

**GENERAL****Promotional Offerings**

The Company may from time to time engage in special promotional offerings. The promotion may offer services under different terms and conditions, or at a reduced recurring and/or non-recurring price or offer the services free under terms specified in the promotion. Customers shall be given appropriate notice of any such offerings.

**Welcoming Rewards Win/Winback Promotion**

This retail promotional period shall be extended through May 1, 2016. During this promotional period, eligible business customers subscribing to new business local exchange access lines or trunks or Centrex will receive a one-time credit based on the number of new lines ordered. The first line will receive a credit of \$50.00. Lines 2 up to 20 will receive a credit of \$25.00 per line. Lines must be at the same location and only the first 20 lines will qualify. In addition, waivers will be provided for the normally applicable service ordering, line connection, and central office connection non-recurring charges (NRCs) associated with the installation of local exchange access lines or trunks or Centrex, up to 20 lines maximum per location, for the initial order only. This promotion may be combined with the Centrex Nonrecurring Charge (NRC) Waiver and the AT&T Business Local Calling Trio Rewards Winback/Win Promotion. The one time credit(s) will be provided within the first two bill cycles. In addition, a waiver of the non-recurring service establishment charges normally associated with Custom Calling and Advanced Custom Calling Services ordered at the time of initial order placement will be provided for up to 20 lines. (C)

Eligible customers include those businesses that are currently with another carrier and are establishing service with the Company. Eligible customers must subscribe to new business local exchange access lines or trunks or Centrex and select one of the specified term plan offers listed below. Customers must also commit to an oral 1 year Welcoming Rewards Promotional Agreement in order to receive the benefits.

Eligible customers must subscribe separately to one of the following term plan offers in order to receive the Welcoming Rewards benefits: AT&T Business Local Calling or Centrex (with a minimum of 11 basic or electronic key lines for a 2, 3, 5 or 7 year term). All terms and conditions applicable to AT&T Business Local Calling and Centrex, as appropriate, will apply. The commitment to one of the specified term plans is in addition to the oral 1 year Welcoming Rewards Promotional Agreement commitment. Customers subscribing to AT&T Business Local Calling Option D are required to subscribe to 2 or more lines in order to be eligible for this offer.

This offer is only applicable at the time of placing the initial order and is not available for subsequent orders placed for additional lines or services.

The bill credits are discounts. If the customer disconnects their account prior to the expiration of the oral 1 year Welcoming Rewards Promotional Agreement, the customer will be liable for the early termination fees equal to the amount of the bill credit discounts already given. This charge is in addition to other charges that may be associated with a subscription to a qualifying term plan.

**GENERAL (cont'd)****Promotional Offerings (cont'd)****Business Remote Call Forwarding with Unlimited Local Usage Win/Winback Promotion**

A promotional period will be established from July 1, 2018 through June 30, 2019. During this promotional period, eligible business customers will receive a net effective rate of \$5.00 per month per path for Remote Call Forwarding (RCF) service and unlimited AT&T Local Usage and AT&T Message Telecommunications Service.

Eligible customers are business customers who have their exchange access service with another carrier and who now establish their exchange access service with the Company or AT&T Business Voice over IP Service (AT&T Phone).

To qualify for this Promotion, the Call Forwarded number of the RCF service must terminate to a Company business access line (excluding 800 service<sup>/1/</sup> lines) or AT&T Business Voice over IP Service, (C) at the time customer subscribes to this Promotion. Subscribers must order RCF service within 30 days of establishing the qualifying exchange access service from the other carrier. Subscribers may have a maximum of ten RCF paths (initial/additional) per billing account participating in this discounted service, and the RCF path(s) must be located in the same state where service from the other carrier was located.

If subscriber with this RCF Promotion terminates Company business access line or AT&T Business Voice over IP Service and retains the Company's RCF, this Promotion will continue to apply until customer terminates the RCF service.

This Win/Winback Promotion cannot be combined with other RCF promotions or offers, including the existing RCF discount offer, which will still be available.

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<sup>/1/</sup> Effective December 31, 2021, 800 Service is withdrawn for residential customers.

(N)

**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

**BUSINESS LOCAL CALLING ASSURANCE SAVE PROMOTION**

A promotional period will be in effect from January 15, 2019 through December 31, 2021. During this period eligible Business customers will receive a discounted per line effective rate for AT&T Business Local Calling Assurance package charges. (C)

Eligible customers are existing customers who subscribe to the Business Local Calling Assurance package, and who communicate a desire to disconnect their lines, then reconsider and keep the lines with the Company (save).

Eligible customers will receive a net monthly rate of \$35 per line (via a \$10 credit per line) for 12 months, on their AT&T Business Local Calling Assurance package.

This offer is only allowed on single location accounts. Billed to Number arrangements are not allowed. Customers cannot call back at a subsequent date and receive additional credits for lines targeted for disconnection.

This offer may not be combined with other AT&T Business Local Calling Assurance discounts.

All other terms and conditions associated with AT&T Business Local Calling Assurance, as appropriate, will apply.

**GENERAL (cont'd)****Promotional Offerings (cont'd)****Business Remote Call Forwarding with Unlimited Local Usage Win/Winback Promotion II**

A promotional period will be established from February 12, 2020, through December 31, 2022. During this promotional period, eligible business customers will receive a net effective rate of \$5.00 per month per path for Remote Call Forwarding (RCF) service and unlimited AT&T Local Usage and AT&T Message Telecommunications Service. (C)

Eligible customers are business customers who have their exchange access service with another Carrier and who now establish their exchange access service with the Company or AT&T Business Voice over IP Service (AT&T Phone), are now requesting 1-10 business exchange access lines and/or 1-6 AT&T Phone seats, and cannot port their telephone number and require RCF to keep their existing telephone numbers at existing location

To qualify for this Promotion, the Call Forwarded number of the RCF service must terminate to a Company business access line (excluding 800 service lines) or AT&T Business Voice over IP Service, at the time customer subscribes to this Promotion. Subscribers must order RCF service within 30 days of establishing the qualifying exchange access service from the other carrier. Subscribers may have a maximum of ten RCF paths (initial/additional) per billing account participating in this discounted service, and the RCF path(s) must be located in the same state where service from the other carrier was located.

If subscriber with this RCF Promotion terminates Company business access line or AT&T Business Voice over IP Service and retains the Company's RCF, this Promotion will continue to apply until customer terminates the RCF service. The monthly Remote Call Forwarding rates and unlimited local or local toll usage will be discounted for each path and for each additional path.

Eligible customers will receive a waiver of the nonrecurring charges to add Remote Call Forwarding.

This Win/Winback Promotion cannot be combined with other RCF promotions or offers, including the existing RCF discount offer, which will still be available.

**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

(D)



(D)

**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

**AT&T Business Local Calling Promotion**

A promotional period will be established from May 25, 2013, through August 31, 2014. During this promotional period, eligible business customers who subscribe to a new, minimum 24-month term agreement for AT&T Business Local Calling with 6 to 19 initial lines will receive a 10% discount on the monthly rate for lines subscribed to Options A or B. (C)

Eligible customers include those business customers with 6 to 19 business lines who have their business network access lines with another competitive local exchange carrier within the AT&T Illinois, AT&T Indiana, AT&T Michigan, AT&T Ohio, or AT&T Wisconsin service areas and who now wish to establish their business network access line service with the Company. Save customers, existing business customers who have received a competitive offer and are considering switching their business network access lines to another carrier (proof of competitive offer may be required), with 6 to 19 business lines are also eligible. Eligible customers may only receive discounts for a maximum of 19 lines subscribed to either Options A or B.

Existing business customers currently subscribed to AT&T Business Local Calling Assurance who transfer these lines to this Program are also eligible.

All other terms and conditions applicable to AT&T Business Local Calling, as appropriate, will apply. This promotion may not be combined with any other promotional offers with the exception of the Welcoming Rewards promotion for Win/Winback customers, where applicable, which can be combined with this promotion.

(D)

(D)

**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

**Business Local Calling Option A and Option B Bundle Promotion**

(N)

Eligible business customers with 1-19 lines will receive a discounted per line effective rate for AT&T Business Local Calling Option A or Option B package charges. Eligible customers are those business customers who are subscribed to AT&T Business Local Calling Option A or Option B when it is part of a bundle, where bundle components are available.<sup>/1/</sup>

These eligible customers who subscribe to a 12-month Term Plan for AT&T Business Local Calling Option A or Option B as part of a bundle will receive a \$5 per line discount for AT&T Business Local Calling Option A or Option B package charges.

With the exception of the AT&T Business Local Calling Additional Line offer, this offer may not be combined with other AT&T Business Local Calling Term Plan discounts.

This offer is only allowed on single location accounts.

Billed to Number (BTN) arrangements are not allowed.

When the customer's bundle subscription expires these benefits will no longer apply.

All other terms and conditions associated with AT&T Business Local Calling, as appropriate, will apply.

(N)

/1/ The bundle combines the AT&T Business Local Calling Option A or Option B, provided by the Company with services offered by affiliates of these Companies (Long Distance, non-regulated Internet services and /or Mobility) in a bundled offering.

(N)

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(N)

**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

**BUSINESS LOCAL CALLING – AFL MINI BUNDLE PROMOTION**

(N)

A promotional period will be in effect from February 1, 2017 through April 30, 2017. During this period eligible Business customers will receive a discounted per line effective rate for AT&T Business Local Calling Option A package charges. Eligible customers are those Business customers who are subscribed to AT&T Business Local Calling Option A when it is part of a bundle, where bundle components are available.<sup>/1/</sup>

These eligible customers who subscribe to a 12-month Term Plan for AT&T Business Local Calling as part of a bundle will receive a net monthly rate of \$35 (via a \$25 credit) on the first line and a net monthly rate of \$25 per line (via a \$35 credit per line) on the 2nd to 19th lines for AT&T Business Local Calling Option A.

With the exception of the Business Local Calling Additional Line promotion, this offer may not be combined with other AT&T Business Local Calling Term Plan discounts.

This offer is only allowed on single location accounts.

Billed to Number (BTN) arrangements are not allowed.

This offer is limited to five hundred (500) lines per customer for the sum of all contracts and for all subsidiaries

When the customer's bundle subscription expires, these benefits will no longer apply.

All other terms and conditions associated with AT&T Business Local Calling, as appropriate, will apply.

(N)

/1/ The bundle combines the AT&T Business Local Calling Option A, provided by the Company with the following services (offered by affiliates of the Company) in a bundled offering: AT&T Internet, AT&T Long Distance, and AT&T Backup and Go.

(N)

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(N)



**GENERAL (cont'd)****Promotional Offerings (cont'd)****BUSINESS LOCAL CALLING – AFL BACK UP BUNDLE PROMOTION**

A promotional period will be in effect from July 15, 2017, through December 31, 2017. During this period eligible Business customers will receive a discounted per line effective rate for AT&T Business Local Calling (BLC) Option A package charges.

Eligible customers and applicable discounts are as follows:

- New customers who do not have local exchange service with the Company, or new customers who have their local exchange access line service with another competitive local exchange carrier within the Company service area and who now wish to establish their local exchange access line service with the Company as a part of a Bundle<sup>/1/</sup> (Win/Winback), and who subscribe to a 12-month Term Plan for BLC will receive a net monthly rate of \$25 (via a \$35 credit), or
- Existing customers currently subscribing to AT&T local service, who subscribe to a 12-month Term Plan for BLC and who are newly subscribing to AT&T Internet Service as a part of a Bundle<sup>/1/</sup> will receive a net monthly rate of \$35 (via a \$25 credit), or

Additional eligible customer and applicable discounts that will be in effect for a promotional period from August 30, 2017 through December 31, 2017 are as follow:

(N)

- Existing customers who communicate a desire to disconnect their lines then reconsider and keep the lines with the Company as a part of a Bundle1 (Save), and who subscribe to a 12-month Term Plan for BLC Option A will receive a net monthly rate of \$25 (via a \$35 credit).

For customers participating in this offer and receiving discounts as described in the three bullet points shown above (New, Win/Winback and Save), the 12-month term will be a 12-month term with an option to re-subscribe for two consecutive terms.

Furthermore,

- Customers participating in a Business Local Calling promotion as part of a Bundle1, with the promotional rates listed below, may continue to participate in the promotion rates if they agree to a new 12-month term with an option to re-subscribe for two consecutive terms, prior to the expiration of their existing term.

First BLC Option A package line receiving a net monthly rate of \$50 (via a \$10 credit), and BLC Option A package lines 2-19 receiving a net monthly rate of \$25 (via a \$35 credit); or

First BLC Option A package line receiving a net monthly rate of \$35 (via a \$25 credit), and BLC Option A package lines 2-19 receiving a net monthly rate of \$25 (via a \$35 credit).

(N)

/2/

/1/ The bundle combines the AT&T Business Local Calling Option A, provided by the Company with the following services (offered by affiliates of the Company) in a bundled offering: AT&T Long Distance, and AT&T Internet, AT&T Mobility, DIRECTV or AT&T U-verse TV.

/2/ Material now appears on Sheet 9.1.

**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

**BUSINESS LOCAL CALLING – AFL BACK UP BUNDLE PROMOTION (continued)**

With the exception of the Business Local Calling Additional Line promotion, this offer may not be combined with other AT&T Business Local Calling Term Plan discounts.

/1/

This offer is only allowed on single location accounts.

Billed to Number (BTN) arrangements are not allowed.

This offer is limited to nineteen (19) lines per customer location.

When the customer's bundle subscription expires, these benefits will no longer apply.

All other terms and conditions associated with AT&T Business Local Calling, as appropriate, will apply.

/1/

/1/ Material formerly appeared on Sheet 9.

**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

**BUSINESS LOCAL CALLING – AFL BACK UP BUNDLE PROMOTION II**

A promotional period will be in effect from January 1, 2018, through June 30, 2019. During this period eligible Business customers will receive a net monthly rate of \$35 (via a \$25 credit) for AT&T Business Local Calling (BLC) Option A package charges. (C)

Eligible customers are as follow:

- New customers who do not have local exchange service with the Company, or new customers who have their local exchange access line service with another competitive local exchange carrier within the Company service area and who now wish to establish their local exchange access line service with the Company as a part of a Bundle<sup>/1/</sup> (Win/Winback), and who subscribe to a 12-month Term Plan for BLC, or
- Existing customers currently subscribing to AT&T local service, who subscribe to a 12-month Term Plan for BLC and who are newly subscribing to or currently have AT&T Long Distance and AT&T Internet Service, AT&T Mobility, or DIRECTV as a part of a Bundle<sup>/1/</sup>, or
- Existing customers who communicate a desire to disconnect their lines then reconsider and keep the lines with the Company as a part of a Bundle<sup>/1/</sup> (Save), and who subscribe to a 12-month Term Plan for BLC Option A.

For customers participating in this offer and receiving discounts as described in the three bullet points shown above (New, Win/Winback and Save), the 12-month term will be a 12-month term with an option to re-subscribe for two consecutive terms.<sup>/2/</sup> (C)

Furthermore,

- Customers participating in a Business Local Calling promotion as part of a Bundle<sup>/1/</sup>, with the promotional rates listed below, may continue to participate in the promotion rates if they agree to a new 12-month term with an option to re-subscribe for two consecutive terms, prior to the expiration of their existing term.<sup>/2/</sup> (C)

First BLC Option A package line receiving a net monthly rate of \$50 (via a \$10 credit), and BLC Option A package lines 2-19 receiving a net monthly rate of \$25 (via a \$35 credit); or

First BLC Option A package line receiving a net monthly rate of \$44 (via a \$10 credit plus a \$6 credit), and BLC Option A package lines 2-19 receiving a net monthly rate of \$25 (via a \$35 credit); or

/1/ The bundle combines the AT&T Business Local Calling Option A, provided by the Company with the following services (offered by affiliates of the Company) in a bundled offering: AT&T Long Distance, and AT&T Internet, AT&T Mobility or DIRECTV.

/2/ Customers participating in this offer prior to 7/01/2019 will retain the option to re-subscribe for two consecutive terms until such time as either party (Customer or Company) provides the other 30-days written notice that it does not wish to renew the agreement, per Part 4, Section 5, paragraph B.13. (N)  
(N)

**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

**BUSINESS LOCAL CALLING – AFL BACK UP BUNDLE PROMOTION II (cont'd)**

(N)

Furthermore, (cont'd)

First BLC Option A package line receiving a net monthly rate of \$38 (via a \$10 credit plus a \$12 credit), and BLC Option A package lines 2-19 receiving a net monthly rate of \$25 (via a \$35 credit); or

First BLC Option A package line receiving a net monthly rate of \$35 (via a \$25 credit), and BLC Option A package lines 2-19 receiving a net monthly rate of \$25 (via a \$35 credit).

This offer may not be combined with other AT&T Business Local Calling Term Plan discounts.

This offer is only allowed on single location accounts.

Billed to Number (BTN) arrangements are not allowed.

This offer is limited to nineteen (19) lines per customer location.

When the customer's bundle subscription expires, these benefits will no longer apply.

All other terms and conditions associated with AT&T Business Local Calling, as appropriate, will apply.

(N)

/1/ The bundle combines the AT&T Business Local Calling Option A, provided by the Company with the following services (offered by affiliates of the Company) in a bundled offering: AT&T Long Distance, and AT&T Internet, AT&T Mobility or DIRECTV.

(N)

(N)

**GENERAL (cont'd)****Promotional Offerings (cont'd)****BUSINESS LOCAL CALLING – AFL BACK UP BUNDLE PROMOTION III**

A promotional period will be in effect from July 1, 2019, through July 20, 2022. During this period eligible Business customers will receive a net monthly rate of \$35 (via a credit) for AT&T Business Local Calling (BLC) Option A package charges. (C)

Eligible customers are as follow:

- New customers who do not have local exchange service with the Company, or new customers who have their local exchange access line service with another competitive local exchange carrier within the Company service area and who now wish to establish their local exchange access line service with the Company as a part of a Bundle<sup>/1/</sup> (Win/Winback), and who subscribe to a 12-month Term Plan for BLC, or
- Existing customers currently subscribing to AT&T local service, who subscribe to a 12-month Term Plan for BLC and who are newly subscribing to or currently have AT&T Long Distance and AT&T Internet Service, AT&T Mobility, or DIRECTV as a part of a Bundle<sup>/1/</sup>, or
- Existing customers who communicate a desire to disconnect their lines then reconsider and keep the lines with the Company as a part of a Bundle<sup>/1/</sup> (Save), and who subscribe to a 12-month Term Plan for BLC Option A.

Furthermore,

- Customers participating in a Business Local Calling promotion as part of a Bundle<sup>/1/</sup>, may continue to participate in the Bundle<sup>/1/</sup> and will receive a net monthly rate of \$40 (via a credit), if they agree to a new 12-month term.

This offer may not be combined with other AT&T Business Local Calling Term Plan discounts.

This offer is only allowed on single location accounts.

Billed to Number (BTN) arrangements are not allowed.

This offer is limited to nineteen (19) lines per customer location.

When the customer's bundle subscription expires, these benefits will no longer apply.

All other terms and conditions associated with AT&T Business Local Calling, as appropriate, will apply.

<sup>/1/</sup> The bundle combines the AT&T Business Local Calling Option A, provided by the Company with the following services (offered by affiliates of the Company) in a bundled offering: AT&T Long Distance, and AT&T Internet, AT&T Mobility, or DIRECTV.

**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

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**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

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**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

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**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

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**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

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(D)

**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

(D)

(D)

**Triple Feature Three for Three Package**

This promotional offer will be extended through December 31, 2009. This offer allows eligible business customers the option to subscribe to three vertical features for \$3.00 per month.

Eligible customers will receive the following features:

- Call Waiting
- Three Way Calling
- Repeat Dialing

Eligible customers are those business customers:

- Who are new or existing business customers who have a single location with 1-4 lines and who purchase the AT&T Business Local Calling Assurance package, and
- Subscribe to at least a 12 month term agreement for AT&T Business Local Calling Assurance package.

Customers who discontinue the AT&T Business Local Calling Assurance package prior to the end of their term agreement will forfeit the benefit of this offer and will be charged the standard rates as set forth in Part 7 Sections 1 and 2 of this Guidebook for these features.

**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

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**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

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**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

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**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

(D)

(D)

**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

**AT&T Business Local Calling Promotion II**

A promotional period will be established from May 25, 2013, through August 31, 2014. During this promotional period eligible business customers who subscribe to a new 36-month term agreement for AT&T Business Local Calling with 5 to 19 initial lines will receive a 6% discount on the monthly rate for lines subscribed to Options A or B. (C)

Eligible customers include those existing business customers with 5 to 19 business lines which are not on a Company voice package term agreement or which have less than 90 days remaining on a Company voice package term plan. Eligible customers may only receive discounts for a maximum of 19 lines subscribed to either Options A or B.

All other terms and conditions applicable to AT&T Business Local Calling, as appropriate, will apply. This promotion may not be combined with any other offers for business access lines.



**GENERAL (cont'd)****Promotional Offerings (cont'd)****"Big Easier" Promotion**

A promotional offer will be available to all eligible business customers from August 15, 2006 through November 30, 2006. Eligible business customers will receive a single monthly recurring rate of \$33.00 for each of their exchange access lines, including Caller ID (without name) and rotary hunting, if they agree to a 2-year term commitment.

The customer must be an existing customer who spent at least \$750,000 during the previous month for local voice services for all eligible business locations in AT&T Indiana, AT&T Arkansas, AT&T California, AT&T Illinois, AT&T Kansas, AT&T Michigan, AT&T Missouri, AT&T Nevada, AT&T Ohio, AT&T Oklahoma, AT&T Texas and AT&T Wisconsin, collectively. (C)

The customer must subscribe to Business Flat Rate Local Exchange service (1FH) to be eligible for the "Big Easier" rates shown above.

The customer must include all business access lines in existing or new locations added during their term in all thirteen of the above listed states under the "Big Easier" plan.

A customer must have 50 lines or less per location for all locations in all thirteen of the above listed states to be eligible.

"Big Easier" cannot be combined with any other plan or package that includes discounted monthly exchange access line service and features.

Additional business access lines and locations may be added by the customer during the term agreement. New lines and locations will be counted toward the multi-state revenue requirement. All nonrecurring charges will be waived for new installations.

If the customer does not maintain a 12-month rolling average spending level of at least \$750,000 for local voice services with AT&T, the customer will no longer qualify for the promotional rate and will revert to the applicable individual rates shown in this Guidebook.

**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

“Big Easier” Promotion (cont'd)

Upon expiration of the term agreement, if the customer does not select a new term agreement with AT&T, the rates for each AT&T Indiana component of the “Big Easier” promotion will revert to the applicable individual rates shown in this Guidebook. Customers may renew or extend this agreement for a new term period (at any time prior to the expiration of the term) as long the total term period is 2 years or longer.

Customers who terminate their entire service prior to the 2-year term commitment will be assessed termination charges equal to 50% of the monthly recurring charges for each business exchange access line currently under the term agreement in AT&T Indiana times the number of months remaining on the term.

Termination charges do not apply if during the term agreement: 1) the customer upgrades to another AT&T local access line discount plan with a term equal to or greater than the term period remaining on the “Big Easier” term agreement, and 2) the minimum monthly revenue local voice service commitment is equal to or greater than that of the “Big Easier” package.

Customers may move or disconnect entire locations without incurring termination charges, as long as the minimum monthly revenue commitment is maintained.

\$5 for 12 Months Retention Promotion

(N)

A retail promotion is available from July 13, 2010 through December 31, 2010 to existing residential customers who contact the Company for the purpose of discontinuing their residential access line(s) but decide to retain them.

During the promotional period, customers who agree to keep their access line(s) and maintain or newly subscribe to the Complete Choice Basic or Complete Choice Enhanced package will be eligible for a \$5.00 credit on their monthly bill for 12 (twelve) months. The bill credit is applicable to a maximum of two access lines, providing the package requirement is met on each line, and will appear on the second billing cycle after the order is issued.

Customers must have their access line(s) in service for a minimum of 60 days before the customer becomes eligible for this offer. The customer is not eligible for this offer if downgrading service from the Complete Choice Enhanced package to the Complete Choice Basic package. If the customer discontinues the package before the next bill period date in which a credit is due, any further benefits available under this offer will cease and the credit will be discontinued. If the customer moves from their current location, any further benefits available under this offer will cease. The non-recurring charge(s) to add features (and any package installation fee, if applicable) will also be waived if the customer adds a new package to qualify for this offer.

Only one credit application applies for the life of the offer. This offer may not be combined with any other retention promotion that provides a monthly discount.

(N)

**GENERAL (cont'd)****Promotional Offerings (cont'd)**

## AT&amp;T Business Local Calling Additional Line Promotion

A business promotional period will be extended through December 31, 2022. (C)  
During this period 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 4 lines added per customer location.

Eligible customers are existing business customers who add new, incremental local exchange access lines to a new or existing AT&T Business Local Calling term agreement after refusing the initial offer to add local access lines. Additionally, eligible customers are new business start-up customers who add lines to a new AT&T Business Local Calling term agreement after refusing the initial offer to add an AT&T Business Local Calling term agreement. Also, all customers who add local exchange access lines to an AT&T Business Local Calling term agreement electronically, via online ordering methods, in response to an online advertisement will also qualify.

The lines added must be subscribed to either AT&T Business Local Calling Option A or Option B in order to qualify. Bill credits will become effective with the third bill period following eligibility. Customers disconnecting any of the new lines before the third bill period will not qualify to receive any bill credits. All orders must be completed by January 31, 2023. The Company may discontinue this offer upon 14 days' (C)  
notice.

This promotion may not be combined with the All For Less offer.<sup>/1/</sup>

/1/ The All For Less bundle combines Business Local Calling Assurance, provided by AT&T Indiana, with services offered by affiliates of AT&T Indiana (Long Distance and non-regulated Internet services) in a bundled offering.

**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

Advanced Centrex

(N)

A Centrex Thank You for Renewing promotion will run from December 10, 2007 through December 9, 2008. Eligible customers are:

- month-to-month Centrex customers,
- renewing Centrex Term Payment Plan contract customers, or
- customers who leave another carrier to obtain service with the Company

who choose either a three, five or seven year term payment plan period.

Eligible customers will receive a credit of \$40.00 per line, for up to 30 lines, for each Centrex line purchased under contract with a maximum \$1,200.00 credit.

The customer must have 12 months or less on an existing contract or currently be on month-to-month rates. The customer must commit to the highest line category possible given the number of Centrex lines purchased under contract. The contract must be dated between December 10, 2007 and January 9, 2009. The service must be installed by February 10, 2009.

In addition to the eligibility criteria noted above, the customer must not have had service disconnected for nonpayment, and not have any past due bills for regulated service owed to the Company.

This promotion is not available to customers with Centrex provided under a Customer Specific Offering. This promotion may be combined with the Centrex Nonrecurring Charge (NRC) promotion.

(N)

**GENERAL (cont'd)****Promotional Offerings (cont'd)****Complete Choice Enhanced Retention Promotion**

A retail promotion period shall be established from June 20, 2011 through March 31, 2015. (C)  
During the promotion period, residential customers who call to disconnect service with AT&T and elect to retain service and subscribe to the Complete Choice Enhanced package may receive a bill credit of \$8.00 per month for 12 months on a maximum of two access lines.

- This offer is for retention purposes only
- Customers must have or newly subscribe to Complete Choice Enhanced on each line, up to a maximum of two (2) lines, to receive the monthly credit
- If the customer adds features to qualify for the Complete Choice Enhanced package, the nonrecurring charge(s) and/or package fee will be waived.
- Eligible customers may only receive this offer once during the offer period
- This offer may not be combined with other AT&T residence access line retention offers, including but not limited to the Residence Access Line Retention Promotion.
- Monthly credits will cease if the customer disconnects the line or the package, or moves from their current location
- The access line (s) must be in service for a minimum of 60 days before the customer becomes eligible for this offer
- Customers must keep the required services for 30 days to receive the benefit of this offer.
- AT&T may discontinue this offer upon 14 days notice or less.

**AT&T Business Local Calling 3+ Line Promotion**

A retail promotional period will be established from January 2, 2012, through August 31, 2014. During this period, eligible business customers will receive a 10% discount off of the 1-year renewable term and the 2-year term monthly rates for AT&T Business Local Calling Unlimited Option A and Unlimited Option B.

Eligible customers are those who 1) install a minimum of three (3) new, incremental business lines, and 2) subscribe these newly installed lines to a new AT&T Business Local Calling (BLC) 1-year renewable or 2-year term agreement for either Unlimited Option A or Unlimited Option B. All new and existing BLC Unlimited Option A and Unlimited Option B lines included in the same new agreement, up to a maximum of 19 lines, will receive the discount. This offer is not combinable with the AT&T Business Local Calling Additional Line Promotion.

All orders must be completed by September 30, 2014.

**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

Advanced Centrex

The Centrex 12 or 24 Months Discount promotion will run from February 22, 2006 through July 31, 2007. Eligible customers are new Centrex customers and existing month-to-month Centrex customers who sign 12-or 24-month Centrex contracts during the promotional period.

Eligible customers will receive the monthly recurring Centrex Basic, Electronic Key, ISDN Custom, and ISDN National Line rates set forth in the table below for the life of the contract.

Rate Element	USOC	12-Month Contract Monthly Centrex Line Rate	24-Month Contract Monthly Centrex Line Rate
Intercom.(11-20)	NRSX1	\$23.46	\$20.40
Intercom.(21-100)	NRSX2	22.08	19.20
Intercom.(101-250)	NRSX3	21.62	18.80
Intercom.(251-1000)	NRSX4	21.16	18.40
Intercom.(1000+)	NRSX5	20.47	17.80
Electronic Key Line	ETJ	3.91	3.40
ISDN Custom Line	N2Q	18.86	16.40
ISDN National Line	P2B	18.86	16.40

Upon expiration of its contract, if the customer does not elect to subscribe to a new contract and does not request discontinuance of the service, service will be continued on a month-to-month basis. The month-to-month rates currently in effect at the time of expiration of the contract will apply.

If the customer terminates service prior to the expiration of the contract period, the customer will be required to pay an early termination fee calculated as follows:

50%	X	Number of Lines	X	Contracted Monthly Centrex Line Rate	X	(Unexpired Portion, in Months, of the Contract Period)
-----	---	-----------------	---	--------------------------------------	---	--

The customer's service order contract must be executed during the promotion period. The service must be installed on or before August 31, 2007.

In addition to the eligibility criteria noted above, the customer must not have had service disconnected for nonpayment and must not have any pending, past-due bills for regulated service owed to the Company.

This promotion may not be combined with any other Centrex promotion.

**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

(D)

(D)

**GENERAL (cont'd)****Promotional Offerings (cont'd)****Advanced Centrex**

This Centrex with Caller ID/Caller ID with Name promotion is extended through October 9, 2006. Eligible customers are existing Centrex customers without Caller ID service, new or Winback Centrex customers who sign a new Centrex contract.

Eligible customers will receive a credit for their choice of either the Caller ID feature or the Caller ID and Caller ID with Name features (where available) on Basic and Electronic Key installed during the initial system establishment. The credit will be applied in each billing cycle for the life of the contract.

The customer must commit to the highest line category possible given the number of Centrex lines purchased under contract. The customer must contract for Centrex Service for a three, five or seven year period. The contract must be dated between January 30, 2006 and October 9, 2006. The service must be installed by November 10, 2006.

In addition to the eligibility criteria noted above, the customer must not have had service disconnected for nonpayment and not have any past due bills for regulated service owed to the Company.

This promotion may not be combined with any other Centrex promotion.

**\$6 Off Complete Choice Basic for 12 Months**

Eligible residential customers who purchase the Complete Choice Basic package may receive a \$6.00 bill credit for 12 months. This offer is available on up to two (2) lines.

Eligible customers are those residential customers who have at least one local exchange access line or a substitute (e.g. a wireless line or VoIP service) with a provider other than the Company at a service location that can be served by the Company.

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 AT&T incumbent local exchange service area to another address in an AT&T incumbent local exchange service area.

The customer is required to subscribe to AT&T for local service and the Complete Choice Basic package on each line receiving a credit. If the customer discontinues the package, the credits will cease.

This offer may not be combined with other local service offers that provide a monthly recurring discount, but may be combined with an offer that waives the non-recurring installation/service charge(s).

Customers must keep the required services for 30 days to receive the benefit of this offer.

This offer is not available to customers who are switching service between affiliated companies.

This promotion is effective from February 6, 2012, through September 30, 2012.

(C)



**GENERAL**

**Promotional Offerings**

Advanced Centrex

(D)  
(N)

A Centrex Welcoming Rewards promotion will run from April 1, 2008 through March 31, 2009. Eligible customers are:

- New Centrex customers,
- Customers who open a new location, or
- Win/Winback customers

Eligible customers will receive a one-time credit based on the number of new lines ordered. The first line will receive a credit of \$50.00. Lines 2 through 20 will receive a credit of \$25.00 per line for a maximum \$525.00 credit.

Customers must commit to an oral, one-year Welcoming Rewards Promotional Agreement to receive the benefits. Customers are required to sign a contract for Centrex Service for a minimum of 11 basic or electronic key lines for 24, 36, 60 or 84 months. If the customer disconnects its Centrex Service before one year has passed, it will be billed for the Welcoming Rewards credits provided. Standard Centrex early termination charges will apply for the Centrex Service.

In addition to the eligibility criteria noted above, the customer must not have had service disconnected for nonpayment, and not have any past due bills for regulated service owed to the Company.

This promotion is not available to customers with Centrex provided under a Customer Specific Offering. This promotion may be combined with the Centrex Nonrecurring Charges promotion.

(N)

**GENERAL (cont'd)****Promotional Offerings (cont'd)**

## Business Access Line "Save The Deal" Promotion

This "Save The Deal" promotion will end July 29, 2009. During this promotional period eligible business customers who commit to (or renew their term contract for) at least a 1-year agreement to either AT&T Business Local Calling, Custom BizSaver, SimpleLink Enhanced II or CompleteLink 2.0 will receive: (C)

## Applicable Credits:

1) For subscriptions prior to October 15, 2008:

A credit of \$36.00 per eligible access line or trunk for one year up to a maximum of \$900.00 per customer per year. The credit will be applied in equal amounts beginning in the 1st month and continuing through the 12th month. Customers who commit to a 2-year or longer term agreement will also receive a credit of \$36.00 per eligible access line or trunk during the second year up to a maximum of \$900.00. The credit during year 2 will be applied in equal amounts beginning in the 13th month and continuing through the 24th month. A customer may never receive more than \$900.00 maximum in credits per year.

2) For subscriptions on or after October 15, 2008:

A credit of \$36.00 per eligible primary access line or trunk and \$72.00 per eligible additional access line or trunk for one year up to a maximum of \$1,044 per year or a maximum of 15 lines per customer. The credit will be applied in equal amounts beginning in the 1st month and continuing through the 12<sup>th</sup> month. Customers who commit to a 2-year or longer term agreement will also receive a credit of \$36.00 per eligible primary access line or trunk and \$72.00 per eligible additional access line or trunk during the second year up to a maximum of \$1,044. The credit during year 2 will be applied as \$3.00 per month for a primary line or trunk and \$6.00 per month for additional lines or trunks beginning in the 13th month and continuing through the 24th month. A customer may never receive more than \$1,044 maximum in credits per year.

Eligible customers are existing customers who currently have service with the Company who are not on a term plan or those that have less than 6 months remaining on their term who call in to disconnect lines and then reconsider and keep the lines. Customer must also have refused an initial offer to subscribe to either AT&T Business Local Calling, Custom BizSaver, SimpleLink Enhanced II or CompleteLink 2.0. The customer will receive the credits only on the lines they intended to disconnect. The customer must agree to associate all their lines with one of the eligible term plans to receive the credits. The promotion is only available to the customer once during the promotional period. Customers cannot call back at a subsequent date and receive additional credits for lines targeted for disconnection.

All other terms and conditions applicable to AT&T Business Local Calling, Custom BizSaver, SimpleLink Enhanced II, or CompleteLink 2.0 will apply.

This promotion cannot be combined with any other promotional offers for network exchange access lines.

**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

CompleteLink

CompleteLink Select Winback Signing Bonus Offer: During the period from April 28, 2003 through July 31, 2003, eligible business customers subscribing to a CompleteLink 1-year, 2-year, 3-year, or 5-year term plan can receive the following intraLATA toll and 800/888 rates per minute, MARC volume discounts, increased Maximum Annual Discount, and signing bonus. The signing bonus is a percentage of the customer's selected Minimum Annual Revenue Commitment and varies by term-plan period.

Minimum Annual Revenue Commitment	Maximum Annual Discount	MARC Volume Discount on Eligible Services <sup>/1/</sup>			
		1-Year	2-Year	3-Year	5-Year
\$ 1,200-2,999	\$ 1,000	28.8%	29.8%	30.8%	31.3%
3,000-6,999	1,500	29.0%	30.0%	31.0%	31.5%
7,000-11,999	3,000	29.5%	30.5%	31.5%	32.0%
12,000-17,999	5,000	30.0%	31.0%	32.0%	32.5%
18,000-24,999	10,000	30.0%	31.0%	32.0%	32.5%
25,000-34,999	15,000	31.0%	32.0%	33.0%	33.5%
35,000-49,999	20,000	31.5%	32.5%	33.5%	34.0%
50,000-74,999	25,000	32.0%	33.0%	34.0%	34.5%
75,000-99,999	40,000	32.5%	33.5%	34.5%	35.0%
100,000-124,999	45,000	33.0%	34.0%	35.0%	35.5%
125,000-149,999	55,000	33.0%	34.0%	35.0%	35.5%
150,000-199,999	65,000	33.5%	34.5%	35.5%	36.0%
200,000 Plus	90,000	33.5%	34.5%	35.5%	36.0%
One-time Signing Bonus		5% of MARC	25% of MARC	35% of MARC	40% of MARC

/1/ MARC volume discounts will not apply to intraLATA toll and 800/888 rates.

**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

CompleteLink (cont'd)

IntraLATA Toll and 800/888 <sup>/2/</sup>				
<i>Rates/Minute</i>				
Toll Commitment (MATUC)	1-Year	2-Year	3-Year	5-Year
No Minimum	\$0.054	\$0.049	\$0.048	\$0.047
\$ 250 - 649	0.049	0.044	0.043	0.042
650 - 9,999	0.044	0.040	0.040	0.040
10,000 - 24,999	0.043	0.040	0.040	/1/
25,000 - 49,999	0.042	0.040	0.040	/1/
50,000 plus	0.041	0.040	0.040	/1/

Eligible customers include:

Business customers who have their intraLATA toll and business network access line(s) with another local exchange carrier within the AT&T Illinois, AT&T Indiana, AT&T Michigan, AT&T Ohio, or AT&T Wisconsin service area and who now wish to establish their intraLATA toll and local network access line service with AT&T Indiana, and who have previously refused a CompleteLink Select II Winback offer from AT&T Indiana.

Customers terminating this plan prior to the expiration of their selected term period are subject to termination charges as specified under CompleteLink on Sheet 27 in Part 4, Section 2 of this Guidebook. (T)

All other terms and conditions applicable to CompleteLink, found in Part 4, Section 2 of this Guidebook, will apply. (T)

/1/ Lower rates are not available at this commitment level.

/2/ These rates are available on agreements signed on or after June 9, 2003.

**GENERAL (cont'd)****Promotional Offerings (cont'd)**

## Advanced Centrex Service

A Centrex Nonrecurring Charge (NRC) promotion will run from May 1, 2006 through April 30, 2007. Eligible customers include new customers, customers who leave another carrier and establish Centrex service with the Company, and existing customers who move to another wire center and re-establish their Centrex service.

For new system orders placed during the promotional period, the following nonrecurring charges will be waived for qualifying customers who participate in this promotion:

Service Request Charge	Part 3, Section 1
Initial Service Establishment - System Charge	Part 5, Section 3
Intercommunications Charge	Part 5, Section 3
Electronic Key Line Service Access NRC Charge	Part 5, Section 2
ISDN National Line NRC Charge	Part 5, Section 3
ISDN Custom Line NRC Charge	Part 5, Section 3

The customer must commit to the highest line category possible given the number of Centrex lines purchased under contract. The customer must contract for Centrex Service for a three, five or seven year period. The contract must be dated between May 1, 2006 and April 30, 2007. The service must be installed by June 30, 2007.

In addition to the eligibility criteria noted above, the customer must not have had service disconnected for nonpayment, and not have any past due bills for regulated service owed to the Company.

This promotion is not available to customers with Centrex provided under a Customer Specific Offering. This promotion may be combined with the Centrex Thank You for Renewing promotion.

**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

CompleteLink Reloaded Offer:

A retail promotional period shall be extended through August 1, 2006. During this period, eligible business customers subscribing to a CompleteLink 1-year, 2-year, 3-year, or 5-year term plan will be eligible for additional credits on their bills. These credits are a percentage of the customer's selected Minimum Annual Revenue Commitment (MARC) and will vary depending upon the term plan selected, in accordance with the following payment schedule:

	1-Year Plan	2-Year Plan	3-Year Plan	5-Year Plan
Up Front	5% of MARC	20% of MARC	25% of MARC	30% of MARC
1-Year Anniversary		5% of MARC	5% of MARC	5% of MARC
2-Year Anniversary			5% of MARC	5% of MARC
3-Year Anniversary				5% of MARC
4-Year Anniversary				5% of MARC

Eligible customers are those business customers who have their business network access line(s) with another competitive carrier within the AT&T Illinois, AT&T Indiana, AT&T Michigan, AT&T Ohio or AT&T Wisconsin service areas and who now wish to establish their local network access line(s) with the Company, and who have previously refused a CompleteLink Select III Save/Win offer from the Company. This promotion is not available to customers who have local service with an affiliate of the Company.

Eligible customers will also receive intraLATA toll and 800/888 rates, as well as MARC volume discounts and Maximum Annual Discount levels as applicable in the respective offer previously refused, found in Part 4, Section 2 of this Guidebook. All other terms and conditions applicable to CompleteLink found in Part 4, Section 2 of this Guidebook, will apply. (T)

Customers terminating this plan prior to the expiration of their selected term period are subject to termination charges as specified under CompleteLink found on Sheet 27 in Part 4, Section 2 of this Guidebook. (T)

**GENERAL (cont'd)****Promotional Offerings (cont'd)**

## Business Access Lines

A promotional period shall be established from January 16, 2004 through December 31, 2004. During this promotional period, eligible business customers will receive a discount on monthly recurring rates if they commit to a term period. This promotion is known as the Business Access Line Term Pricing Plan (BALTPP) promotion. Applicable nonrecurring charges will also be waived.

The BALTPP provides optional term discounts for business customers. Eligible services under BALTPP are Business Flat Rate, Message Rate, Multi-Line, Hotel/Motel/Hospital/PBX. BALTPP provides for one, two, and three-year term discounts for Indiana customers.

All rules, regulations, fees and surcharges normally applicable to eligible services apply.

To qualify, the customer subscribing to the BALTPP must commit to an oral or written service agreement as prescribed by AT&T Indiana establishing the term period and discount percentage to be applied to the monthly recurring rates in effect at the time the customer enters into the service agreement. The discount rate will remain fixed through the life of the commitment, however, if the base rates for lines/trunks change, the price per month will change accordingly. A record of all such agreements will be retained for at least the duration of the contract period.

During the promotional period, BALTPP customers may choose to terminate an existing service agreement before the end of the term period without paying termination charges provided they negotiate a new service agreement with a term that is equal or greater than the existing term and contains an equal or greater number of business access lines than their existing service agreement. The new service agreement will be based upon the monthly business recurring rates in effect at the time the new service agreement is established.

Termination charges will also not apply if a customer upgrades to another Company service under a service agreement whose term period is equal to or greater than the term period remaining on the service agreement being terminated. Customers requesting the termination of a service agreement prior to the expiration date, excluding the circumstances mentioned above, will be charged a termination charge.

BALTPP customers can add lines/trunks to their contract during the life of the commitment. These lines/trunks will be discounted at the same monthly recurring rate(s) as other lines/trunks contained in the contract.

**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

Business Access Lines (cont'd)

When a BALTPP customer moves service from one service location to another, the duration and discount associated with the service agreement is not affected. Termination charges do not apply if the customer agrees to continue the service agreement at the new service location and retain local exchange access lines that equal or exceed the number of lines that were connected at the old service location.

Termination charges are equal to 50% of the monthly payments remaining on the term period for each business access line or trunk.

Upon expiration of a service agreement, the service will automatically be billed at the monthly rates set forth in the Guidebook, in effect at the time the service agreement expires, unless a new service agreement is negotiated. (T)

BALTPP may not be combined with other business Access Line and/or Trunk nonrecurring rate waivers at the time the agreement is established. In addition, BALTPP may not be combined with any other monthly recurring Access Line/Trunk rate discount plans or combined with Custom BizSaver<sup>®</sup>, Smart Savings, Smart Savings Usage, Simplelink or CompleteLink.

Monthly Recurring Charge Discount Schedule:

BALTPP monthly rate discounts for eligible services are:

<u>Term</u>	<u>Discount</u>
12 Months	3%
24 Months	5%
36 Months	7%

The standard nonrecurring charges for Service Request and Line Connection will be waived for new access lines and trunks ordered during the establishment of this agreement. Nonrecurring charges will not be waived for new access lines and trunks ordered after the BALTPP is established.

Applicable nonrecurring charges for DID numbers and DID line terminations will be waived during the establishment of this agreement. Note: DID number block recurring charge will not be discounted.



**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

CompleteLink

CompleteLink Select III Retention Offer: Through May 31, 2006, eligible business customers subscribing to a CompleteLink 1-year, 2-year, 3-year or 5-year term plan will be eligible for the following intraLATA toll and 800/888 rates per minute, as well as the following MARC volume discount overlay and increased Maximum Annual Discount. Additionally, a MARC Volume Discount<sup>/1/</sup> overlay of 15.5% will apply to all MARC levels (except the \$700 level) and all terms selected in addition to the “% Discount On Eligible Services” displayed under CompleteLink found in Part 4, Section 2 of this Guidebook. The per minute usage rates will be billed in increments of (18) seconds and additional (T) increments of (6) seconds, or fraction thereof.

	1-Year	2-Year	3-Year	5-Year																												
IntraLATA Toll and 800/888 Rates Per Minute	\$0.055	\$0.054	\$0.053	\$0.052																												
	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">MARC</th> <th style="text-align: left;">Maximum Annual Discount</th> </tr> </thead> <tbody> <tr><td>\$ 1,200</td><td>\$ 1,000</td></tr> <tr><td>3,000</td><td>2,500</td></tr> <tr><td>7,000</td><td>4,000</td></tr> <tr><td>12,000</td><td>6,500</td></tr> <tr><td>18,000</td><td>10,000</td></tr> <tr><td>25,000</td><td>15,000</td></tr> <tr><td>35,000</td><td>20,000</td></tr> <tr><td>50,000</td><td>30,000</td></tr> <tr><td>75,000</td><td>40,000</td></tr> <tr><td>100,000</td><td>50,000</td></tr> <tr><td>125,000</td><td>60,000</td></tr> <tr><td>150,000</td><td>80,000</td></tr> <tr><td>200,000+</td><td>100,000</td></tr> </tbody> </table>				MARC	Maximum Annual Discount	\$ 1,200	\$ 1,000	3,000	2,500	7,000	4,000	12,000	6,500	18,000	10,000	25,000	15,000	35,000	20,000	50,000	30,000	75,000	40,000	100,000	50,000	125,000	60,000	150,000	80,000	200,000+	100,000
MARC	Maximum Annual Discount																															
\$ 1,200	\$ 1,000																															
3,000	2,500																															
7,000	4,000																															
12,000	6,500																															
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50,000	30,000																															
75,000	40,000																															
100,000	50,000																															
125,000	60,000																															
150,000	80,000																															
200,000+	100,000																															

Eligible customers include all business customers.

This offering may not be combined with other Company business access line, usage and/or toll discount plans or promotions with the exception of combining with other CompleteLink promotions, which is permissible.

All other terms and conditions applicable to CompleteLink, found in Part 4, Section 2 of this Guidebook (T) will apply.

/1/ MARC volume discounts will not apply to intraLATA toll and 800/888 rates.

**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

CompleteLink (cont'd)

CompleteLink Select III Save/Win Offer: A promotional period shall be established from March 25, 2004 through March 24, 2005. During this period eligible business customers subscribing to a CompleteLink 1-year, 2-year, 3-year or 5-year term plan will be eligible for the following intraLATA toll & 800/888 rates per minute, as well as the following one-time signing bonus, and increased Maximum Annual Discount. The signing bonus is a percentage of the customer's selected Minimum Annual Revenue Commitment and may vary by term-plan period. Additionally, a MARC Volume Discount<sup>/1/</sup> overlay of 23.5% will apply to all MARC levels (except the \$700 level) and all terms selected in addition to the "% Discount On Eligible Services" displayed under CompleteLink found in Part 4, Section 2 of this Guidebook. The per minute usage rates will be billed in increments of (18) seconds and additional increments of (6) seconds or fraction thereof. (T)

	1-Year	2-Year	3-Year	5-Year
One-Time Signing Bonus	0%	0%	4%	6%
IntraLATA Toll and 800/888 Rates Per Minute	\$0.054	\$0.049	\$0.048	\$0.047
<u>MARC</u>	<u>Maximum Annual Discount</u>	<u>MARC</u>	<u>Maximum Annual Discount</u>	
\$ 1,200	\$ 1,000	\$ 50,000	\$ 30,000	
3,000	2,500	75,000	40,000	
7,000	4,000	100,000	50,000	
12,000	6,500	125,000	60,000	
18,000	10,000	150,000	80,000	
25,000	15,000	200,000+	100,000	
35,000	20,000			

Eligible customers are those business customers who have received a competitive offer and are considering switching their business exchange access service to another carrier (proof of competitive offer may be required) or those business customers who have their local network access line(s) with another competitive local exchange carrier within the AT&T Illinois, AT&T Indiana, AT&T Michigan, AT&T Ohio, or AT&T Wisconsin service area and who wish to establish their local network access service with AT&T Indiana.

This offering may not be combined with other Company Business access line, usage, and/or toll discount plans or promotions, with the exception of combining with other CompleteLink promotions, which is permissible.

All other terms and conditions applicable to CompleteLink found in Part 4, Section 2 of this Guidebook will apply. (T)

/1/ MARC Volume Discounts will not apply to intraLATA toll and 800/888 rates.

**GENERAL (cont'd)****Promotional Offerings (cont'd)**uSelect<sup>SM</sup>3 Offer

The promotional period shall be extended through January 4, 2007. During the promotional period, eligible residential customers who subscribe to an access line and the uSelect<sup>SM</sup>3 or uSelect<sup>SM</sup> Standard package will receive a \$8.00 monthly credit and a waiver of the nonrecurring charge to install the package.

Eligible customers are those residence customers who have their exchange access service with another carrier and who now establish their exchange access service with the Company.

Eligible residence customers who sign up for the uSelect<sup>SM</sup>3 or uSelect<sup>SM</sup> Standard package will be eligible for a \$8.00 credit each month for up to 12 months as long as they retain the package.

- Customer must respond to Company-issued marketing material, a Company-initiated marketing contact, or an offer made during a customer-initiated call to the Company.
- Any customer who discontinues the uSelect<sup>SM</sup>3 or uSelect<sup>SM</sup> Standard package prior to the required 12-month commitment will forfeit any remaining credits.
- Previous credits will not be charged back to the customer if they disconnect their uSelect<sup>SM</sup>3 or uSelect<sup>SM</sup> Standard package prior to the expiration of the first 12 months.
- This offer cannot be combined with any other uSelect<sup>SM</sup> offer.
- This offer is not available to customers who have local service with an affiliate of the Company.
- Customers currently receiving benefits from this offer will not lose their remaining benefits of this offer if they upgrade to the uSelect<sup>SM</sup>6, 2-Line uSelect<sup>SM</sup>6, or 2-Line uSelect<sup>SM</sup>3 package.

**GENERAL (cont'd)****Promotional Offerings (cont'd)**

## OPT-E-MAN Service

A promotional period shall be established from October 4, 2004 through January 5, 2005 for customers newly subscribing to OPT-E-MAN Service. This promotion offers a variable discount to OPT-E-MAN customers who subscribe to the Basic Service Connection, Bandwidth Usage and Ethernet Virtual Connections (EVC) rate elements for an agreed-upon number of connections.

In order to qualify for the OPT-E-MAN Service promotion, the following conditions must be met:

- The promotion will be available to new OPT-E-MAN customers entering into either a 36-month or 60-month agreement.
- A written agreement must be executed by AT&T Indiana that includes the term period, the discount rates and the service locations. The customer will not receive the discount if, at the time of billing, the number of connections in service is less than those specified in the written agreement.
- Special Construction Charges may apply.
- Nonrecurring charges for the Basic Service Connection, Bandwidth Usage and EVC elements will be waived when new service is established under this promotion.
- Guidebook charges will apply for any Optional Features subscribed to by the customer during this (T) promotional period.
- If the customer terminates the agreement prior to the expiration of the 36- or 60-month service term, the customer shall pay a termination charge. Payment of the termination charge does not release the customer from other previous amounts owed to the Company. In addition to any unpaid Special Construction or nonrecurring charges (excluding any waived charges), Termination Charges will be equal to fifty percent (50%) of all recurring charges for the remaining months of the customer's term.

**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

OPT-E-MAN Service (cont'd)

The following pricing will be offered with this promotion:

10/100 Base T Connection Options

Description	Bronze Package		Silver Package	
	36-Month	60-Month	36-Month	60-Month
<b>10 Mbps</b>				
Basic Service Connection, Bandwidth Usage (10 Mbps) and Ethernet Virtual Connections (10-100 Mbps)				
- per Connection				
1 to 9 Connections	\$1,785.00	\$1,600.00	\$1,985.00	\$1,800.00
10 or more Connections	1,300.00	1,175.00	1,500.00	1,375.00
<b>20 Mbps</b>				
Basic Service Connection, Bandwidth Usage (20 Mbps) and Ethernet Virtual Connections (10-100 Mbps)				
- per Connection				
1 to 9 Connections	2,150.00	1,950.00	2,350.00	2,150.00
10 or more Connections	1,550.00	1,400.00	1,750.00	1,600.00
<b>50 Mbps</b>				
Basic Service Connection, Bandwidth Usage (50 Mbps) and Ethernet Virtual Connections (10-100 Mbps)				
- per Connection				
1 to 9 Connections	2,300.00	2,075.00	2,500.00	2,275.00
10 or more Connections	1,675.00	1,500.00	1,875.00	1,700.00
<b>100 Mbps</b>				
Basic Service Connection, Bandwidth Usage (100 Mbps) and Ethernet Virtual Connections (10-100 Mbps)				
- per Connection				
1 to 9 Connections	2,550.00	2,300.00	2,750.00	2,500.00
10 or more Connections	1,850.00	1,675.00	2,050.00	1,875.00
<b>250 Mbps</b>				
Basic Service Connection, Bandwidth Usage (250 Mbps) and Ethernet Virtual Connections (101-500 Mbps)				
- per Connection	Not Available		Not Available	

**AT&T INDIANA GUIDEBOOK**

**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

OPT-E-MAN Service (cont'd)

10/100 Base T Connection Options (cont'd)

Description	Bronze Package		Silver Package	
	36-Month	60-Month	36-Month	60-Month

500 Mbps  
Basic Service Connection, Bandwidth Usage (500 Mbps) and Ethernet Virtual Connections (101-500 Mbps)  
- per Connection

	Not Available	Not Available
--	---------------	---------------

1 Gbps  
Basic Service Connection, Bandwidth Usage (1 Gbps) and Ethernet Virtual Connections (501-1,000 Mbps)  
- per Connection

	Not Available	Not Available
--	---------------	---------------

1 Gbps Optical Connection Options

Description	Bronze Package		Silver Package	
	36-Month	60-Month	36-Month	60-Month

10 Mbps  
Basic Service Connection, Bandwidth Usage (10 Mbps) and Ethernet Virtual Connections (10-100 Mbps)  
- per Connection

1 to 9 Connections	\$1,935.00	\$1,750.00	\$2,125.00	\$1,940.00
10 or more Connections	1,450.00	1,325.00	1,640.00	1,515.00

20 Mbps  
Basic Service Connection, Bandwidth Usage (20 Mbps) and Ethernet Virtual Connections (10-100 Mbps)  
- per Connection

1 to 9 Connections	2,300.00	2,100.00	2,490.00	2,290.00
10 or more Connections	1,700.00	1,550.00	1,890.00	1,740.00

50 Mbps  
Basic Service Connection, Bandwidth Usage (50 Mbps) and Ethernet Virtual Connections (10-100 Mbps)  
- per Connection

1 to 9 Connections	2,450.00	2,225.00	2,640.00	2,415.00
10 or more Connections	1,825.00	1,650.00	2,015.00	1,840.00

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SECTION 8 - Promotional Service Offerings

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**GENERAL (cont'd)****Promotional Offerings (cont'd)**

OPT-E-MAN Service (cont'd)

1 Gbps Optical Connection Options (cont'd)

Description	Bronze Package		Silver Package	
	36-Month	60-Month	36-Month	60-Month
100 Mbps Basic Service Connection, Bandwidth Usage (100 Mbps) and Ethernet Virtual Connections (10-100 Mbps)				
- per Connection				
1 to 9 Connections	\$2,700.00	\$2,450.00	\$2,900.00	\$2,640.00
10 or more Connections	2,000.00	1,825.00	2,200.00	2,015.00
250 Mbps Basic Service Connection, Bandwidth Usage (250 Mbps) and Ethernet Virtual Connections (101-500 Mbps)				
- per Connection				
1 to 9 Connections	3,750.00	3,375.00	3,950.00	3,575.00
10 or more Connections	2,575.00	2,325.00	2,775.00	2,525.00
500 Mbps Basic Service Connection, Bandwidth Usage (500 Mbps) and Ethernet Virtual Connections (101-500 Mbps)				
- per Connection				
1 to 9 Connections	4,250.00	3,825.00	4,450.00	4,025.00
10 or more Connections	2,900.00	2,600.00	3,100.00	2,800.00
1 Gbps Basic Service Connection, Bandwidth Usage (1 Gbps) and Ethernet Virtual Connections (501-1,000 Mbps)				
- per Connection				
1 to 9 Connections	5,100.00	4,590.00	5,300.00	4,790.00
10 or more Connections	3,575.00	3,225.00	3,775.00	3,425.00

**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

**Remote Call Forwarding Promotion**

This offer provides eligible business customers who subscribe to Remote Call Forwarding a \$5.00 monthly rate for Remote Call Forwarding for the first 12 months. In addition, eligible customers will receive a waiver of the nonrecurring charges to add Remote Call Forwarding. The monthly rate will be discounted for each local path and for each additional path. Usage charges will be applicable. This promotion will be extended through December 31, 2009.

(C)

Eligible customers are as follows:

- Business customers who have their exchange access service with another carrier and who now establish their exchange access service with the Company.
- Customers must retain Remote Call Forwarding for 12 consecutive billing cycles in order to receive the full benefit of this offer.
- Any customer who discontinues Remote Call Forwarding prior to the required 12 billing cycles will forfeit any remaining credits.
- This Remote Call Forwarding promotion cannot be combined with other Remote Call Forwarding offers.
- To qualify for this offer, the Call Forward Number of the Remote Call Forwarding service must terminate to a Company business access line.



**GENERAL (cont'd)****Promotional Offerings (cont'd)**

## Business Access Lines

A promotional period shall be established from January 1, 2005, through October 31, 2005. During this promotional period, eligible business customers will receive a discount on monthly recurring rates if they commit to a minimum line volume and term period. This promotion is known as the Term and Volume Discount (TVD) Plan promotion. At the time a customer subscribes to TVD, applicable service request and line connection nonrecurring charges (NRCs) will be waived for existing customers that add lines and for customers coming to AT&T Indiana from other carriers. Standard NRCs will apply to lines added subsequent to the initial order.

The TVD Plan provides optional term and volume discounts for business customers. Eligible services under TVD are Business Flat Rate and Message Rate Access lines and PBX Trunks. TVD provides for 12-, 24- and 36-month term discounts for Indiana customers.

All rules, regulations, fees and surcharges normally applicable to eligible services apply.

To qualify, the customer subscribing to the TVD Plan must commit to a service agreement as prescribed by AT&T Indiana establishing the term period, minimum access line volume commitment and discount percentage to be applied to the monthly business recurring rate in effect at the time the customer enters into the service agreement. The discount rate will remain fixed through the life of the commitment, however, if the base rates for lines/trunks change, the price per month will change accordingly.

## TVD Monthly Recurring Charge Discount Schedule:

Access Line Volume Commitment	12-month Term	24-month Term	36-month Term
Minimum 1 line	5%	7%	9%
Minimum 11 lines	6%	8%	10%
Minimum 31 lines	7%	9%	11%
Minimum 101 lines	8%	10%	12%
Minimum 201 lines	9%	11%	13%

**GENERAL (cont'd)****Promotional Offerings (cont'd)**

## Business Access Lines (cont'd)

If the customer terminates the TVD agreement prior to the expiration of the 12-, 24- or 36-month service term, the customer shall pay a termination charge. Payment of the termination charge does not release the customer for amounts previously owed to the Company. The termination charge shall be:

- All unpaid nonrecurring charges (excluding any waived charges); plus
- Fifty percent (50%) of all recurring charges for the remaining months of the customer's term.

During the promotional period, TVD customers may choose to terminate an existing service agreement before the end of the term period without paying termination charges provided they negotiate a new TVD service agreement with a term that is equal or greater than the term period remaining on the existing service agreement and commit to an equal or greater number of business access lines than their existing service agreement. The new service agreement will be based upon the monthly business recurring rates in effect at the time the new service agreement is established.

Termination charges will also not apply if a customer converts to another Company service whose term period is equal to or greater than the term period remaining on the existing TVD service agreement. Customers requesting the termination of a service agreement prior to the expiration date, excluding the circumstances mentioned above, will be charged a termination charge.

When a TVD customer moves service from one service location to another, the access line volume commitment, duration and discount associated with the service agreement is not affected. If the applicable recurring rate changes as a result of the move, the monthly rate at the new service location will be based on the rate in effect at the new service location. Termination charges do not apply if the customer agrees to continue the service agreement at the new service location and retains Network Access lines that equal or exceed the number of lines that were under TVD service agreement at the old service location.

The 12-month term also has a 12-month renewable option. If the customer selects the 12-month renewable option, the plan will renew for 12-month intervals. A maximum of two 12-month renewals are available after the first 12-month term. The customer will receive written notification of their selection outlining the details of the agreement, plus subsequent notifications regarding their renewal options prior to the expiration of each 12-month term.

**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

Business Access Lines (cont'd)

The TVD Plan requires the customer to commit to a minimum volume of access lines. The total number of access lines within the state will apply toward the volume commitment. At any month during the term, if the total number of lines in the state is less than the minimum, an adjustment charge will appear on the customer's designated Master Billing Telephone Number for the state. A \$20 per-line charge will be billed for the number of lines under the minimum line commitment.

This promotion may not be combined with SimpleLink Enhanced or CompleteLink offers.

Upon expiration of a 12-, 24- or 36-month service agreement, the service will automatically be billed at the monthly rates set forth in the Guidebook, in effect at the time the service agreement expires, unless (T) a new service agreement is negotiated.

**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

Caller ID and Caller ID With Name

This retail promotional period is extended through August 13, 2006. During this promotional period, eligible business customers that subscribe to Caller ID and Caller ID with Name will be charged a discounted monthly price when these services are purchased along with a new subscription to either a Custom BizSaver Winback Package without the flexible bundle of features, SimpleLink Enhanced Winback, or any CompleteLink Win/Winback offer that does not already include Caller ID with Name service at this promotional price.

Caller ID and Caller ID with Name must be purchased together on an account at the current location, where central office facilities allow. This offer is only available when Caller ID and Caller ID with Name are purchased a la carte, independent of any other package or promotion.

Eligible customers are those business customers who have their local network access lines with another competitive local exchange carrier within the AT&T Illinois, AT&T Indiana, AT&T Michigan, AT&T Ohio, or AT&T Wisconsin service area and who now wish to establish their local network access service with the Company. Eligible customers will receive a discounted monthly price of \$2.00 for both services.

The discounted monthly price will be applicable for the duration of the term length selected in the new agreement including 1-year renewable terms for up to 36 months. All other terms and conditions applicable to Custom BizSaver Winback, SimpleLink Enhanced Winback or the appropriate CompleteLink offer will apply.

**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

**Extra Line Enhanced Promotion**

A promotional period will be established from January 2, 2009 through August 31, 2009. During the promotional period eligible business customers will receive a one-time \$25 bill credit per additional line, for up to a maximum of 10 additional lines per account, for adding new additional lines to a qualifying term plan.

Eligible customers are existing business customers who purchase additional lines and subscribe those lines to a qualifying voice term plan. Qualifying voice term plans are SimpleLink Enhanced II and Business Access Line Term Volume Discount (BALTV D). Customers currently not on a qualifying term plan must subscribe to one during the promotional period and add additional lines in order to receive the credit for those new lines. Customers who are currently on a qualifying term plan must establish a new agreement for the qualifying term plan during the promotional period to receive credit for any new additional lines. (C)

All other terms and conditions applicable to SimpleLink Enhanced II and Business Access Line Term Volume Discount (BALTV D) will apply, as appropriate. This offer cannot be combined with the Save The Deal and Welcoming Rewards promotions. (C)

**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

(D)

**GENERAL (cont'd)****Promotional Offerings (cont'd)****Complete Choice Basic Promotion**

(C)

A promotional offer will be established from October 1, 2012, through June 15, 2015. During this offer period, eligible residential customers who purchase and retain the Complete Choice Basic (CCB) package may receive a bill credit for 12 months. This offer is available on up to two (2) lines.

(C)

Eligible subscribers will received a bill credit for 12 months on up to two lines that will provide a net price of \$15.00 for the CCB package. Existing customers subscribed to this promotion will continue to receive the net price of \$15.00 for the remaining months of their 12 month benefit period, provided they meet the promotion requirements.

(C)

(C)

- 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.
- 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 AT&T incumbent local exchange service area to another address in an AT&T incumbent local exchange service area.
- The customer is required to subscribe to AT&T for local service and the Complete Choice Basic package on each line (maximum of 2 lines) receiving a credit. If the customer discontinues the Complete Choice Basic package, the credit(s) will cease.
- This offer may not be combined with any other local service offers that provide a monthly recurring credit or discount, but may be combined with an offer that waives the non-recurring installation/service charge(s).
- Customers must keep the required services for 30 days to receive the benefit of this offer.
- This offer is not available to customers who are switching service between affiliated companies.

**GENERAL (cont'd)****Promotional Offerings (cont'd)****Business Feature Promotion II**

A promotional period will be extended through March 31, 2017. During this period, eligible business customers will receive a 50% discount per month per line on the vertical features<sup>/2/</sup> listed below. A waiver of the applicable installation charges associated with adding these features will also be provided. (C)

Eligible customers are those business customers who are subscribed to Business Local Calling Assurance when it is part of the All For Less bundle.<sup>/1/</sup> These eligible customers who subscribe to a 12- or 24-month term agreement for the All For Less bundle with Business Local Calling Assurance will receive 50% off the standard tariff rate for the following services per line<sup>/2/</sup>: Busy Line Transfer, Alternate Answering, Three-Way Calling, Speed Calling 30, Call Waiting, Privacy Manager<sup>/3/</sup>, Call Screening, Automatic Callback, Repeat Dialing, and Multi Ring. (C)

Customers will receive these discounted rates as long as they remain subscribed to Business Local Calling Assurance when it is part of the All For Less bundle. When the customer's All For Less subscription expires, these discounted rates will no longer apply.

There is no termination fee associated with this feature promotion. This feature promotion cannot be combined with any other promotions or packages.

/1/ The All For Less bundle combines Business Local Calling Assurance, provided by Indiana Bell Telephone Company, with services offered by affiliates of Indiana Bell Telephone (Long Distance and non-regulated Internet services) in a bundled offering.

/2/ For customers who subscribe to this offer on or after 1-1-12, Speed Calling 8 and Privacy Manager are not eligible for the 50% discount.

/3/ Effective October 31, 2017, Privacy Manager is no longer available. (C)



**GENERAL (cont'd)****Promotional Offerings (cont'd)****CompleteLink 2.0 Save and Win/Winback Promotion**

A promotional period will be established from October 10, 2012 through December 31, 2014. During this promotional period eligible business customers subscribing to a new CompleteLink 2.0 agreement for a 2-year or 3-year<sup>/1/</sup> term will be eligible to receive a monthly lump sum credit of \$3.00 per line based on the number of lines subscribed to this new agreement. (C)

Eligible customers are Save customers, existing business customers who have received a competitive offer and are considering switching their business local exchange access line service to another carrier (proof of competitive offer may be required), as well as business customers who have their local exchange access line service with another competitive local exchange carrier within the AT&T Illinois, AT&T Indiana, AT&T Michigan, AT&T Ohio, or AT&T Wisconsin service areas and who now wish to establish their business local exchange access line service with the Company.

The CompleteLink 2.0 1,000 BTN maximum limit applies to this offer. This offer may not be combined with other AT&T business access line, usage, and/or toll discount plans or promotions, with the exception of combining with other CompleteLink 2.0 offers where permitted. All other terms and conditions applicable to CompleteLink 2.0, as appropriate, will apply.

/1/ For new agreements established on or after October 3, 2013, the three year term agreement will no longer be available.

**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

(D)

(D)

**GENERAL (cont'd)****Promotional Offerings (cont'd)**

## Business LineSaver Promotion

A retail promotional period will be established from October 1, 2006 through June 30, 2007. During this promotional period, eligible business customers who commit a minimum threshold of lines to a new 1-year term agreement or longer for either CompleteLink 2.0 or the Business Access Line Term Volume Discount Plan will receive either a \$35.00 or \$45.00 bonus credit per eligible access line per year.

Eligible customers are those business customers who have received a competitive offer and are considering switching all their network exchange access service to a competitive local service provider (proof of competitive offer may be required). Eligible customers who commit between 25 and 49 eligible access lines in AT&T Indiana's service area will receive a bonus credit of \$35.00 per line per year of the term plan, up to a maximum credit of \$8,000 per year. Eligible customers who commit a minimum of 50 eligible access lines in AT&T Indiana's service area will receive a bonus credit of \$45.00 per line per year of the term plan, up to a maximum credit of \$20,000 per year. Commitment level is determined by the number of lines in service when the customer calls to discuss disconnection of service.

The bonus credit will be applied on a monthly basis in equal amounts for each 12-month term period. The customer must agree to associate all their lines with one of the eligible term plans to receive the credits. If, at any time during the benefit period, lines are disconnected, the credits for those lines will be discontinued. Customers receiving the \$35.00 credit will need to maintain a minimum of 25 access lines. Customers receiving the \$45.00 credit will need to maintain a minimum of 50 access lines. If, at any time during the benefit period, the customer fails to maintain their minimum line level, the credits will be discontinued on all lines. Eligible customers will receive the credit only for lines they were considering disconnecting. This offer can be applied only once per customer during this promotional period. All other terms and conditions applicable to either CompleteLink 2.0 or Business Access Line Term Volume Discount Plan, where applicable, will apply. This offer cannot be combined with other access line plans or promotions.

**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

Charter Number Service Promotion

A retail promotional period will be established from October 23, 2006 through June 30, 2007. During this promotional period, business customers who retain more than five Charter Numbers will receive a credit on all telephone numbers retained in excess of five. The first five telephone numbers retained will be billed at the Charter Number rate. The sixth and subsequent retained numbers will receive a credit of \$15.00 each.

Eligible customers are those business customers that have more than five telephone numbers that they wish to retain via Charter Number. This offer is based on the number of telephone numbers retained per order and would not be cumulative with subsequent orders.

**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

Residence uSelect<sup>SM</sup> Retention Promotion

A retail promotional period will be established from October 30, 2006 through December 14, 2006.

During the promotional period, eligible residential customers who subscribe to a primary or additional access line(s) and already have or newly purchase a qualifying package from the list below, will receive bill credits of \$48 in total.

Qualifying Packages List

uSelect3

2-Line uSelect3

uSelect6

2-Line uSelect6

Eligible customers are those residence customers who have a primary or additional access line(s), call to disconnect the line(s), and then decide to retain the line with a qualified package.

The customer's bill will be credited four dollars (\$4.00) each month that the line is retained, for up to 12 months. If the customer disconnects the line, the package, or the line and package before the next bill period date, any further benefits available under this offer will cease.

This offer is not combinable with the \$12 multi-line retention offer.

**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

Residence Select Feature Package<sup>SM</sup> Promotion

A retail promotional period will be established from December 19, 2006 through May 31, 2007.

During the promotional period this offer provides eligible residential customers who subscribe to Select Feature Package a \$5.00 monthly bill credit for twelve (12) consecutive months after subscribing to the package. The nonrecurring Select Feature Package installation charge will also be waived.

Eligible customers are those residence customers who 1) have their current service with another carrier and now wish to establish their service with the Company, and 2) during the promotional period, respond to Company-issued marketing material, a Company-initiated marketing contact or an offer made during a customer-initiated call to the Company. This offer is not available to customers who have local service with an affiliate of the Company.

Eligible customers must retain the package on each bill period date for the twelve consecutive bill periods in order to receive the full benefit of this offer. If the customer disconnects the package before the twelfth consecutive bill period date, all remaining bill credits will be canceled.

Customers currently receiving benefits from this offer will not lose their remaining benefits of this offer if they upgrade to a larger package that includes the components of the Select Feature Package.

**GENERAL (cont'd)****Promotional Offerings (cont'd)**

## Business Access Lines and Trunks

Business Grand Opening II Promotion: A retail promotional period shall be established from January 1, 2007 through October 31, 2007. During this promotional period, eligible business customers (C) who subscribe to either a new Custom BizSaver, SimpleLink Enhanced II, or CompleteLink 2.0 agreement will receive a one-time waiver of the normally applicable nonrecurring Service Ordering and Line Connection charges (NRC's) associated with local exchange access lines or trunks after the first line purchased, for up to 15 lines maximum per location in their initial order, when subscribing to the above named services. Eligible customers will also receive a waiver of normally applicable service ordering non-recurring charges associated with the ordering of Custom or Advanced Custom Calling Services, Complimentary Network Services, and hunting services ordered at the time of initial subscription.

Eligible customers include new businesses, who are not transferring service from another carrier, or existing businesses in the AT&T Illinois, AT&T Indiana, AT&T Michigan, AT&T Ohio, or AT&T Wisconsin service areas that are moving from one location to another within these 5 state local service areas. Eligible customers must provide an indication that they are considering other competitive offers in order to qualify for this offer, unless the customer orders service via a Company internet based online order entry application, where indication of competitive consideration is not necessary.

Eligible customers must agree to subscribe all their lines to one of the services named above in order to receive this benefit. This offer is only applicable at the time of placing the initial order for the new or moved business and is not available for subsequent orders placed for additional lines or services.

All other terms and conditions applicable to Custom BizSaver, SimpleLink Enhanced II, or CompleteLink 2.0, as appropriate, will apply. This offer cannot be combined with any other promotional offers waiving NRC's for local exchange business access lines.

**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

(D)

(D)



**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

**Residential Movers Service Connection Charge Waiver**

This promotional offer will be extended through December 31, 2013.

(C)

During this promotional period, eligible residential customers who agree to remain a customer of AT&T will receive a waiver of the nonrecurring Service Order and Line Connection Charges to install up to three access lines at their new AT&T Indiana location.

Eligible customers are those residence customers who are existing AT&T residence customers who are transferring to AT&T Indiana from a location within AT&T Indiana, AT&T Illinois, AT&T Michigan, AT&T Ohio or AT&T Wisconsin.

This offer cannot be combined with other retention or win/winback offers.

**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

Business Access Lines and Vertical Features

A promotional period shall be extended through March 31, 2008 for an access line and vertical feature service package, which will be referred to as AT&T Business Local Calling Assurance.

During this promotional period, business customers with 1 or 2 business network access lines who agree to a 12-month term period and commit to a Flat Rate Exchange Access Line, Caller ID With Name, and Call Forwarding service will be eligible for the package rates listed below, per line, for these services:

	<u>Monthly Rates</u>
Package Rate Per Line:	\$25.00

AT&T Business Local Calling Assurance is only available to customers who require 1 or 2 individual business exchange network access lines and is not available on FX Service, Remote Call Forwarding, WATS access lines, PBX Trunks, Centrex, or Semi-Public Coin services.

A customer may subscribe to only one agreement for AT&T Business Local Calling Assurance at a given location. A customer may have up to 2 lines maximum per location subscribed to an AT&T Business Local Calling Assurance agreement.

Customers will receive a waiver of normally applicable service ordering and line connection nonrecurring charges (NRC's) associated with local exchange access lines ordered at the time of initial subscription to AT&T Business Local Calling Assurance. Standard NRC's will apply to services added after the initial order.

**GENERAL (cont'd)****Promotional Offerings (cont'd)**

## Business Access Lines and Vertical Features (cont'd)

The service is only available as an oral agreement, with a 12-month term. The customer will have the right to re-subscribe to a new 12-month term at the same terms and conditions upon expiration of the term. The customer may elect to re-subscribe for a maximum of two additional 12-month terms. The customer will receive a written confirmation of service upon initial installation of the service. In addition, the customer will be notified prior to the expiration of their 12-month agreement that upon expiration the rates will revert to month-to-month rates, or they have the option to re-subscribe for a new 12-month term. Customers are under no obligation to re-subscribe after completion of any 12-month term.

At the expiration of the agreed to term, rates will revert to the applicable non-term individual rates for each component of the package.

Customers who elect to terminate their agreement prior to completion of the agreed to term will be assessed early termination charges amounting to 50% of the monthly recurring charges times the number of months left on the term commitment.

Termination charges are not applicable if, during the term period, the customer converts to another Company access line plan with a term equal to or greater than the remaining AT&T Business Local Calling Assurance term plan. This offer cannot be combined with other access line, usage, or feature discount offers.

**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

Custom BizSaver

Year 2 and 3 Promotion: This retail promotional period will be extended through December 31, 2008. (C)  
During this promotional period, eligible business customers that subscribe to a Custom BizSaver Winback 2-year or 3-year agreement will receive their Custom BizSaver Winback monthly recurring charge waived, in months 13 and 14 for 2-year agreements and in months 13, 14, 25, and 26 for 3-year agreements. This offer does not apply to 1-year renewable agreement selections.

Eligible customers are those business customers who have their local network access line service with another competitive local exchange carrier within the Company's service area and who now wish to establish their local network access line service with the Company. The waived charges will appear as a credit on the customer's bill during the month's specified.

All other terms and conditions applicable to Custom BizSaver Winback will apply. This offer can be combined with other Custom BizSaver Winback offers or promotions.

**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

Advanced Centrex Service

This Centrex Add-A-Line NRC promotion will be extended through April 30, 2011. Eligible customers are current Centrex customers. (C)

For new Centrex lines added to the customer's Centrex system during the promotional period, the following nonrecurring charges will be waived for qualifying customers who participate in this promotion:

Service Request Charge, Subsequent Additions	Part 3, Section 1
Intercommunications Charge	Part 5, Section 3
Electronic Key Line Service Access NRC Charge	Part 5, Section 2
ISDN National Line NRC Charge	Part 5, Section 3
ISDN National Line NRC Charge	Part 5, Section 3

To qualify for this promotion, month-to-month Centrex customers must contract for Centrex Service for 12 or more months. Any contract required to qualify for this promotion must be dated between April 24, 2008 and April 30, 2011. Customers with a 12-, 24-, 36-, 60- or 84-month Centrex contract qualify for this promotion. In addition, customers must install a minimum of 3 new Centrex lines. The new lines must be installed by June 30, 2011. (C)  
|  
(C)

In addition to the eligibility criteria noted above, the customer must not have had service disconnected for nonpayment and not have any past due bills for regulated service owed to the Company.

This promotion is not available to customers with Centrex provided as a Customer Specific Offering. This promotion may not be combined with any other Centrex-only promotion.

**GENERAL (cont'd)****Promotional Offerings (cont'd)**

## Advanced Centrex Service

This Centrex NRC promotion will be extended through April 30, 2011. Eligible customers include new customers, customers who leave another carrier and establish Centrex service with the Company, and existing customers who move to another wire center and re-establish their Centrex service. (C)

For new system orders placed during the promotional period, the following nonrecurring charges will be waived for qualifying customers who participate in this promotion:

Service Request Charge, Subsequent Additions	Part 3, Section 1
Initial Service Establishment-System Charge	Part 5, Section 3
Intercommunications Charge	Part 5, Section 3
Electronic Key Line Service Access NRC Charge	Part 5, Section 2
ISDN National Line NRC Charge	Part 5, Section 3
ISDN National Line NRC Charge	Part 5, Section 3

The customer must contract for Centrex Service for 24, 36, 60 or 84 months. The customer must commit to a minimum of 11 lines. The contract must be dated between May 1, 2008 and April 30, 2011. (C)  
The service must be installed by June 30, 2011. (C)

In addition to the eligibility criteria noted above, the customer must not have had service disconnected for nonpayment, and not have any past due bills for regulated service owed to the Company.

This promotion is not available to customers with Centrex provided under an Individual Case Basis contract. It may be combined with the Centrex Thank You for Renewing and Centrex Welcoming Rewards promotions.

**GENERAL (cont'd)****Promotional Offerings (cont'd)**

## CompleteLink 2.0

A CompleteLink 2.0 *Contract Renewal Loyalty Offer* will be extended through April 20, 2009. During this (C) promotional period, eligible business customers subscribing to a new CompleteLink 2.0 agreement for a 2-year term or longer will receive an accelerated discount, called a "loyalty discount", as described below. These discounts are in addition to the other discounts associated with CompleteLink 2.0, as described in Part 4, Section 2 of this Guidebook.

Eligible customers are those business customers who are currently under a CompleteLink, CompleteLink Select II/III, or CompleteLink 2.0 agreement that is within 6 months of expiration and who have previously refused a new CompleteLink 2.0 offer. Existing customers are also eligible if they sign a new CompleteLink 2.0 agreement within 60-days of expiration of one of the above agreements and have previously refused a CompleteLink 2.0 offer.

The Satisfaction Guarantee described in *E. Termination Charges and Credit Allowances* within CompleteLink 2.0, found in Part 4, Section 2 of this Guidebook, is not applicable for customers accepting this offer.

Eligible customers who establish a CompleteLink 2.0 agreement and later upgrade to a new term length and/or MARC level, or terminate their CompleteLink 2.0 agreement prior to its expiration date, will forego any loyalty discounts not yet received. Customers who upgrade will retain any loyalty discounts already received.

These loyalty discounts are considered to be accelerated discounts. Customers who terminate their CompleteLink 2.0 agreement prior to expiration of their selected term period will be liable for early termination charges as described in *E. Termination Charges and Credit Allowances* within CompleteLink 2.0, found in Part 4, Section 2 of this Guidebook. All other terms and conditions applicable to CompleteLink, CompleteLink Select II/III, or CompleteLink 2.0, found in Part 4, Section 2 of this Guidebook, will apply.

**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

CompleteLink 2.0 (cont'd)

This offer may not be combined with other Company business access line, usage, and/or toll discount plans or promotions, with the exception of combining with other CompleteLink offers where permitted.

**Loyalty Discount Schedule**

Eligible customers will receive the following loyalty discounts which are calculated as a percentage of their agreed upon MARC and applied as a credit to their bill. The loyalty discounts will be applied upon subscription to CompleteLink 2.0 and yearly (for terms exceeding 2 years) according to the following schedule. Credits will be applied to customer accounts, if applicable, in the 1st, 13th, 25th, 37th, and 49th bill periods.

	<b>1-Year Term</b>	<b>2-Year Term</b>	<b>3-Year Term</b>	<b>5-Year Term</b>
<b>Upfront Loyalty Discount</b>	N/A	5%	5%	5%
<b>1st Year Loyalty Discount</b>	N/A	5%	5%	5%
<b>2nd Year Loyalty Discount</b>	N/A	N/A	5%	5%
<b>3rd Year Loyalty Discount</b>	N/A	N/A	N/A	5%
<b>4th Year Loyalty Discount</b>	N/A	N/A	N/A	5%



**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

Custom BizSaver Promotion

**\$50 Business Gift Card Offer:** A retail promotional period, shall be established from June 4, 2007, through August 31, 2007. During this promotional period, eligible business customers who subscribe to a new Custom BizSaver agreement will be eligible to receive a one-time gift card worth \$50. A maximum of one \$50 gift card will be awarded per account. Customers will receive a coupon which they must complete and return within 4 weeks in order to receive their card. Cards will expire within 90 days of issuance. Cards are restricted from use for payment of Company products and services.

Eligible customers include new business customers or existing business customers that are not currently subscribed to a term agreement. Eligible customers must commit to a Custom BizSaver agreement in order to receive this offer.

Eligible customers must agree to subscribe all their lines to Custom BizSaver in order to receive this benefit. This offer is only applicable at the time of placing the initial order for Custom BizSaver and is not available for subsequent orders placed for additional lines.

This offer may not be combined with the 'Business Access Line "Save The Deal" Promotion' listed in Part 2, Section 8 of this Guidebook. All other terms and conditions applicable to Custom BizSaver as appropriate, will apply.

(T)

**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

Charter Number Service Promotion

A retail promotional period will be established from July 1, 2007 through October 31, 2007. During this promotional period, eligible business customers will receive a bill credit for telephone numbers retained in excess of twenty-five. The first twenty-five telephone numbers retained will be billed at the current nonrecurring Charter Number rate. The twenty-sixth and subsequent numbers will receive a credit of \$15.00 per telephone number retained. (C)

Eligible customers are those business customers that are eligible for Charter Number Service and have more than twenty-five telephone numbers that they wish to retain via Charter Number. This offer is based on the number of telephone numbers retained per order and would not be cumulative with subsequent orders.

**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

Remote Call Forwarding Promotion

A promotional period shall be extended through July 31, 2009. During the promotional period, eligible business customers who commit to a 2-year agreement to Remote Call Forwarding (RCF) service will receive the service for \$4.50 per line per month for the duration of the term. The monthly rate will be discounted for each local path and for each additional path. RCF usage charges, set forth in Part 7, Section 4, of this Guidebook, will also apply. (C)

Eligible customers are as follows:

- Existing business customers who currently have RCF with the Company who call in to disconnect their service, then reconsider and keep the service.
- To qualify for this offer, the Call Forward Number of the Remote Call Forwarding service must terminate to a Company business access line.

The customer can add lines during the term period, however, this discounted promotional rate is only applicable until the end of the originally contracted term period.

Customers must maintain a minimum of one line equipped with RCF service on their account or they are subject to early termination fees (ETF's). If the customer does not maintain this minimum requirement, they are subject to pay an ETF of \$2.25 times the number of months remaining on the term.

Customers may choose to terminate their existing service agreement before the end of the term period without paying termination charges provided they subscribe to a new 24-month RCF service term agreement.

At the end of the term period, the rates will revert to the then current month-to month RCF rates.

This promotion cannot be combined with any other RCF promotional offers or with any plans that do not allow RCF service to be on the account.

**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

Select Feature Package Promotion

This promotion offers eligible residential customers who subscribe to Select Feature Package a waiver of the nonrecurring Select Feature Package installation charge.

Eligible customers are those residence customers who 1) have their current service with another carrier and now wish to establish their service with the Company, and 2) during the promotional period, respond to Company-issued marketing material, a Company-initiated marketing contact or an offer made during a customer-initiated call to the Company.

This promotion will be available from August 1, 2007 through July 31, 2008.

**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

Custom BizSaver

Custom BizSaver Online Promotion: A retail promotional period, shall be established from August 1, 2007 through January 19, 2008. During this promotional period, eligible business customers who subscribe to a new Custom BizSaver agreement will receive a \$1.00 discount per line, per month off of standard rates for this service as listed in Part 4, Section 5 of this Guidebook. The discount will be applied as a monthly credit on the customer's bill. Eligible customers may only subscribe to a 12-month term period under this offer. (T)

Eligible customers include new businesses who are not transferring service from another carrier. Customers must establish their new business account with the Company and order Custom BizSaver electronically (via online ordering methods) in order to qualify for this offer. Business exchange access lines which include hunt arrangements are not eligible to be ordered under this offer.

Additionally, eligible customers who subscribe to a new Custom BizSaver agreement under this offer as described herein will receive a waiver of normally applicable nonrecurring service charges associated with the installation of new business exchange access lines ordered at the time of their initial service establishment only.

This offer may not be combined with any other Custom BizSaver promotion nor with any other promotion which includes Custom BizSaver as an eligible service. This offer is only applicable at the time of placing the initial order for Custom BizSaver and is not applicable for subsequent orders placed to add/subtract lines or change the customer account. The Custom BizSaver 12-month oral agreement with option to re-subscribe is not an available option under this offer. All other terms and conditions applicable to Custom BizSaver, as appropriate, will apply.

**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

(D)

**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

Residence Select Feature Package<sup>SM</sup> Promotion

A retail promotional period will be established from August 31, 2007 through March 31, 2008.

During the promotional period, this offer provides eligible residential customers who subscribe to Select Feature Package a \$5.00 monthly bill credit for twelve (12) consecutive months after subscribing to the package. The nonrecurring Select Feature Package installation charge will also be waived.

Eligible customers are those residence customers who 1) have their current service with another carrier and now wish to establish their service with the Company, and 2) during the promotional period, respond to Company-issued marketing material, a Company-initiated marketing contact or an offer made during a customer-initiated call to the Company.

Eligible customers must retain the package on each bill period date for the twelve consecutive bill periods in order to receive the full benefit of this offer. If the customer disconnects the package before the twelfth consecutive bill period date, all remaining bill credits will be canceled.

Customers currently receiving benefits from this offer will not lose their remaining benefits of this offer if they upgrade to a larger package that includes the components of the Select Feature Package.

**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

Business Access Lines and Trunks

Business Grand Opening III Promotion: A retail promotional period shall be established from November 1, 2007 through March 31, 2008. During this promotional period, eligible business customers (C) who subscribe to either a new Custom BizSaver, SimpleLink Enhanced II, or CompleteLink 2.0 agreement will receive a one-time credit in the 4th month of their term equivalent to the normally applicable nonrecurring Service Ordering and Line Connection charges (NRC's) associated with local exchange access lines or trunks after the first line purchased, for up to 15 lines maximum per location in their initial order, when subscribing to the above named services.

Eligible customers include new businesses, who are not transferring service from another carrier, or existing businesses in the AT&T Illinois, AT&T Indiana, AT&T Michigan, AT&T Ohio, or AT&T Wisconsin service areas that are moving from one location to another within these 5 state local service areas. Eligible customers must provide an indication that they are considering other competitive offers in order to qualify for this offer, unless the customer orders service via a Company internet based online order entry application, where indication of competitive consideration is not necessary.

Eligible customers must agree to subscribe all their lines to one of the services named above in order to receive this benefit. This offer is only applicable at the time of placing the initial order for the new or moved business and is not available for subsequent orders placed for additional lines or services.

All other terms and conditions applicable to Custom BizSaver, SimpleLink Enhanced II, or CompleteLink 2.0, as appropriate, will apply. This offer cannot be combined with any other promotional offers waiving or crediting NRC's for local exchange business access lines.



**GENERAL (cont'd)****Promotional Offerings (cont'd)****ISDN Prime**

ISDN Prime Promotion - This retail promotional period shall be extended through October 26, 2010. (C)  
During this promotional period eligible business customers who order ISDN Prime Service (Custom or National) under a 36-Month Term Payment Plan (TPP) will receive a \$1200.00 discount per Prime, off the standard rates for the service as described in Part 17, Section 2 of this Guidebook. The discount will be applied as a recurring monthly credit on the customer's bill, of \$100.00 per month for the first twelve (12) months of the new 36-Month TPP agreement. Eligible customers may only subscribe to a 36-Month TPP under this offer.

Eligible customers include:

- new or existing business customers who order new ISDN Prime Service under a 36-Month TPP,
- existing business customers who convert existing ISDN Prime Service from a Month-to-Month Payment Plan to a 36-Month TPP agreement, and
- existing business customers who convert existing ISDN Prime Service under a TPP agreement, to a 36-Month TPP agreement which has an expiration date that is beyond the end of the current TPP agreement (see Part 17, Section 2, Paragraph 1.F.3.2. in this Guidebook).

This offer is not available with other ISDN Prime/DS1 offers. However, this offer is available with CompleteLink (contributory only). Service must be installed by February 1, 2011. (C)

In the event of early termination of this service as provided under the 36-Month TPP term agreement, customers will be liable for a Termination Charge as described in Part 17, Section 2, Paragraph 4 of this Guidebook.

All other terms and conditions applicable to ISDN Prime Service will apply, as described in Part 17 Section 2 of this Guidebook.

**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

(D)

(D)

**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

**Movers Promotion**

A retail promotional period shall be established from February 15, 2008 through January 31, 2009. During this promotional period, eligible AT&T residence customers are those who respond to a marketing offer and are moving and transfer their existing service, or establish new service, at their new address.

Eligible customers will receive a coupon that is redeemable for a \$50.00 gift check when they transfer, or purchase new, an access line from the company at their new address and subscribe to Caller ID and Call Waiting.

This offer cannot be combined with any other promotional offer unless otherwise specified. Only one coupon is allowed per move.

(D)

(D)

**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

**Mobility National Retail Service Connection Charge Waiver**

This retail promotional period shall be extended through December 31, 2015. During this promotional period, eligible AT&T residence customers who place their order for new phone service with AT&T will receive a waiver of the line connection and service order charges. (C)

To be eligible, customers must subscribe to an AT&T network access line and a minimum of Complete Choice Basic via an AT&T Mobility store or a National Retailer.

(D)

(D)

**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

**Complete Choice® Package Promotion**

This retail promotional period shall be extended through March 20, 2010. (C)

Promotion eligible residence customers who establish a new access line and subscribe to a minimum package of Complete Choice Basic, or any package with those same features, will receive a coupon redeemable for a \$50.00 reward card. Customers must redeem the coupon within 30 days of receipt. (C)

All nonrecurring feature or package installation charges associated with adding the features or package that contains the required features to the customer's account will be waived.

Eligible customers are those residence customers who have at least one local exchange access line or equivalent (e.g. a wireless line in lieu of a wired line) with a carrier other than the Company at a service location that can be served by the Company. New customers must reside in a Company local service area or new customers must be moving from an AT&T local service area in a state and location where AT&T provides local exchange access service as an incumbent local exchange carrier. Employees of the Company and its affiliates are not eligible.

Customers must retain the Complete Choice Basic package, or a package that contains the same features, for a minimum of 30 days.

**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

Welcoming Rewards Promotion

A retail promotional period shall be established from April 1, 2008 through March 31, 2009. During this promotional period, eligible business customers subscribing to new access lines or trunks will receive a one-time credit based on the number of new lines ordered. The first line will receive a credit of \$50.00. Lines 2 up to 20 will receive a credit of \$25.00 per line. Lines must be at the same location, and only the first 20 lines will qualify. In addition, waivers will be provided for the normally applicable service ordering and line connection non-recurring charges (NRCs) associated with the installation of local exchange access lines (or trunks), up to 20 lines maximum per location, for the initial order only. The one time credit(s) will be provided within the first two bill cycles.

Eligible customers include new businesses, businesses that are currently with another carrier and are establishing service with the Company, or existing businesses that add a new location (customer may participate at the new location only). Eligible customers must subscribe to new business access lines (or trunks) and select one of the specified term plan offers listed below. Customers must also commit to an oral 1 year Welcoming Rewards Promotional Agreement in order to receive the benefits.

Eligible customers must commit to one of the following term plan offers in order to receive the Welcoming Rewards benefits: AT&T Business Local Calling, SimpleLink Enhanced II, Custom BizSaver, or Custom BizSaver Winback. All terms and conditions applicable to AT&T Business Local Calling, SimpleLink Enhanced II, Custom BizSaver, or Custom BizSaver Winback, as appropriate, will apply. The commitment to one of the specified term plans is in addition to the oral 1 year Welcoming Rewards Promotional Agreement commitment. Customers subscribing to AT&T Business Local Calling Option D are required to subscribe to 2 or more lines in order to be eligible for this offer. (C)  
(C)  
(C)  
(C)  
(C)

This offer is only applicable at the time of placing the initial order and is not available for subsequent orders placed for additional lines or services.

Customers who disconnect their account prior to completion of the oral 1 year Welcoming Rewards Promotional Agreement will be billed for all upfront Welcoming Rewards promotional credits provided as described above. This charge is in addition to other charges that may be associated with a subscription to a qualifying term plan.

This offer cannot be combined with any other promotional offers waiving/crediting NRCs or that provide credits for local exchange access lines, nor with the Custom BizSaver 12-month oral agreement with re-subscription option geographic discount, nor with the AT&T Business Local Calling Option A and B geographic discounts. (C)  
(C)

**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

**AT&T Moves You Promotion**

This retail promotion shall be extended through July 30, 2009. During this promotional period, eligible business customers who subscribe to either a new Custom BizSaver or SimpleLink Enhanced II agreement will receive a one-time waiver of the normally applicable nonrecurring Service Ordering and Line Connection charges (NRC's) associated with local exchange access lines or trunks after the first line purchased, for up to 15 lines maximum per location on their initial order, when subscribing to the above named services. (C)

Eligible customers include existing AT&T Indiana business customers within the AT&T Indiana service area who are moving from one location to another within the state and who are considering other competitive offers for service at their new location. Eligible customers must provide an indication that they are considering other competitive offers in order to qualify for this offer, unless the customer orders service via a Company internet based online order entry application, where indication of competitive consideration is not necessary.

Eligible customers must agree to subscribe all their lines to one of the above named services in order to receive this benefit. This offer is only applicable at the time of placing the initial order and is not available for subsequent orders placed for additional lines or services.

All other terms and conditions applicable to Custom BizSaver or SimpleLink Enhanced II, as appropriate, will apply.

Business customers currently subscribed to other carriers who wish to transfer their service to AT&T are not eligible for this offer.

This offer cannot be combined with other business local exchange access line nonrecurring charge waiver offers.

**GENERAL (cont'd)****Promotional Offerings (cont'd)**

## CompleteLink 2.0 "New Order Refuser" Promotion

A promotional period will be established from May 15, 2008 through May 14, 2009. During this promotional period, eligible business customers subscribing to a new CompleteLink 2.0 agreement for a 3-year term or longer will be eligible to receive an accelerated discount as described below. These accelerated discounts are in addition to other discounts and benefits listed within CompleteLink 2.0, found in Part 4, Section 2 of this Guidebook.

Eligible customers are existing business customers who are not currently on a term plan and who initially refuse a new CompleteLink 2.0 offer.

The Service Guarantee described in *E. Termination Charges and Credit Allowances* within CompleteLink 2.0, found in Part 4, Section 2 of this Guidebook, is not applicable for customers accepting this offer.

Eligible customers who establish a CompleteLink 2.0 agreement and later upgrade to a new term length and/or MARC level, or terminate their CompleteLink 2.0 agreement prior to its expiration date, will forego any accelerated discounts not yet received. Customers who upgrade will retain any accelerated discounts already received.

The discounts provided are considered to be accelerated discounts. Customers who terminate their CompleteLink 2.0 agreement prior to expiration of their selected term period will be liable for early termination charges as described in *E. Termination Charges and Credit Allowances* within CompleteLink 2.0, found in Part 4, Section 2 of this Guidebook. All other terms and conditions applicable to CompleteLink 2.0 will apply.

This offer may not be combined with other Company business access line, usage, and/or toll discount plans or promotions, nor with the Business Access Line "Save the Deal" Promotion, with the exception of combining with other CompleteLink 2.0 offers where permitted.



**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

CompleteLink 2.0 "New Order Refuser" Promotion (cont'd)

Accelerated Discount Schedule

Eligible customers will receive the following accelerated discounts which are calculated as a percentage of their agreed upon MARC and which will be applied as a credit to their bill. The accelerated discounts will be applied upon subscription to CompleteLink 2.0 and yearly (for terms of 3 years or longer) according to the following schedule. Credits will be applied to customer accounts, if applicable, in the 1st, 13th, 25th, 37th, and 49th bill periods.

	1-Year Term	2-Year Term	3-Year Term	5-Year Term
Upfront Discount	N/A	N/A	5%	5%
1st Year Discount	N/A	N/A	5%	5%
2nd Year Discount	N/A	N/A	5%	5%
3rd Year Discount	N/A	N/A	N/A	5%
4th Year Discount	N/A	N/A	N/A	5%

**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

(D)

(D)

**AT&T Business Local Calling Trio Reward Winback/Win Promotion**

This retail promotional period will be extended through December 31, 2014. During this promotional period, eligible business customers who subscribe to a new AT&T Business Local Calling (BLC) agreement will receive a bill credit equal to the monthly recurring charge (MRC) for their BLC package for 1, 2, or 3 bill periods based on the length of term, as follows:

(C)

- 12 month or 12 month re-subscribe option term: MRC bill credit in month 6 of first year's term only
- 24 month term: MRC bill credit in months 12 and 24
- 36 month term: MRC bill credit in months 12, 24, and 36

Eligible customers are those business customers who have their business network access lines with a competitive local exchange carrier within the AT&T Illinois, AT&T Indiana, AT&T Michigan, AT&T Ohio, or AT&T Wisconsin service area, who establish their business network access line service with the Company, and who subscribe these lines to a new BLC 12, 24, or 36 month term plan.

Existing customers who transfer lines from a competitive local exchange carrier to an existing BLC account are not eligible. Customers who terminate their BLC plan prior to completion of the term period will forfeit all bill credits that are otherwise eligible.

All other terms and conditions applicable to AT&T Business Local Calling will apply, as appropriate

**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

**Additional Line Retention \$10 Promotion**

The Additional Line Retention \$10 Promotion will be extended through September 30, 2014. (C)

Eligible customers are existing residence customers who call to disconnect their additional network access line and agree to retain their additional network access line and have or newly subscribe to Select Feature package with AT&T Indiana. On and after January 1, 2009, customers ordering a new package to qualify for this offer must subscribe to Complete Choice Enhanced. Eligible customers who agree to keep their additional access line and maintain or newly subscribe to the required package will receive a \$10.00 monthly credit for as long as the package and additional line are retained. The nonrecurring package charge will also be waived.

The customer's bill will be credited each month that the line and package are retained. If the customer disconnects the additional line or the package before the next bill period date in which a credit is due, any further discounts will cease. If the customer moves from their current location, any further discounts will cease.

Customers must keep the required services for 30 days to receive the benefit of this offer.

This discount cannot be combined with any other regulated retention offer. This promotion can be used to cover 1 additional line only.

(D)

(D)

**GENERAL (cont'd)****Promotional Offerings (cont'd)****\$5 Residence Access Line Retention Promotion**

This retail promotional period shall be extended through October 31, 2010. Eligible residence customers who call to disconnect their access line(s) and decide to retain the line(s) will receive a \$5.00 bill credit per line for up to two access lines, for a maximum of 24 months, provided the access lines are retained.

Customers who took advantage of this promotion prior to March 10, 2009 will receive the \$5.00 bill credit for as long as they retain their access lines and required features.

Eligible customers are those residence customers who call to disconnect up to two access line(s), and then decide to retain the line(s) and have, or newly purchase, Caller ID and one additional feature per line when they call to disconnect. The additional feature with monthly billing must be selected from the following: Call Waiting, Privacy Manager<sup>/1/</sup>, Automatic Callback, Three-Way Calling, Call Forwarding, Call Screening, Distinctive Ringing, Repeat Dialing, Speed Calling 8 and Speed Calling 30. The nonrecurring charges associated with adding the required features will also be waived. (C)

Eligible customers may only receive this offer once during the offer period. Customers must keep the required services for 30 days to receive the benefit of this offer. This offer may not be combined with other AT&T Indiana retention promotion that provides a monthly discount. Customer bills will be credited \$5.00 each month per line that the access line(s) and required features are retained, up to 24 months. If the customer disconnects the line(s) or required features or moves from their current location, the remaining benefits will cease.

This offer is not available to subscribers of Complete Choice Basic or Complete Choice Enhanced.

/1/ Effective October 31, 2017, Privacy Manager is no longer available.

**GENERAL (cont'd)****Promotional Offerings (cont'd)****\$6 for 12 Access Line Retention Offer**

A retail promotional period shall be established from January 1, 2013, through March 31, 2015. (C)  
Eligible residence customers are those customers who call to disconnect their access line(s) and then decide to retain the line(s). Eligible customers will receive a \$6.00 bill credit per month, per line for up to two access lines, for a maximum of 12 months.

Eligible customers may receive this offer only once during the offer period, and must keep the access line for 30 days to receive the benefit of the offer. The customer's bill will be credited \$6.00 each month, per line, that the access line(s) are retained. If the customer disconnects the line(s) or moves from their current location, the remaining benefits will cease. This offer may not be combined with any other AT&T residence retention offers that provides a monthly discount. AT&T employees are not eligible for this offer.

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.

**GENERAL (cont'd)**

**Promotional Offerings (cont'd)**

Advanced Centrex

The Centrex "Thank You for Renewing" promotion will be extended through December 31, 2010. Eligible customers are: (C)

- month-to-month Centrex customers,
- renewing Centrex Term Payment Plan contract customers, or
- customers who leave another carrier to obtain service with the Company

who choose either a three, five or seven year term payment plan period.

Eligible customers will receive a one-time bill credit of \$50.00 per line, up to a maximum of \$1,500.00 per contract. (C)

The customer must have 12 months or less on an existing contract or currently be on month-to-month rates. The customer must commit to the highest line category possible given the number of Centrex lines purchased under contract. The contract must be signed and dated no later than December 31, 2010. (C)  
The service must be installed by February 26, 2011. (C)

In addition to the eligibility criteria noted above, the customer must not have had service disconnected for nonpayment, and not have any past due bills for regulated service owed to the Company.

Standard Centrex termination charges apply for partial or total discontinuance of the service prior to the expiration of the term.

This promotion is not available to customers with Centrex provided under a Customer Specific Offering. This promotion may be combined with the Centrex Nonrecurring Charge (NRC) promotion.

Reserved for future use

**GENERAL (cont'd)****Promotional Offerings (cont'd)**

## Standardized CompleteLink 2.0 Save Promotion

A promotional period will be extended through October 9, 2012. During this promotional period eligible business customers subscribing to a new CompleteLink 2.0 agreement for a 2-year term or longer will be eligible to receive an upfront accelerated discount as described below. These accelerated discounts are in addition to other discounts and benefits listed within CompleteLink 2.0 as found in Part 4, Section 2 of this Guidebook. (C)

Eligible customers are Save customers, i.e. existing business customers who have received a competitive offer and are considering switching their business local exchange access service to another carrier (proof of competitive offer may be required).

The discounts provided are considered to be accelerated discounts. Customers who terminate their CompleteLink 2.0 agreement prior to expiration of their selected term period will be liable for early termination charges as described in E.1., *Termination Charges and Credit Allowances*. All other terms and conditions applicable to CompleteLink 2.0 will apply.

This offer may not be combined with other Company business access line, usage, and/or toll discount plans or promotions, with the exception of combining with other CompleteLink 2.0 offers where permitted.

Eligible customers will receive the following accelerated discounts which are calculated as a percentage of their agreed upon MARC and which will be applied as a credit to their bill. The accelerated discount will be applied within 2 bill periods following subscription to CompleteLink 2.0 according to the following schedule.

<b>Discount Schedule</b>				
	<u><b>1-Year Term</b></u>	<u><b>2-Year Term</b></u>	<u><b>3-Year Term</b></u>	<u><b>5-Year Term</b></u>
<b>Upfront Discount</b>	N/A	15%	25%	35%



**GENERAL (cont'd)****Promotional Offerings (cont'd)****CompleteLink 2.0 Renewal Promotion**

A promotional period will be established from October 10, 2012, through August 31, 2013. (C)  
During this promotional period eligible business customers subscribing to a new CompleteLink 2.0 agreement for a 2-year or 3-year term will be eligible to receive a monthly lump sum credit of \$7.00 per line based on the number of lines subscribed to this new agreement.

Eligible customers are those existing business customers who had established a CompleteLink 2.0 agreement prior to October 1, 2009, and have Billing Telephone Numbers (BTNs) with local exchange access lines receiving pre-October 2009 rates, and who now wish to sign a new CompleteLink 2.0 agreement. All lines under these BTN's are eligible for this offer.

Under this promotion the CompleteLink 2.0 BTN limit is 16,000 per contract.

There is a maximum of only one CompleteLink 2.0 standard agreement (available to all eligible business customers), one save agreement, and one win/winback agreement at any given time, for customers subscribing under this offer. The subscription to the CompleteLink 2.0 Renewal Promotion will be considered a separate agreement and only available for locations in AT&T Midwest and AT&T California. This limitation applies for each business customer across all states where an AT&T ILEC provides local exchange service and where the CompleteLink 2.0 plan is also available.

This offer may not be combined with other AT&T business access line, usage, and/or toll discount plans or promotions, with the exception of combining with other CompleteLink 2.0 offers where permitted. All other terms and conditions applicable to CompleteLink 2.0, as appropriate, will apply.