75,000	\$40,000	5%	25%	40%	(M)

In addition to the TVD, eligible Win and Winback customers (Win and Winback customers include business customers who are moving their local exchange access line service from a competitive local exchange carrier to AT&T Alabama, AT&T Florida, AT&T Georgia, AT&T Kentucky, AT&T Louisiana, AT&T Mississippi, AT&T North Carolina, AT&T South Carolina or AT&T Tennessee) will receive accelerated discounts calculated as a percentage of their MARC. This additional, accelerated discount will be applied as a credit to their bill. Win and Winback customers will receive a waiver of the normally applicable service order and line connection non-recurring charges associated with local access lines and any vertical services ordered at the time of their initial subscription to CompleteLink 1.5. The accelerated discounts will be applied for 1, 2 or 3¹ year term commitments, according to the schedule below, in the 1st, 13th, and 25th months of the applicable term. (M)

Accelerated Discounts: (M)

	<u>1 Year Term</u>	<u>2 Year Term</u>	<u>3 Year¹ Term</u>	(M)
Up Front Credit	5%	15%	20%	(M)
1st Year Anniversary	N/A	10%	10%	(M)
2nd Year Anniversary	N/A	N/A	5%	(M)

Note 1: Effective October 1, 2013, the three (3) year term is no longer an available option. (M)

A2. GENERAL TERMS AND CONDITIONS

(T)

A2.10 Special Promotions (Cont'd)

A2.10.2 Descriptions (Cont'd)

A. Following are Special Promotions: (Cont'd)

AT&T COMPLETELINK 1.5 (Cont'd)

(M)

Promotion Restrictions/Eligibility Requirements

(M)

- This promotion is available to business customers on an aggregate billing telephone number (“BTN”) basis, as follows: (a) to new or existing customers who subscribe to services reported by AT&T as regulated in accordance with the FCC’s Part 32 Uniform System of Accounts (“Regulated Services”); and (b) to such customers who agree to be billed by AT&T for all of their BTNs in an aggregate monthly billing amount of not less than \$500 per year. This promotion is not transferable or assignable. (M)
- BTNs that include Regulated Services pursuant to Contract Service Arrangements (CSAs) or other AT&T programs or promotions are not eligible for inclusion in this promotion. (M)
- CompleteLink 1.5 is offered for term commitments of one, two or three¹ years. Customers must select one of the offered MARC levels and must sign a Confirmation of Service Order (“CSO”) to indicate their selection. A customer may increase their MARC level at any time without assessment of early termination charges. To increase a MARC, the customer must also commit to a new term. A decrease of the MARC level during the term is deemed to be a termination of the Service and early termination charges are applicable, unless the customer qualifies for a Business Downturn MARC Downgrade. (M)
- The Term of a CompleteLink 1.5 agreement begins on the date all Billing Telephone Numbers (“BTNs”) listed on Attachment B to the CSO are entered into the AT&T billing system (“Commencement Date”) and continues thereafter for the Term Length specified in Attachment A to the CSO (the “Term”). (M)
- MARC “Contributory Services” include eligible AT&T intrastate ILEC network services provided by AT&T Florida. The following charges do not contribute toward the MARC: E-911 Service charges, taxes, late payment charges, charges billed pursuant to Federal or State Access Service Tariffs, and charges collected on behalf of cities, municipalities or other governmental entities (including, but not limited to surcharges for 911 services, end user common line surcharges, non-regulated entities, 976 service charges, Miami Manhole surcharges, universal service fees, and telecommunication relay service surcharges). (M1)
- “Eligible Services” are those services that are eligible for discounts based on achievement of specified MARC. MARC volume discounts are limited to the following Eligible Services: Individual business lines, analog trunks, TouchStar Service features, selected Custom Calling Service features (speed calling 8-code, USOC ESL, and anonymous call rejection, USOC HBY, are no longer eligible for discounts), Message Waiting Indication, RingMaster I and II, Complete Choice for Business (CCB) excluding CCB with Term Plan discounts, and Hunting for a one year term. Hunting is not an Eligible Service for terms of 2 years or more, but will be separately discounted 50% for a two-year term commitment and 100% for a three-year¹ term commitment, and those discounts will not apply against the MAD. (M1)
- With the exception of local exchange access service, CompleteLink 1.5 customers are not required to purchase any of the Contributory services. (M1)
- AT&T will send a notice to the Customer’s billing address prior to the term expiration date of the CompleteLink 1.5 agreement. If a customer does not commit to a new term plan or an alternate plan by the last date of the existing term plan, the customer’s CompleteLink 1.5 plan, discounts and rates will terminate and the customer will be billed at the prevailing guidebook rates. (M1)
- Eligible Win/Winback customers will receive a waiver of normally applicable service order and line connection non-recurring charges associated with local access lines and/or vertical services ordered at the time of the initial subscription to a CompleteLink 1.5 agreement. Standard non-recurring charges, as appropriate, will apply to lines and features added after the initial CompleteLink 1.5 order. (M1)
- Win/Winback business customers who establish service with AT&T and subscribe to a CompleteLink 1.5 agreement will receive an accelerated discount that is calculated as a percentage of their agreed upon MARC and will be applied as a credit to their bill. The accelerated discounts will be applied upon subscription to CompleteLink1.5 and yearly (for terms exceeding one year) thereafter. (M1)
- Customers who establish a CompleteLink 1.5 agreement and later upgrade to a new term length and or MARC level, or who terminate their CompleteLink 1.5 agreement prior to its expiration date, will forego any accelerated discounts not yet received. Customers who upgrade will retain any accelerated discounts already received and will not receive any yearly accelerated discounts based on their original CompleteLink 1.5 term. (M1)

Note 1: Effective October 1, 2013, the three (3) year term is no longer an available option.

(M)

A2. GENERAL TERMS AND CONDITIONS (T)

A2.10 Special Promotions (Cont'd)

A2.10.2 Descriptions (Cont'd)

A. Following are Special Promotions: (Cont'd)

AT&T COMPLETELINK 1.5 (Cont'd) (M)

Promotion Restrictions/Eligibility Requirements (Cont'd) (M)

- If the customer's actual billings for "Contributory Services" are less than the customer-selected MARC, the customer will be billed an "Annual Under Utilization" charge equal to the difference between the MARC and the billings for the Contributory Services for the same 12 month period. (M)
- In the event the customer terminates the CompleteLink 1.5 agreement prior to the expiration of the Term, the customer shall be liable for Early Termination charges. The Early Termination charge shall be calculated as follows: (M)
 - A. 50% of the MARC multiplied by the number of years remaining in the Term. If the termination includes calculation for a partial year and the partial year relevant billings are less than the customer's MARC commitment, the customer shall pay to AT&T 50% of the difference between the MARC and the actual amount of billings of Contributory Services for the same period of time. (M)
 - B. In addition to the Early Termination charge described in A. above, the customer shall be liable for Early Termination charges equal to 50% of any accelerated discount(s) received, prorated for the number of months remaining under this Order. (M)
- Termination liability charges applicable for CompleteLink 1.5 agreements will be offset by termination charges, if applicable, from other allowed agreements for any CompleteLink 1.5 Eligible Service as a result of the same customer termination activity. Termination charges resulting from the charge-back of Accelerated Discounts received will not be offset by termination charges as a result of the termination of other allowed agreements for CompleteLink 1.5 Eligible Services. (M)
- At the customer's request, termination charges may not apply as follows: (M1)
 - A. Satisfaction Guarantee: The customer may terminate this Order without Early Termination charge liability within 90 days of subscribing, unless the customer had terminated another AT&T toll, access or usage term plan to subscribe to this CompleteLink 1.5 Plan. In addition, if the customer received an accelerated discount upon entering into this Order, the amount of the accelerated discount shall be charged to the customer's Main Billed Telephone number monthly statement or final bill. (M1)
 - B. MARC Downgrade Allowance for Technology Upgrade: Subject to the following conditions as solely determined by AT&T, Customer may terminate this Pricing Schedule without incurring Early Termination Charges if: (M1)
 - Customer terminates Services in Column A below to replace those services with Services in the corresponding Column B below; (M1)
 - The Column B services are installed at the same locations and at the same relative quantities as the Column A terminated Services; (M1)
 - The invoiced charges for Services in Column B will result in a reduction in monthly charges such that Customer's MARC Contributory charges will be reduced by 50% or more; and (M1)
 - Customer enters into a new CompleteLink 1.5 agreement¹ ("CompleteLink Replacement Agreement") at the next lowest MARC level for a term equal to or greater than the time remaining in the Term of this Pricing Schedule; and (M1)
 - Customer's MARC under this Pricing Schedule exceeds \$500.00. (M1)

<u>Column A</u> ²	<u>Column B</u>	(M1)
Analog Trunks	ISDN PRI	(M1)
Basic Local Access Exchange Lines	ISDN PRI	(M1)
- 90 day service guarantee does not apply to the CompleteLink Replacement agreement. (M1)

Note 1: Effective October 1, 2013, the three (3) year term is no longer an available option. (M1)

Note 2: Centrex is not a service eligible for inclusion in Column A. (M1)

Material appearing on this page previously appeared on page(s) 51 of this section.

M1 Material appearing on this page previously appeared on page(s) 52 of this section.

A2. GENERAL TERMS AND CONDITIONS

(T)

A2.10 Special Promotions (Cont'd)

A2.10.2 Descriptions (Cont'd)

A. Following are Special Promotions: (Cont'd)

AT&T COMPLETELINK 1.5 (Cont'd)

(M)

Promotion Restrictions/Eligibility Requirements (Cont'd)

(M)

- At the customer's request, termination charges may not apply as follows: (Cont'd)

(N)

- C. Business Downturn MARC Downgrade: For purposes of this Order, the term "Business Downturn" is defined as an unplanned, measurable change in business conditions affecting the customer's business that was outside of the customer's control and that materially and negatively affected the customer's need for the level of AT&T Contributory Services. This provision may be invoked by the customer no earlier than on the 1st year anniversary date (based on the Commencement Date) of a two or three-year¹ term agreement. To invoke this provision, the customer must provide in writing to AT&T the facts which support its request for Business Downturn, and AT&T will solely determine whether the customer's supporting materials describe a situation which constitutes a Business Downturn under this Order. Upon AT&T's determination that a Business Downturn has occurred, the customer and AT&T shall then negotiate in good faith an appropriate and commercially reasonable change to the customer's commitments hereunder. Examples of appropriate and commercially reasonable changes are (but are not limited to) a modification to the term length, price, MARC, or combination thereof. The Parties shall continue performance under this Order during AT&T's determination and the negotiations. If no agreement can be reached regarding a change to the customer's commitments, then the rates, MARC, terms and conditions of this Order shall remain in effect for its Term. The customer may invoke this provision only once during the Term of this Order. The customer specifically acknowledges the transfer or substitution of the contributory services to a provider other than an AT&T company during the Term which results in a reduction in the projected annual spending for Contributory Services under this Order does not qualify as a business downturn.

(M)

- D. During the Term of this Order, the customer may terminate without liability provided: a) the customer converts to another Company Access or Usage plan with a term equal to or greater than the remaining CompleteLink 1.5 plan, and a revenue commitment equal to or greater than the CompleteLink 1.5 MARC.

(M)

- Customers who have terminated a CompleteLink 1.5 agreement for the purpose of establishing service with another carrier and who now return to AT&T and sign a new CompleteLink 1.5 agreement will receive a one-time waiver or refund of termination charges associated with early termination of their former CompleteLink 1.5 agreement. The new term period and MARC must be greater than or equal to that of the terminated plan. Customers must not have had service disconnected for nonpayment with AT&T or have any past due bills for regulated service owed to AT&T, and the "Bill Name" must be the same as on the prior AT&T account in order to qualify.
- Each business customer may have only one each of the following two types of contracts, (i.e. up to three active contracts) at any given time for which the customer qualifies. Each contract will be limited to a maximum of 1,000 BTN's:

(M)

Standard

(M)

Winback

(M)

Note 1: Effective October 1, 2013, the three (3) year term is no longer an available option.

(M)

(M1)

A2. GENERAL TERMS AND CONDITIONS (T)

A2.10 Special Promotions (Cont'd)

A2.10.2 Descriptions (Cont'd)

A. Following are Special Promotions: (Cont'd)

AT&T COMPLETELINK 1.5 (Cont'd) (M)

Promotion Restrictions/Eligibility Requirements (Cont'd) (M)

- If during the Term, an AT&T ILEC Service provided under a CompleteLink Agreement is migrated to a qualifying AT&T Business Voice over IP (BVoIP) Service or to a qualifying AT&T Mobility Service (referred to collectively as the "Replacement Service"), then the Early Termination Charge associated with the Terminated ILEC Service will be waived provided:

- (1) the Terminated ILEC Service has been installed at the Customer site for no fewer than 3 months; (M)
- (2) the term of the Replacement Service agreement is equal to or greater than the remaining term for the Terminated ILEC Service; (M)
- (3) the Replacement Service is installed or available at the same Customer sites as the Terminated ILEC Service; (M)
- (4) the Replacement Service is contracted for in the same relative quantity(ies) as those Terminated ILEC Services being displaced, and (M)
- (5) activation of the Replacement Service at the Customer sites or for Customer use such Customer Sites occurs within 90 days of termination of the ILEC Service at that site. (M)

In conjunction with a migration to a qualifying AT&T BVoIP or a qualifying AT&T Mobility Service as described above, customers may qualify for MARC Downgrade Allowance for Technology Upgrade as described in paragraph B, herein. In such cases, the following replacement services will be allowed, in addition to those listed in the applicable table under paragraph B: (M)

<u>A</u>	to	<u>B</u>
Analog Trunks	to	BVoIP or Mobility
Measured or Flat Business Lines	to	BVoIP or Mobility

Additionally, for purposes of determining the lower MARC, the MARC on the new agreement will be reduced in direct proportion to the reduction in revenue associated with the migrated AT&T ILEC Services being provided to Customer under the qualifying AT&T BVoIP Service or AT&T Mobility Service contract. (M)

It is at the Company's sole determination whether a product change satisfies these requirements. (M)

(M1)

A2. GENERAL TERMS AND CONDITIONS

(T)

A2.10 Special Promotions (Cont'd)

A2.10.2 Descriptions (Cont'd)

A. Following are Special Promotions: (Cont'd)

REMOTE CALL FORWARDING (RCF) PROMOTION

Period Authority: 01/01/2015 thru 12/31/2015

(M)

Area of Promotion: AT&T Florida Service Territory -- From Central Offices where services are available

(M)

Customer Segment: Business

(N)

Description:

(M)

The RCF Promotion (the "Program") will offer discounts on the Subscriber's bill. The offer is only available to new AT&T subscribers requiring RCF to maintain their local exchange business number(s) or existing AT&T subscribers who are moving within their local area and are required to change their business telephone number(s).

(M)

Promotion Eligibility

(M)

Qualified business customers will receive the fixed monthly portion of RCF service for the equivalent of \$5.00 per month per RCF feature arranged for local forwarding only, excluding 800 service lines, for a maximum period of twelve (12) months. Each RCF path must be located in the same state where the qualifying local exchange business service is established. The Subscriber will be billed the current applicable fixed monthly RCF rate (e.g. as specified *in the Company's Guidebook*) and provided monthly bill credits calculated to provide for an equivalent RCF fixed monthly rate of \$5.00. Any normally applicable usage charges associated with RCF will be applied and will not be subject to a discount. The discount will appear as a credit in the Rewards and Discounts section of the Subscriber's bill in either the current or a subsequent billing period usually within one or two billing cycles. After twelve (12) months, the monthly bill credits associated with this promotion will be discontinued and the RCF service will be billed the current fixed monthly rate.

(T)(M)

A maximum of ten (10) such RCF features (initial/additional) per billing account can participate in the Program. Subscribers must order qualifying RCF service within 30 days of the establishment of the qualifying local exchange business service in order to be eligible for this discount. During the period of this promotion, normally applicable service charges (i.e. Secondary Service Charge) associated with the initial or subsequent installation of RCF features (participating in the Program) will be waived.

(M)

The Program is available to new AT&T business customers requiring RCF to maintain their local exchange business number(s) and to existing AT&T customers who are moving within their local area and who are required to change their business telephone number(s).

(M)

(M1)

A2. GENERAL TERMS AND CONDITIONS (T)

A2.10 Special Promotions (Cont'd)

A2.10.2 Descriptions (Cont'd)

A. Following are Special Promotions: (Cont'd)

AT&T WELCOMING REWARDS PROMOTION

Period Authority: 01/01/2015 thru 12/31/2015 (M)

Area of Promotion: AT&T Florida Service Territory -- From Central Offices where services are available (M)

Customer Segment: Business (N)

Description: (M)

The AT&T Welcoming Rewards Promotion is available to Win/Winback business customers that are currently with another local exchange provider and are transferring their local exchange service to the Company (AT&T). The Subscriber will receive a one-time credit of seventy-five dollars (\$75.00) per the first line and fifty dollars (\$50.00) per each additional line for the same location brought to AT&T in the initial order. (M)

Promotion Eligibility (M)

- Available to Win/Winback business customers that are currently with another local exchange provider and are transferring their local exchange service to the Company (AT&T). (M)
- Subscriber may participate concurrently with an AT&T Business Local Calling term plan. (M)
- Subscriber must sign the 12-month Local Service Term Election Agreement associated with this promotion or sign a local or multi service term agreement under an AT&T Business Local Calling term plan at the same time as enrolling in the Welcoming Rewards Promotion. (M)
- Subscriber must purchase a minimum of one (1) line per each location to be eligible. (M)
- Subscribers receive a one-time, nonrecurring reward of seventy-five dollars (\$75.00) for the first line and fifty dollars (\$50.00) in the form of a bill credit (with the initial order) when adding AT&T local exchange service. The Subscriber must sign and return the Welcoming Rewards Term Agreement with the order (or a local term election agreement as provided above). Lines include 1FB, line equivalents and trunks, including Centrex. (M)
- The reward will appear as a one-time credit in the OC&C section of the Subscriber's bill in a subsequent billing period usually within one or two billing cycles. New lines added to the account or location after the first initial order are not eligible for the reward. (M)
- Participation in the Program begins on the date the Subscriber commits to a term election and AT&T accepts (unless voided by AT&T). Depending on the Subscriber's billing cycle, the term may begin in the current month or the month following, or the billing cycle that AT&T completes the Subscriber's term agreement order and service is installed. (M)
- Subscribers with multi-locations are not eligible to bill accounts together until the one-time reward has appeared on the bill. (M)
- In the event the Subscriber terminates the election agreement, the Subscriber must pay to AT&T the bill reward received. This charge will appear on the Subscriber's final bill as a charge in the OC&C section. (M)
- Applicable taxes and fees will be based on the full guidebook price of all products and services, and no taxes or fees will be added to the amount of any reward under this program. (M)
- This Program and the Subscriber Agreement is controlled by the terms set forth in the Agreement. (M)
- This promotion may not be used concurrently with any previous or existing local exchange service term election agreement programs, unless otherwise stated. (M1)
- The AT&T Welcoming Rewards Promotion term election agreement shall not be altered, modified or amended in any respect; any Subscriber changes have no effect. (M1)
- Subscriber understands that their signature on the Welcoming Rewards term election agreement constitutes the Subscriber's company enrollment in the AT&T Welcoming Rewards Promotion under this agreement and the applicable guidebooks; the signatory must have authority to commit their company to the term agreement. (M1)
- AT&T reserves the right to terminate this program at any time; provided, however, that Subscribers participating in the program will continue to receive this promotion for the remaining term of their term election agreement. (M1)
- Subscribers participating in a Product Level or Volume and Term Contract Service Arrangements are NOT eligible to participate in this promotion. (M1)

(M2)

Material appearing on this page previously appeared on page(s) 85 of this section.

M1 Material appearing on this page previously appeared on page(s) 86 of this section.

M2 Material previously appearing on this page now appears on page(s) 47 of this section.

A2. GENERAL TERMS AND CONDITIONS (T)

A2.10 Special Promotions (Cont'd)

A2.10.2 Descriptions (Cont'd)

A. Following are Special Promotions: (Cont'd)

CENTREX NRC WAIVER

Period Authority: 01/01/2015 thru 12/31/2015 (M)

Area of Promotion: AT&T Florida Service Territory -- From Central Offices where services are available (M)

Customer Segment: Business (N)

Description: (M)

This offer provides new or winback Centrex, or Centrex Service package customers a waiver of certain non-recurring charges during installation. It also provides existing Centrex or Centrex Service Package customers who move a waiver of certain non-recurring charges during installation of the Centrex System. This offer requires a 24 month or greater¹ guidebook term agreement. For moves, an existing Centrex customer must extend their current guidebook term for a 24 month period. This offer applies to guidebook term customers only. (M)

Promotion Eligibility (M)

- Requires a 24 month or greater¹ term commitment. (M)
- Provides a waiver of non-recurring charges for the following USOC(s) and charges: Common Equipment M1ACC, M1ACS, Standard Features CENAA, NARs, Service Charges (i.e. Line Connection Charges), Non-ISDN Station LinksM4L++ (M)
- Does not apply to CSA, Special Assembly, or V&T agreement customers. (M)
- Cannot be combined with other promotions except can be combined with CompleteLink, Simple Savings and existing Key Customer offers for new or Winback Centrex customers. (M)
- Centrex Control is not covered by this promotion. (M)
- Subsequent additions will not have NRC waived. (M)

Note 1: Effective September 1, 2013, Payment Plans with payment periods greater than 36 months are no longer available for new or renewing subscribers of BellSouth Centrex Service. (M)

(M1)

Material appearing on this page previously appeared on page(s) 105 of this section.
 M1 Material previously appearing on this page now appears on page(s) 47 of this section.

A2. GENERAL TERMS AND CONDITIONS (T)

A2.10 Special Promotions (Cont'd)

A2.10.2 Descriptions (Cont'd)

A. Following are Special Promotions: (Cont'd)

CENTREX "THANK YOU FOR RENEWING"

Period Authority: 01/01/2015 thru 12/31/2015 (M)

Area of Promotion: AT&T Florida Service Territory -- From Central Offices where services are available (M)

Customer Segment: Business (N)

Description: (M)

This offer provides a credit of \$50 per Centrex line with a maximum credit of \$1500 (30 lines) for a guidebook term customer who renews their Centrex Contract for 36 months. This offer applies to guidebook term customers only. (M)

Promotion Eligibility (M)

- This offer applies to existing and expired guidebook term agreements for Centrex, Centrex Service Package, and AT&T Centrex Re-Term Promotion customers. (M)
- Renewal must be for 36 months. (M)
- The maximum reward is \$1,500. (M)
- This promotion can be combined with CompleteLink, Centrex Re-Term Promotion, Centrex Add a Line, and existing Key Customer offers. (M)
- Applies to guidebook term customers only. Does not apply to CSA, Special Assembly or V&T agreement customers. (M)
- The reward will be received with the 3rd month's bill of the new term agreement. (M)

(M1)

A2. GENERAL TERMS AND CONDITIONS

(T)

A2.10 Special Promotions (Cont'd)

A2.10.2 Descriptions (Cont'd)

A. Following are Special Promotions: (Cont'd)

CENTREX 12 MONTH TERM EXTENSION

Period Authority: 01/01/2015 thru 12/31/2015

(M)

Area of Promotion: AT&T Florida Service Territory -- From Central Offices where services are available

(M)

Customer Segment: Business

(N)

Description:

(M)

With this offer, customers receive an extension of their existing term rate for an additional 12 months. The customer is restricted to only 3 (three) additional extensions under this offer. Customers will also be required to sign a term agreement/addendum for the extension.

(M)

Promotion Eligibility

(M)

- Allows existing Centrex term customers to renew at their existing guidebook term rate for an additional 12 months. (M)
- Customer must sign a term agreement extension. (M)
- Applies to Centrex guidebook term customers only. Does not apply to Centrex Service Package, CSA, Special Assembly or V&T agreement customers. (M)
- Existing Centrex customers who are under a 36, 48¹ or 60¹ month guidebook term agreement that has expired or that has 12 months or less remaining are eligible. (M)
- This promotion can be combined with CompleteLink, Centrex Add a Line, Simple Savings and existing Key Customer offers. (M)

Note 1: Effective September 1, 2013, Payment Plans with payment periods greater than 36 months are no longer available for new or renewing subscribers of BellSouth Centrex Service.

(M)

(M1)

A2. GENERAL TERMS AND CONDITIONS (T)

A2.10 Special Promotions (Cont'd)

A2.10.2 Descriptions (Cont'd)

A. Following are Special Promotions: (Cont'd)

CENTREX ADD A LINE PROMOTION

Period Authority: 01/01/2015 thru 12/31/2015 (M)

Area of Promotion: AT&T Florida Service Territory -- From Central Offices where services are available (M)

Customer Segment: Business (N)

Description: (M)

This promotion provides existing Centrex or Centrex Service package customers who are adding stations or Network Access Registers (NARs) a waiver of Service Charges for the additions. The customer is required to sign a 12 month or greater¹ term agreement or be under an existing and active (not expired) term agreement with a minimum of 12 months remaining. Customers with an expired term agreement, or term agreement expiring within the next 12 months, who renew for a term of 12 months or greater¹, also qualify. (M)

Promotion Eligibility (M)

- Service Charges (i.e. Line Connection Charges) for adding Centrex NARS or stations will be waived. (M)
- Existing Centrex and Centrex Service Package customers with a minimum of 12 months remaining on their guidebook term agreement are eligible. Customers with an expired term agreement, or a term agreement expiring within the next 12 months, who renew for a 12 month or greater term¹, also qualify. (M)
- Applies to guidebook term customers only. Not available to customer with CSA, Special Assembly, or V&T agreement. (M)
- Can be combined with Centrex 12 Month Extension, Centrex Thank You for Renewing, and Centrex Re-Term for the addition of stations and NARs. (M)
- Does not apply to interoffice channel and bridging NRC for stations provisioned in a different wire center or different premises address. (M)

Note 1: Effective September 1, 2013, Payment Plans with payment periods greater than 36 months are no longer available for new or renewing subscribers of BellSouth Centrex Service. (M)

A2. GENERAL TERMS AND CONDITIONS

(T)

A2.10 Special Promotions (Cont'd)

A2.10.2 Descriptions (Cont'd)

A. Following are Special Promotions: (Cont'd)

BUSINESS PACKAGE ADDITIONAL LINE

Period Authority: 01/01/2015 thru 12/31/2015

(M)

Area of Promotion: AT&T Florida Service Territory -- From Central Offices where services are available

(M)

Customer Segment: Business

(N)

Description:

(M)

Eligible business customers who purchase new, incremental local exchange access lines will receive a one-time \$100.00 bill credit per line for up to four (4) lines added per customer location.

(M)

Promotion Eligibility

(M)

- Eligible customers are existing business customers who add new, incremental local exchange access lines to a new or existing AT&T Business Local Calling package Term Plan after refusing the initial offer to add local access lines. (M)
- Additionally, eligible customers are new business start-up customers who add lines to a new AT&T Business Local Calling package Term Plan after refusing the initial offer to add an AT&T Business Local Calling package Term Plan. (M)
- All customers who add local exchange access lines to an AT&T Business Local Calling package Term Plan electronically, via online ordering methods, in response to an online advertisement will also qualify. (M)
- Bill credits will become effective with the third bill period following eligibility. (M)
- Customers disconnecting any of the new lines before the third bill period will not qualify to receive any bill credits. (M)
- All orders must be completed by 1/31/2016. (M)
- The Company may discontinue this offer upon fourteen (14) days notice. (M)

A2. GENERAL TERMS AND CONDITIONS

(T)

A2.10 Special Promotions (Cont'd)

A2.10.2 Descriptions (Cont'd)

A. Following are Special Promotions: (Cont'd)

BUSINESS TERM PLAN

Period Authority: 01/01/2015 thru 12/31/2015

(M)

Area of Promotion: AT&T Florida Service Territory -- From Central Offices where services are available

(M)

Customer Segment: Business

(N)

Description:

(M)

Eligible business customers will receive a discounted per line effective rate for AT&T Business Local Calling Option A package charges.

(M)

Promotion Eligibility

(M)

- Eligible customers are those business customers who are subscribed to AT&T Business Local Calling Option A when it is part of a bundle¹. (M)
- These eligible customers who subscribe to a 12-month Term Plan for AT&T Business Local Calling Option A as part of a bundle will receive a \$35 per line effective rate for AT&T Business Local Calling Option A package charges. (M)
- These eligible customers who subscribe to a 24-month² Term Plan as part of a bundle will receive a \$34 per line effective rate for AT&T Business Local Calling Option A package charges. (M)
- With the exception of the Business Package Additional Line promotion, this offer may not be combined with other AT&T Business Local Calling Term Plan discounts. (M)
- This offer is only allowed on single location accounts. (M)
- Billed to Number (BTN) arrangements are not allowed. (M)
- This offer is limited to five hundred (500) lines per customer for the sum of all contracts and for all subsidiaries. (M)
- When the customer's bundle subscription expires these benefits will no longer apply. (M)
- All other terms and conditions associated with AT&T Business Local Calling, as appropriate, will apply. (M)

Note 1: The bundle combines the AT&T Business Local Calling Option A, provided by AT&T Alabama, AT&T Florida, AT&T Georgia, AT&T Kentucky, AT&T Louisiana, AT&T Mississippi, AT&T North Carolina, AT&T South Carolina, and AT&T Tennessee with services offered by affiliates of these Companies (Long Distance, non-regulated Internet services and /or Mobility) in a bundled offering. (M)

Note 2: Effective September 1, 2014, AT&T Business Local Calling Option A 24-month term plans will no longer qualify for this offer. Only AT&T Business Local Calling Option A 12-month term plans will qualify. (M)

A2. GENERAL TERMS AND CONDITIONS (T)

A2.10 Special Promotions (Cont'd)

A2.10.2 Descriptions (Cont'd)

A. Following are Special Promotions: (Cont'd)

BUSINESS LOCAL CALLING (BLC) RETENTION

Period Authority: 01/01/2014 thru 12/15/2014 (M)

Area of Promotion: AT&T Florida Service Territory -- From Central Offices where services are available (M)

Customer Segment: Business (N)

Description: (M)

This promotion ("Program") is an offering available to existing businesses within the AT&T Southeast service area with between five (5) and nineteen (19) business lines which are not on an AT&T ILEC package term plan or which have less than ninety (90) days remaining on an AT&T ILEC package term plan. This AT&T Business Local Calling Retention Promotion provides a discounted monthly rate on AT&T Business Local Calling Options A and B package charges as a monthly benefit on the subscriber's bill. The Subscriber must sign a 36-month AT&T Business Local Calling Term Agreement. This offer is only available to business subscribers with five (5) to nineteen (19) business lines. (M)

Promotion Eligibility (M)

- Eligible customers must subscribe a minimum of five (5) lines and a maximum of a nineteen (19) lines to an eligible AT&T Business Local Calling package. (M)
- Benefits: a net monthly rate of \$31.02 for AT&T Business Local Calling Option A or \$26.32 for AT&T Business Local Calling Option B packages. (M)
- This discount may not be combined with other AT&T Business Local Calling term plan discounts. (M)
- The standard AT&T Business Local Calling line option package rates per the Guidebook will appear on the bill. The discounted amount will appear as a single promotional credit in the Plans, Promotions, and Discounts section of the Subscriber's bill. (M)
- The benefits will appear in either the current or a subsequent billing period, usually within one (1) or two (2) billing cycles. (M)
- Participation in the Program begins on the date the Subscriber commits to the Agreement and AT&T accepts by completing Subscriber's service order (unless voided by AT&T). Depending upon the Subscriber's billing cycle, the term may begin in the current month or the month following, or the billing cycle that AT&T completes the Subscriber's service order. (M)

(M1)

A2. GENERAL TERMS AND CONDITIONS

(T)

A2.10 Special Promotions (Cont'd)

A2.10.2 Descriptions (Cont'd)

A. Following are Special Promotions: (Cont'd)

BUSINESS LOCAL CALLING (BLC) WINBACK

Period Authority: 01/01/2014 thru 12/15/2014

(M)

Area of Promotion: AT&T Florida Service Territory -- From Central Offices where services are available

(M)

Customer Segment: Business

(N)

Description:

(M)

This promotion ("Program") is an offering available to businesses that are currently with another local exchange provider and are transferring their local exchange service to the Company (Win/Winback) and existing business subscribers who have received a competitive offer and are considering switching their local exchange service to another local exchange provider (Save). The AT&T Business Local Calling Winback Promotion provides a discounted monthly rate on AT&T Business Local Calling Options A and B package charges as a monthly benefit on the subscriber's bill. Additionally, existing business customers currently subscribed to AT&T Business Local Calling Assurance who transfer these lines to this Program are eligible for this offer. The Subscriber must sign a 36-month AT&T Business Local Calling Term Agreement. This offer is only available to business subscribers with five (5) to nineteen (19) business lines.

(M)

Promotion Eligibility

(M)

- Subscriber must subscribe a minimum of five (5) lines and a maximum of a nineteen (19) lines to an eligible AT&T Business Local Calling package. (M)
- Benefits: a net monthly rate of \$29.70 for AT&T Business Local Calling Option A or \$25.20 for AT&T Business Local Calling Option B packages. (M)
- This discount may not be combined with other AT&T Business Local Calling term plan discounts. (M)
- The standard AT&T Business Local Calling line option package rates per the Guidebook will appear on the bill. The discounted amount will appear as a single promotional credit in the Plans, Promotions, and Discounts section of the Subscriber's bill. (M)
- The benefits will appear in either the current or a subsequent billing period, usually within one (1) or two (2) billing cycles. (M)
- In addition to the benefits, Subscribers who participate in the Program will not be billed for line connection charges associated with the service order for the duration of the term. This will include the Line Connection Charge (first and additional lines). For Subscribers coming from a Reseller where there is no line connection charge, they will not be billed for any change of service charges. (M)
- Participation in the Program begins on the date the Subscriber commits to the Agreement and AT&T accepts by completing Subscriber's service order (unless voided by AT&T). Depending upon the Subscriber's billing cycle, the term may begin in the current month or the month following, or the billing cycle that AT&T completes the Subscriber's service order. (M)

(M1)

A2. GENERAL TERMS AND CONDITIONS (T)

A2.10 Special Promotions (Cont'd)

A2.10.2 Descriptions (Cont'd)

A. Following are Special Promotions: (Cont'd)

ENHANCED SAVE A LINE

Period Authority: 01/01/2015 thru 12/31/2015 (M)

Area of Promotion: AT&T Florida Service Territory -- From Central Offices where services are available (M)

Customer Segment: Business (N)

Description: (M)

This promotion ("Program") is an offering available to existing AT&T business customers of AT&T Alabama, AT&T Florida, AT&T Georgia, AT&T Kentucky, AT&T Louisiana, AT&T Mississippi, AT&T North Carolina, AT&T South Carolina, and AT&T Tennessee who are not on a voice package term plan or who transfer lines from a current term plan agreement to a new eligible agreement with a term equal to or greater than the time remaining on their current agreement, who indicate they are disconnecting their business exchange access lines. This Enhanced Save offer will provide monthly credits on AT&T Business Local Calling term plan packages for a 12-month period. (M)

Promotion Eligibility (M)

- This promotion ("Program") is an offering available to existing AT&T business customers who are not on a voice package term plan or who transfer lines from a current term plan agreement to a new eligible agreement with a term equal to or greater than the time remaining on their current agreement, who indicate they are disconnecting their business exchange access lines then reconsider and keep the lines. Customers must subscribe these lines to a new AT&T Business Local Calling agreement for at least a 1-year term. These customers will receive a monthly credit of \$3.00 per eligible access line, up to a maximum of 19 lines, for 12 months. At no time will these credits rendered exceed \$684.00 per customer. (M)
- Those customers who initially refuse a new AT&T Business Local Calling offer will be eligible to receive a monthly credit of \$6.00 per eligible access line, up to a maximum of nineteen (19) lines, for 12 months. At no time will these credits rendered exceed \$1368.00 per customer. (M)
- The customer must agree to subscribe all their lines to an AT&T Business Local Calling term plan in order to receive the credits. (M)
- AT&T Business Local Calling agreements for either Option A or Option B will qualify. (M)
- Customers cannot call back at a subsequent date and receive additional credits for lines targeted for disconnection. (M)
- This offer cannot be combined with any other promotional offers for access lines, including Win/Winback offers. (M)
- Promotion eligibility is per customer BTN location. (M)
- All other terms and conditions applicable to AT&T Business Local Calling will apply. (M)

A2. GENERAL TERMS AND CONDITIONS

(T)

A2.10 Special Promotions (Cont'd)

A2.10.2 Descriptions (Cont'd)

A. Following are Special Promotions: (Cont'd)

BUSINESS LOCAL CALLING (BLC) TRIO MONTH REWARD

Period Authority: 01/01/2014 thru 12/31/2014

(M)

Area of Promotion: AT&T Florida Service Territory -- From Central Offices where services are available

(M)

Customer Segment: Business

(N)

Description:

(M)

This promotion ("Program") is an offering available to new AT&T business line subscribers who bring a minimum of one business access line to AT&T from another local provider. The AT&T Business Local Calling Trio Reward promotion will provide a bill credit equal to the subscriber's monthly AT&T Business Local Calling package charges for 1, 2, or 3 billing periods based on length of term, as follows. The bill credit will appear in month 6 only for a 12 month or 12 month re-subscribe term, in months 12 and 24 for a 24 month term and in months 12, 24 and 36 for a 36 month term from the beginning of the participation in the promotion. The customer must subscribe the line(s) to a new AT&T Business Local Calling package 12, 24 or 36 month term plan agreement.

(M)

Promotion Eligibility

(M)

- Available to business customers who have their business network access line service with a competitive local exchange carrier, who transfer their business network access line service to the Company, and who subscribe these lines to a new AT&T Business Local Calling term plan agreement. (M)
- The subscriber will receive a bill credit equal to the monthly recurring charge for their AT&T Business Local Calling package for 1, 2, or 3 billing periods based on length of term, as follows. The bill credit will appear in month 6 only for a 12 month or 12 month re-subscribe term plan, in months 12 and 24 for a 24 month term plan, and in months 12, 24 and 36 for a 36 month term plan from the beginning of participation in the promotion. (M)
- The benefits will appear as a credit in the Rewards and Discounts section of the AT&T Local portion of the subscriber's bill. (M)
- Participation in the Program begins on the date the subscriber commits to the Program and AT&T accepts by completing subscriber's service order (unless voided by AT&T). Depending upon the subscriber's billing cycle, the term may begin in the current month or the month following, or the billing cycle that AT&T completes the subscriber's service order. (M)
- In the event that a subscriber terminates the Program prior to a monthly bill credit bill period, the subscriber will not receive the monthly bill credit or any future monthly bill credits, if applicable. (M)
- Applicable taxes and fees will be based on the full *guidebook* price of all products and services, and no taxes or fees will be added to the amount of any reward under this program. (T)(M)
- Subscriber must sign a new AT&T Business Local Calling term plan agreement. (M)
- Subscribers may participate concurrently in one or all of the following promotions: Welcoming Rewards Promotion. (M)
- AT&T reserves the right to terminate this Program at any time; provided, however, that subscribers participating in the Program will continue to receive the benefit for their remaining terms. (M)

A2. GENERAL *TERMS AND CONDITIONS*

(T)

Reserved for Future Use

(N)

A2. GENERAL TERMS AND CONDITIONS

A2.11 Trademarks and Servicemarks Protection

(T)

(M)

(M)

A2.11.1 Use of Trademarks and Servicemarks

Trademarks and Servicemarks owned by *AT&T Intellectual Property* may not be used by any entity concurring in or providing services pursuant to this *Guidebook* except under an express written license agreement with *AT&T Intellectual Property*.

(T)(M)

A2.12 Comprehensive Discounts

(M)

A2.12.1 General

(M)

A. Comprehensive discounts provide incentives for business customers to establish volume and/or term commitments with the Company. Comprehensive discounts are available to business customers only.

(M)

B. Monthly discounts up to 7.0% are applied to billed charges for all services provided to a customer by *the Company*, except those specified in A2.12.2.A. Also excluded are taxes, late payment charges, charges billed pursuant to Federal or State Access Service Tariffs, charges collected on behalf of municipalities (including, but not limited to surcharges for 911 service and dual party relay service), and charges for services provided by other companies.

(T)(M)

C. The month-to-month discount option provides a discount up to 4.5% on eligible monthly billed charges. A customer may select a one-, two- or three-year contract for this option. The maximum monthly discount under this option is \$580.

(M)

D. The annual commitment discount option provides a discount up to 7.0% on eligible monthly billed charges, and requires a commitment that eligible annual billed charges will reach a level specified in the contract. A customer may select a two- or three-year contract for this option. For customers who subscribe to a MultiServ service or MultiServ Plus service 60-120 Month Plan, a five-year fixed discount option is available. The maximum annual discount under the fixed discount option is \$7,000.

(M)

E. A comprehensive discount is only available on a contractual basis subject to the terms and conditions contained herein.

(T)(M)

A2.12.2 Terms and Conditions

(T)(M)

A. Comprehensive Discounts are not available for billed charges on any account that provides any service rated according to customer-specific negotiations, contracts, or service arrangements (including, but not limited to Contract Service Arrangements and Special Service Arrangements).

(M)

B. A customer may associate multiple accounts for the purpose of aggregating total billed charges. The customer has sole and total responsibility for identifying accounts to be aggregated. The customer must provide to the Company a detailed list of all accounts to be included in the contract. The Company is not responsible for any errors in or omissions from the list provided by the customer. No discount adjustments will be made for accounts omitted from the list by the customer.

(M)

C. To be eligible for a comprehensive discount, each associated account must have *the Company* designated as the preferred interexchange carrier for intraLATA calls for all access facilities (lines, trunks, network access registers, etc.) on the account.

(T)(M)

D. The annual commitment discount option includes a reconciliation of the annual billed charges which is coordinated with the contract anniversary date. If the annual billed charges fall short of the contract requirement, the customer must remit to the Company an amount equal to 1.0% of the annual commitment level specified in the contract.

(M)

E. A customer may terminate a comprehensive discount contract or reduce the commitment level or duration at the end of the contract period by providing written notice to the Company 45 days prior to the termination date. Otherwise, the contract will automatically renew for the named contract period with the same terms and conditions that were in effect at the time of expiration.

(M)

F. A customer may cancel a contract for either option prior to the end of the contract period by providing written notice to the Company. For cancellation prior to the end of the contract period, the customer must pay a cancellation charge equal to the comprehensive discounts earned during the contract period preceding the cancellation date plus a cancellation surcharge. The cancellation surcharge is \$50 for a variable discount contract and \$200 for a fixed discount contract.

(M)

G. The liability for any anniversary reconciliation and/or cancellation charge will be allocated to the associated accounts under contract at the time the charge is billed.

(M)

H. To facilitate coterminous contracts with other *Company* services, the initial contract for a comprehensive discount may be established for a duration of fewer months than the named contract period. This action should be taken only when the customer requests a termination date for the comprehensive discount contract which is coincident with the termination of an existing contract between the customer and the Company. Following the abbreviated initial contract period, any renewal will extend from the renewal date for a period equal to the entire named contract period.

(T)(M)

A2. GENERAL TERMS AND CONDITIONS

A2.13 Reserved for Future Use

A2.14 Customer Agents

A2.14.1 General

- A. The conditions specified herein apply to any entity (hereinafter "agent"), including but not limited to Customer Premises Equipment Providers, Enhanced Service Providers, and Interexchange Carriers acting or purporting to act on behalf of a customer or prospective customer (hereinafter "customer") in transactions with the Company. Such transactions may include, but are not limited to: (1) requests for information about the service or equipment of any customer, (2) negotiations regarding deposits, (3) orders for establishment of or changes in service or equipment, and (4) requests for or inquiries concerning the repair or maintenance of the service or equipment of any customer.

A2.14.2 Responsibility of the Agent

- A. The agent shall at all times act within the scope of the agent's authority as defined in the agent's agreement with the customer and shall not undertake any transaction with the Company on behalf of any customer unless the agent has been authorized to do so by that customer.
- B. In undertaking any such transactions on behalf of any customer, the agent shall comply with all *terms and conditions* in this section of this *Guidebook* applicable to the transaction or to the service or equipment to which the transaction pertains.

A2.14.3 Warranty and Liability of the Agent

- A. By undertaking any transaction with the Company on behalf of a customer, the agent warrants and represents to the Company that the agent has been duly authorized by the customer to act on behalf of the customer in the transaction undertaken. In the event that the customer denies that the agent has acted within the scope of its authority, the agent shall assume responsibility for such transactions and will indemnify and hold the Company harmless from any and all damages, losses, or claims resulting from such dispute or denial by the customer, except for any damages, losses, or claims resulting from the Company's willful misconduct, and will pay any and all applicable rates and charges for services rendered or equipment supplied by the Company because of the agent's actions. The foregoing in no way absolves the customer from liability arising from transactions performed by the agent on behalf of the customer.

A2.14.4 Proof of Authority

- A. When the Company in the reasonable exercise of the Company's discretion believes it appropriate, the Company may request proof of the authority of any party claiming to be the agent of the customer prior to acting upon such request. Failure of the Company to request such proof shall not, however, limit or otherwise affect the agent's responsibility or liability set forth herein, nor shall such a failure constitute a waiver of the Company's right to request such proof at any time in the future.

A2.15 Waiver of Nonrecurring Charges for Customers with Sub-voice Grade Private Lines and Local Area Data Channels

- A. It is expressly declared that metallic facilities are in continually decreasing supply and that the Company does not hold itself in a position to make such facilities available. In addition, if modernization programs dictate the replacement of existing metallic facilities with facilities such as fiber optics and subscriber carrier that do not provide metallic continuity, the Company will not be required to continue to provide services that are based on metallic facilities.
- B. In consideration of the decreasing supply of metallic facilities, the Company will convert a customer's service that is based on such facilities to an alternate service and waive the nonrecurring charges associated with the change. This applies to a customer where metallic facilities are being displaced with non-metallic facilities, or a customer may elect to make this change at any time prior to a modernization program that would eliminate the availability of metallic facilities.
- C. This waiver applies to private line customers with Subvoice Grade Service and Local Area Data Service. Alternative services that a customer may convert to are Voice Grade Private Lines, SynchroNet service, WatchAlert service or Basic Local Exchange Service.

A2.16 Reserved for Future Use

A2.17 Reserved for Future Use

A2. GENERAL TERMS AND CONDITIONS (T)

A2.18 Reserved for Future Use (M)

A2.19 Reserved for Future Use (M)

A2.20 Reserved for Future Use (M)

A2.21 Reserved for Future Use (M)

A2.22 Storm Recovery Fee (M)

A2.22.1 General (M)

A. Pursuant to the Florida Public Service Commission’s decision in Docket No. 06598-TL, a monthly Storm Recovery Fee may be imposed on all access lines and access line equivalents for the recovery of intrastate costs and expenses related to repairing, restoring, or replacing lines, plant or facilities damaged by a specific storm or multiple storms during a specified storm season. Access line equivalents include, but are not limited to, PBX trunks, Network Access Registers (NARs) and B channels. This fee may be applied for a maximum of twelve (12) months. This fee will not be applied to Lifeline subscribers. (M)

B. The following will apply from February 2, 2007 to February 1, 2008: (M)

1. Storm Recovery Fee (M)

	Monthly Fee	USOC
(a) Per access line or access line equivalent, residence/business	\$.50	NA

A2.23 Major Disaster Relief Plan (M)

A2.23.1 General (M)

A. To assist in cases of state and/or federally recognized disasters, AT&T Florida may provide special offerings of its products and services to residence and business customers. Such disasters include, but are not limited to, acts of God, natural disasters, terrorism, military action or war. (M)

B. The disaster aid offering(s) will be at the discretion of the Company. (M)

C. The offering(s) will be limited in duration. (M)

A2. GENERAL TERMS AND CONDITIONS

(T)

A2.10 Special Promotions (Cont'd)

A2.10.2 Descriptions (Cont'd)

- A. Following are Special Promotions: (Cont'd)

(M)

A2. GENERAL TERMS AND CONDITIONS

(T)

A2.10 Special Promotions (Cont'd)

A2.10.2 Descriptions (Cont'd)

- A. Following are Special Promotions: (Cont'd)

(M)

A2. GENERAL TERMS AND CONDITIONS

(T)

A2.10 Special Promotions (Cont'd)

A2.10.2 Descriptions (Cont'd)

- A. Following are Special Promotions: (Cont'd)

(M)

A2. GENERAL TERMS AND CONDITIONS

(T)

A2.10 Special Promotions (Cont'd)

A2.10.2 Descriptions (Cont'd)

- A. Following are Special Promotions: (Cont'd)

(M)

A2. GENERAL TERMS AND CONDITIONS

(T)

A2.10 Special Promotions (Cont'd)

A2.10.2 Descriptions (Cont'd)

- A. Following are Special Promotions: (Cont'd)

(M)

A2. GENERAL TERMS AND CONDITIONS

(T)

A2.10 Special Promotions (Cont'd)

A2.10.2 Descriptions (Cont'd)

- A. Following are Special Promotions: (Cont'd)

(M)

A2. GENERAL TERMS AND CONDITIONS

(T)

A2.10 Special Promotions (Cont'd)

A2.10.2 Descriptions (Cont'd)

- A. Following are Special Promotions: (Cont'd)

(M)

A2. GENERAL TERMS AND CONDITIONS

(T)

A2.10 Special Promotions (Cont'd)

A2.10.2 Descriptions (Cont'd)

- A. Following are Special Promotions: (Cont'd)

(M)

A2. GENERAL TERMS AND CONDITIONS

(T)

A2.10 Special Promotions (Cont'd)

A2.10.2 Descriptions (Cont'd)

- A. Following are Special Promotions: (Cont'd)

(M)

A2. GENERAL *TERMS AND CONDITIONS*

(T)

A2.10 Special Promotions (Cont'd)

A2.10.2 Descriptions (Cont'd)

A. Following are Special Promotions: (Cont'd)

(M)

A2. GENERAL TERMS AND CONDITIONS

(T)

A2.10 Special Promotions (Cont'd)

A2.10.2 Descriptions (Cont'd)

- A. Following are Special Promotions: (Cont'd)

(M)

A2. GENERAL TERMS AND CONDITIONS

(T)

A2.10 Special Promotions (Cont'd)

A2.10.2 Descriptions (Cont'd)

- A. Following are Special Promotions: (Cont'd)

(M)

A2. GENERAL TERMS AND CONDITIONS

(T)

A2.10 Special Promotions (Cont'd)

A2.10.2 Descriptions (Cont'd)

- A. Following are Special Promotions: (Cont'd)

(M)

A2. GENERAL TERMS AND CONDITIONS

(T)

A2.10 Special Promotions (Cont'd)

A2.10.2 Descriptions (Cont'd)

- A. Following are Special Promotions: (Cont'd)

(M)

A2. GENERAL TERMS AND CONDITIONS

(T)

A2.10 Special Promotions (Cont'd)

A2.10.2 Descriptions (Cont'd)

- A. Following are Special Promotions: (Cont'd)

(M)

A2. GENERAL TERMS AND CONDITIONS

(T)

A2.10 Special Promotions (Cont'd)

A2.10.2 Descriptions (Cont'd)

- A. Following are Special Promotions: (Cont'd)

(M)

A2. GENERAL TERMS AND CONDITIONS

(T)

A2.10 Special Promotions (Cont'd)

A2.10.2 Descriptions (Cont'd)

- A. Following are Special Promotions: (Cont'd)

(M)

A2. GENERAL TERMS AND CONDITIONS

(T)

A2.10 Special Promotions (Cont'd)

A2.10.2 Descriptions (Cont'd)

- A. Following are Special Promotions: (Cont'd)

(M)

A2. GENERAL TERMS AND CONDITIONS

(T)

A2.10 Special Promotions (Cont'd)

A2.10.2 Descriptions (Cont'd)

- A. Following are Special Promotions: (Cont'd)

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A2. GENERAL TERMS AND CONDITIONS

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