

## AT&T ILLINOIS GUIDEBOOK

PART 2 - General Terms and Conditions  
SECTION 2 - Regulations

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3rd Revised Sheet 1

### REGULATIONS

#### A. General

Regulations apply to services offered in this guidebook, except as otherwise specified, or unless the terms and conditions of an individual customer agreement contain different terms and conditions, in which case, the provisions of that agreement apply.

The regulations contained in this Section are applicable, unless otherwise stated or unless modified by specific regulations contained elsewhere in this guidebook, to all telecommunications services offered in this guidebook by the Illinois Bell Telephone Company hereinafter referred to as the Company. Regulations are classified as either competitive or non-competitive depending on the telecommunications service(s) to which they apply.

The Company may discontinue certain Company services in geographic areas for which the Company has no customers subscribing to those services.

In addition and subject to the appropriate regulatory approvals, the Company may grandfather all services governed by this Guidebook in certain geographic areas. Once grandfathered, such services will no longer be available for purchase and existing customers will no longer be able to move, add or change their existing service.<sup>/1/</sup>

For service availability by Wire Center: [https://cpr.att.com/common/DLS\\_Filing\\_Info.htm](https://cpr.att.com/common/DLS_Filing_Info.htm)

For service availability by address: <https://cpr.att.com:8443/search/csiServiceAvailability>

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#### B. Undertaking of the Company

The Company undertakes to provide the services offered in this guidebook on the terms and conditions and at the rates and charges specified. This undertaking is dependent upon the availability of facilities. The facilities used to provide a particular service shall be chosen by the Company and are not represented to be suitable for any other service. The Company does not undertake to transmit messages.

Any equipment offered herein which has grandfathered status under the Federal Communications Commission's Registration Program is offered and provided only to the extent of available stock, unless otherwise specified elsewhere in this guidebook. The Company will maintain the item of equipment only as long as it is repairable. When the Company determines the equipment is no longer repairable, the customer must forego further use of the equipment which will be removed by the Company.

For items of equipment, other than those with grandfathered status, which are no longer offered to new customers but which are continued in service for existing customers at the location or locations specified in the regulations for these items, the Company cannot assure that it will continue to maintain these items for more than one year beyond the date when the equipment can no longer be provided to new customers. After one year, the Company will maintain the item of equipment only as long as it is repairable. When the Company determines the equipment is no longer repairable, the customer must forego further use of the equipment which will be removed by the Company.

#### C. Obligation to Furnish Service

The Company's obligation to furnish service or to continue to furnish service is dependent on its ability to obtain, retain and maintain suitable rights and facilities, and to provide for the installation of those facilities required incident to the furnishing and maintenance of that service.

<sup>/1/</sup> Effective on or after December 31, 2023 (as permitted by the FCC), neither new nor existing customers will be permitted to purchase services in certain geographic areas.