

**TARIFF DISTRIBUTION**

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PURPOSE: Discontinue Residence Access Line Retention Offer and Complete  
Choice Enhanced Retention Offer for new residence subscribers.

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### A3. BASIC LOCAL EXCHANGE SERVICE

#### A3.1 General

- A. Basic local exchange service, as offered in this Guidebook, is comprised of exchange access lines defined as follows:  
Exchange Access Line - The serving central office line equipment and all the Company plant facilities up to and including the Company-provided Standard Network Interface. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for message toll service and for local calling appropriate to the offering selected by the customer.
- B. Exchange access lines are subject to the nonrecurring charges specified in Section A4.
- C. Rates for basic local exchange service are applied on the basis of statewide groupings according to the total number of exchange access lines, PBX trunks and network access registers in the local calling area excluding the Extended Calling Service exchanges.
- D. Exchange Service Areas for each exchange are identified on maps.
- E. The rates for service and equipment not specifically shown in this section are presented in other sections of this Guidebook.
- F. Pursuant to passage of the Telecommunications Access System Act of 1991 by the Florida Legislature during the 1991 session, a monthly surcharge shall be imposed on all local exchange telecommunications company subscribers on an individual access line basis, except that such surcharge shall not be imposed upon more than 25 basic telecommunications access lines per account bill rendered. The Commission shall determine the amount of the surcharge; however, in no case shall the amount exceed 25 cents per line per month. The surcharge shall appear on the initial bill to the subscriber and itemized at least once annually.
- G. Residence Access Line Retention Offer

Effective January 1, 2021, this Offer is no longer available to new subscribers. Existing subscribers may retain the 12-month credit through the end of their promotion period. (N)

Existing residential customers who call to disconnect service with AT&T and elect to stay and have one (or up to a maximum of two) flat rate access line(s) may be eligible to receive a \$6 per month bill credit for 12 months. The following conditions apply:

1. Customers must keep the required services for 30 days to receive the benefit of this offer.
2. 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.
3. If the customer disconnects the flat rate line(s) or moves from their current location, the remaining benefits will cease.
4. AT&T employees are not eligible for this offer.
5. Customer must be calling into AT&T to disconnect their local service.
6. This offer is available on a maximum of two (2) flat rate lines (a maximum monthly reward of \$12).
7. Not stackable with any other regulated retention offer that provides a monthly discount.
8. 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.
9. This offer is only available for retention purposes.
10. 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.

### A3. BASIC LOCAL EXCHANGE SERVICE

#### A3.4 Flat Rate Service (Cont'd)

##### A3.4.8 Complete Choice Enhanced Service

**A. Description of Service**

1. Complete Choice Enhanced service provides the features/services specified following and a flat rate access line with Touch-Tone capability.
2. The rate specified herein entitles a residence subscriber to unlimited calling to all exchange access lines within the subscriber's local calling area as defined in A3.3.1.
3. The rate specified herein also entitles a residence subscriber to unlimited use of the following services/features in the sections specified:
  - A13.9 Custom Calling Services excluding Customer Control<sup>1</sup> and Multipath<sup>1</sup> versions of the Call Forwarding features
  - A13.19 TouchStar services excluding Personalized Ring 6<sup>1</sup>, and Calling Number Delivery Blocking-Permanent<sup>1</sup>
  - A13.34 RingMaster service
  - A13.47 Message Waiting Indication

A subscriber may select an unlimited number of compatible services or features from the services/features listed above. All terms, conditions and limitations specified in the sections listed apply to the respective services/features requested as part of this service. Service charges specified in Section A4 do not apply for transactions involving only additions, deletions or changes to the services/features requested as part of this service.

4. All features/services are furnished only from central offices that have been arranged to provide these services. The features/services are provided subject to availability of facilities.
5. Existing customers of Complete Choice Enhanced service can not take advantage of special promotions for Complete Choice Enhanced service or any of the services/features specified in 3, unless specifically allowed by the terms of the special promotion.
6. Complete Choice Enhanced service can be suspended as specified in A2.3.16. During the period of suspension, the rate specified following applies.

**B. Rates and Charges**

1. Individual line service

<b>Suspend Rate</b>	<b>Monthly Rate</b>	<b>USOC PAMA8</b>
<b>\$7.50</b>	<b>\$46.00</b>	

(a) Per plan package

**C. Complete Choice Enhanced Retention Offer**

Effective January 1, 2021, this offer is no longer available to new subscribers. Existing subscribers may retain the 12-month credit through the end of their promotion period. (N)

Existing residential customers who call to disconnect their local telephone service may be eligible to receive an \$8 monthly bill credit for 12 months on a maximum of 2 access lines. The following conditions apply:

1. Customer must have or newly subscribe to Complete Choice Enhanced to be eligible for this offer.
2. Complete Choice Enhanced is required on each line receiving the discount.
3. The access line(s) must be in service for a minimum of 60 days before the customer is eligible for this offer.
4. AT&T employees are not eligible for this offer.
5. This offer is available on a maximum of two (2) lines (a maximum monthly reward of \$16).
6. This offer may not be combined with other residence line retention offers, including but not limited to the \$6 x 12 Mo. Residence Access Line Retention Offer.
7. 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.
8. This offer is only available for retention purposes.
9. Customers must retain the required services for 30 days to receive the benefit of this offer.
10. The monthly bill credit will cease if the customer disconnects the line or the package, or moves from their current location.
11. Eligible customers may only receive this offer once during the offer benefit period.
12. AT&T may discontinue this offer upon 14 day notice or less.

**Note 1:** These features are available separately as specified in A13.9 or A13.19.