

TWO-NUMBER FAMILY SERVICE (Grandfathered)

General

1. Two-Number Family Service is restricted to existing installations. In the event that any such service is terminated, either by disconnection or by changing to another address such Two-Number Family Service will not be re-established.
2. Two-Number Family Service is furnished only to existing installations for use by members of the same household. The basic service consists of an individual residence exchange access line with two telephone numbers, each with a listing. Incoming calls can be identified by a different coded ring. (C)
3. Regular extension service, additional listings and miscellaneous station equipment can also be provided. The entire service will be considered as one service and be billed as one account with a minimum service period of one month.

AT&T INDIANA GUIDEBOOK

PART 20 - Grandfathered Services
SECTION 4 - Exchange Access Services

1st Revised Sheet 2

TWO NUMBER FAMILY SERVICE (Grandfathered) (cont'd)

Per Month

Two-Number Family Service One party residence exch. access line

See Part 4, Section 2

Code ringing (including listing) /EX6++/

\$2.75

Regular extensions and additional listings will be furnished subject to applicable rates and charges.

INTEGRATED SERVICES DIGITAL NETWORK - DATA USAGE^{/1/}

General

ISDN Data Usage applies to the following ISDN services: ISDN Prime, ISDN Direct and ISDN Centrex lines for Circuit Switched Data calls.

ISDN Data Usage is based on the duration of the data call. Each data call is rated based on an initial period and additional period(s). The initial period is ten minutes or any fraction thereof. Additional minutes of use over the ten minute initial period are rated based on five minute increments or fraction thereof.

/1/ Effective August 11, 1997, no new subscribers of ISDN Services who subscribe to Circuit Switched Data capability will incur this charge. Voice Usage will be applicable to all new ISDN Services having Circuit Switched capability.

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PART 20 - Grandfathered Services
SECTION 4 - Exchange Access Services

1st Revised Sheet 4

INTEGRATED SERVICES DIGITAL NETWORK - DATA USAGE^{/1/} (cont'd)

	<u>Initial Period</u>	<u>Additional Period</u>
ISDN Data Usage	\$.09	\$.09

/1/ Effective August 11, 1997, no new subscribers of ISDN Services who subscribe to Circuit Switched Data capability will incur this charge. Voice Usage will be applicable to all new ISDN Services having Circuit Switched capability.

VALUELINK EXTRA

Effective October 8, 1999, no further installation of, or changes to ValueLink Extra service will be made. ValueLink Extra service in service on October 8, 1999, will be continued in service only for as long as such service remains at the location at which service is being furnished on the aforementioned date. ValueLink Extra service will be withdrawn on October 8, 2002, or earlier in the event that the in-service count declines to zero.

A. Description

ValueLink Extra provides two optional volume discount plans for business exchange customers: ValueLink Extra with Toll and ValueLink Extra Local. Customers subscribing to ValueLink Extra receive monthly discounts on selected services based on the customer's selected Minimum Annual Revenue Commitment (MARC), Minimum Annual Toll Usage Commitment (MATUC), and term length. Customers may also be eligible for an annual Growth Bonus discount.

B. Terms and Conditions

1. Minimum Annual Revenue Commitment

The MARC is the minimum annual revenue commitment a customer must commit to per year in order to receive a volume discount. The MARC revenue is the sum total of the customer's contributory service's annually billed recurring revenue after application of volume discounts. Services contributing to satisfaction of the ValueLink Extra with Toll MARC include the following: Business Basic Exchange Service, including local message charges and Suburban Zone Service; Business Trunk Service; Digital Transport Service port, digital interface, and multiplexer charges; ISDN Direct and ISDN Prime Service and Features; exchange, intrastate, intraLATA DS1 and DS3 including intraLATA interstate; Centrex Service and Features including Centrex Single Payment Option; ISDN Data Service usage; surcharges; ValueLink Extra intraLATA, intrastate toll and 800/888 usage charges; exchange, intrastate, intraLATA Base Rate local distribution channels, channel mileage terminations, channel mileage, and multipoint bridging; Digital Transport Service Enhanced (DTS-E) and usage; Centrex usage; ISDN usage; Custom Calling and Advanced Custom Calling Features; and Telework.

(C)

VALUELINK EXTRA (cont'd)**B. Terms and Conditions (cont'd)**

1. Minimum Annual Revenue Commitment (cont'd)

Services contributing to satisfaction of the ValueLink Extra Local MARC include all of the preceding services excluding intraLATA, intrastate message toll charges and/or 800/888 usage. (C)
(D)

ValueLink Extra MARCs are available with two or three-year term plans.

ValueLink Extra with Toll provides volume discounts to the monthly recurring rates for the following services: Business Basic Exchange Service including local message charges and Suburban Zone Service; Digital Transport Service port, digital interface, and multiplexer charges; DS1 Service associated with the use of Digital Transport Service; ISDN Data Service usage; ValueLink Extra intraLATA, intrastate message toll charges; and ValueLink Extra intraLATA, intrastate 800/888 usage charges. (C)

ValueLink Extra Local provides volume discounts to all of the preceding services excluding intraLATA, intrastate message toll charges and/or 800/888 usage charges. (C)
(D)

ValueLink Extra customers who fail to meet their selected Minimum Annual Revenue Commitment will be billed the difference between the selected MARC and the actual revenue billed.

Local and state additional

Except as provided elsewhere in this Guidebook, ValueLink Extra customers are not required to purchase all of the MARC contributory services. Recurring and nonrecurring charges apply for the installation and use of these MARC contributory services.

VALUELINK EXTRA (cont'd)

B. Terms and Conditions (cont'd)

1. Minimum Annual Revenue Commitment (cont'd)

A customer's total MARC volume discount may not exceed the following maximums per plan, per year:

<u>MARC</u>	<u>Maximum Annual MARC Discount</u>
\$ 25,000 to 299,999	\$ 50,000
300,000 to 499,999	75,000
500,000 plus	100,000

An eligible Business customer may include up to, but may not exceed, 250 of its locations under one ValueLink Extra Plan. All locations must be within AT&T Indiana serving territory. A customer may subscribe to only one ValueLink Extra plan at a time.

The ValueLink Extra Plan is not transferable to, or may not be assumed by, a customer or customers other than the customer of record without prior written consent of the Company.

2. Minimum Annual Toll Usage Commitment (MATUC)

The MATUC is the total minimum annual toll usage revenue commitment for all customer service locations covered by the ValueLink Extra with Toll Plan for the following Company services: intraLATA, intrastate message toll service and AT&T Indiana intraLATA, intrastate 800/888 services. (C)

MATUC usage prices as specified in PRICES below apply to customer-dialed station-to-station intraLATA, intrastate toll calls and toll free inbound intraLATA, intrastate calls. (C)

VALUELINK EXTRA (cont'd)

B. Terms and Conditions (cont'd)

2. Minimum Annual Toll Usage Commitment (MATUC) (cont'd)

The ValueLink Extra with Toll MATUC may not be combined with any other optional calling or discount plan.

Customers subscribing to ValueLink Extra with Toll and who currently subscribe to other optional calling plans for one or more of their locations must commit to a MATUC equal to or greater than the sum of the revenue remaining on the existing optional calling plan commitment.

ValueLink Extra with Toll MATUC usage is billed per minute with initial increments of eighteen (18) seconds and additional increments of six (6) seconds or fraction thereof.

ValueLink Extra with Toll customers who fail to meet their selected Minimum Annual Toll Usage Commitment will be billed the difference between the selected MATUC and the actual annual intraLATA, intrastate, message toll and 800/888 usage charges billed.

In lieu of ValueLink Extra with Toll usage charges ValueLink Extra with Toll customers may, on a per location basis, maintain existing or subscribe to new Enhanced ValueLink Plus as described in Part 9, Section 3 of this Guidebook. Enhanced ValueLink Plus revenue does not contribute towards satisfaction of the ValueLink Extra MARC, nor is it volume discount eligible. (T)

VALUELINK EXTRA (cont'd)**B. Terms and Conditions (cont'd)**

3. Growth Bonus

ValueLink Extra customers exceeding their annual baseline revenue are eligible for an annual 10% Growth Bonus Discount. In Year 1 the annual baseline revenue is the sum of the revenue billed prior to subscribing to ValueLink Extra for services noted below. The Year 1 incremental revenue amount is equal to the actual revenue billed in Year 1 after application of volume discounts minus the annual baseline revenue. If the incremental revenue is greater than zero, a Growth Bonus Discount equal to 10% of the incremental revenue billed is awarded to the customer in the form of an annual bonus at the end of year 1.

For Years 2 and 3, the previous year's annual revenue after application of volume discounts is subtracted from the current year's revenue to obtain the incremental revenue amount. If incremental revenue is greater than zero, the 10% Growth Bonus Discount is awarded in a lump sum bonus after the end of that year.

Growth Bonus baseline and Year 2 and 3 ValueLink Extra with Toll annual revenue after application of volume discounts is the sum total monthly recurring revenue billed for the following Company services: Business Basic Exchange Service including local message charges and Suburban Zone Service; ISDN Data Service usage; intraLATA, intrastate 800/888 usage; Digital Transport Service port, digital interface, and multiplexer charges; DS1 Services associated with Digital Transport Service; Centrex Access Lines and Centrex Single Payment Option plans. Subsequent annual revenues shall also include ValueLink Extra MATUC monthly recurring revenue (C)

ValueLink Extra Local Growth Bonus baseline, Year 2 and Year 3 annual revenue is the sum total monthly recurring revenue billed for the aforementioned services, excluding intraLATA, intrastate toll and 800/888 usage. (C)

A customer's Growth Bonus may not exceed a total maximum of \$2,500 per plan, per year.

VALUELINK EXTRA (cont'd)

C. Prices

1. Service Elements

ValueLink Extra with Toll:

<u>Minimum Annual Revenue Commitment (MARC)</u>	<u>Term Length Discount Per Month</u>	
	<u>2 Year</u>	<u>3 Year</u>
\$ 25,000 to 49,999	4%	6%
50,000 to 74,999	5%	7%
75,000 to 99,999	6%	8%
100,000 to 149,999	7%	9%
150,000 to 199,999	8%	10%
200,000 to 299,999	10%	12%
300,000 to 499,999	10%	12%
500,000 plus	10%	12%

<u>Minimum Annual Toll Usage Commitment (MATUC)</u>	<u>Term Length Discount Per Minute</u>	
	<u>2 Year</u>	<u>3 Year</u>
\$ 3,000 to 5,999	\$0.12	\$0.105
6,000 to 11,999	0.11	0.10
12,000 to 29,999	0.10	0.09
30,000 to 49,999	0.09	0.08
50,000 plus	0.085	0.075

ValueLink Extra Local:

<u>Minimum Annual Revenue Commitment (MARC)</u>	<u>Term Length Discount Per Month</u>	
	<u>2 Year</u>	<u>3 Year</u>
\$ 25,000 to 49,999	3%	5%
50,000 to 74,999	4%	6%
75,000 to 99,999	5%	7%
100,000 to 149,999	6%	8%
150,000 to 199,999	7%	9%
200,000 plus	9%	11%

VALUELINK EXTRA (cont'd)

C. Prices (cont'd)

2. Other Applicable Charges and Payments

There is no Service Charge to enroll in a ValueLink Extra Plan.

3. Termination Liability

Customers terminating a ValueLink Extra Plan prior to the selected term period are subject to termination charges.

Termination charges are equal to 50 % of the MARC multiplied by the number of years remaining in the customer's term period. For a partial year, if the partial year billed revenue is less than the MARC, the customer is liable for 50 % of the difference between the MARC and the actual billed revenue.

Termination liability charges are not applicable if during the ValueLink Extra term period the customer converts to another Company access or usage plan with a term equal to or greater than the existing ValueLink Extra Plan, and a revenue commitment equal to or greater than the ValueLink Extra MARC.

VALUELINK EXTRA - SELECT

Effective October 8, 1999, no further installation of, or changes to ValueLink Extra - Select service will be made. ValueLink Extra - Select service in service on October 8, 1999 will be continued in service only for as long as such service remains at the location at which service is being furnished on the aforementioned date. ValueLink Extra - Select service will be withdrawn on October 8, 2002, or earlier in the event that the in-service count declines to zero.

A. Description

ValueLink Extra - Select is an optional volume discount plan for business exchange customers. Customers subscribing to ValueLink Extra - Select receive monthly discounts on selected services based on the customer's selected Minimum Annual Revenue Commitment (MARC).

B. Terms and Conditions

1. Minimum Annual Revenue Commitment

The MARC is the minimum annual revenue commitment a customer must commit to per year in order to receive a volume discount. The MARC revenue is the sum total of the customer's annual billed recurring revenue after application of volume discounts for the following contributory services: Business Basic Exchange Service; Business Trunk Service; Local message charges including Centrex and ISDN usage; Suburban Zone Service; Centrex Service and Features, including Centrex Single Payment Option; intraLATA, intrastate toll calls; toll-free inbound intraLATA, intrastate calls; ValueLink Extra - Select intraLATA, intrastate message toll service and 800/888 charges; ISDN Direct and Features; ISDN Prime and Features; Digital Transport Service – Enhanced and usage; IntraLATA DS0, DS1, and DS3 including intraLATA interstate; Custom Calling and Advanced Custom Calling Features; and Telework.

(C)

VALUELINK EXTRA - SELECT (cont'd)

B. Terms and Conditions (cont'd)

1. Minimum Annual Revenue Commitment (cont'd)

MARC volume discounts apply to the monthly recurring rates for the following services; Business Basic Exchange Service; Local message charges excluding ISDN local message charges; Suburban Zone Service; intraLATA, intrastate toll calls; toll-free inbound intraLATA intrastate calls; and ValueLink Extra - Select intraLATA, intrastate message toll service and 800/888 charges. (C)

ValueLink Extra - Select customers who fail to meet their selected Minimum Annual Revenue Commitment will be billed the difference between the selected MARC and the actual revenue billed.

Local and state additional charges, taxes and the End User Common Line Charge are not volume discount eligible.

Except as provided elsewhere in this Guidebook, ValueLink Extra - Select customers are not required to purchase all of the MARC contributory services. Normal recurring and nonrecurring charges apply for the installation and use of these services.

A customer's total annual MARC volume discount may not exceed the following maximums per plan, per year:

<u>MARC</u>	<u>Maximum Annual Volume Discount</u>
\$ 700 to 2,999	\$ 350
3,000 to 5,999	1,500
6,000 to 11,999	2,000
12,000 plus	2,500

VALUELINK EXTRA - SELECT (cont'd)**B. Terms and Conditions (cont'd)**

1. Minimum Annual Revenue Commitment (cont'd)

An eligible Business customer may include up to, but may not exceed, 250 of its locations under one ValueLink Extra - Select Plan. All locations must be within AT&T Indiana serving territory. A customer may subscribe to only one ValueLink Extra - Select Plan at a time.

The ValueLink Extra - Select Plan is not transferable to, or may not be assumed by a customer or customers other than the customer of record without prior written consent of the Company.

2. IntraLATA Toll and 800/888 Usage

ValueLink Extra - Select customers are eligible for discounted message toll service and 800/888 usage rates. Applicable discount rates are determined by the customer selected ValueLink Extra - Select MARC and term period.

ValueLink Extra - Select message toll service and 800/888 usage rates as specified in PRICES below apply to customer-dialed station-to-station intraLATA, intrastate toll calls and toll-free inbound intraLATA, intrastate calls. (C)

In lieu of ValueLink Extra - Select message toll service and 800/888 usage prices, ValueLink Extra - Select customers may, on a per location basis, maintain existing or subscribe to new Enhanced ValueLink Plus as described in Part 9, Section 3 of this Guidebook. Enhanced ValueLink Plus revenue does not contribute towards satisfaction of the ValueLink Extra MARC, nor is it volume discount eligible.

ValueLink Extra - Select intraLATA message toll service and 800/888 usage charges are billed per minute with initial increments of eighteen (18) seconds and additional increments of six (6) seconds or fraction thereof.

VALUELINK EXTRA - SELECT (cont'd)

B. Terms and Conditions (cont'd)

3. Service Guarantee

Within 90 days of subscribing to ValueLink Extra Select 3 year term plan, customers may cancel this service without incurring the termination liability charges specified in C.3 PRICES of this Guidebook. This guarantee does not apply to customers who terminate or convert from another Company toll, access, and/or usage term commitment product for the purposes of subscribing to ValueLink Extra Select. (T)

C. Prices

1. Service Elements

<u>Minimum Annual Revenue Commitment (MARC)</u>	<u>Term Length Volume Discount Per Month</u>		
	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
	\$ 700 to 2,999	5%	5%
3,000 to 5,999	5%	6%	8%
6,000 to 11,999	6%	7%	9%
12,000 plus	7%	8%	10%

<u>Minimum Annual Revenue Commitment (MARC)</u>	<u>IntraLATA Toll and 800/888 Price Per Minute</u>		
	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
	\$ 700 to 2,999	\$0.14	\$0.14
3,000 to 5,999	0.13	0.13	0.13
6,000 to 11,999	0.12	0.12	0.12
12,000 plus	0.11	0.11	0.11

VALUELINK EXTRA - SELECT (cont'd)

C. Prices (cont'd)

2. Other Applicable Charges and Payments

There is no Service Connection Charge to enroll in a ValueLink Extra - Select.

3. Termination Liability

Customers terminating a ValueLink Extra - Select Plan prior to the selected term period are subject to termination charges.

Termination charges are equal to 50% of the MARC multiplied by the number of years remaining in the customer's term period. For a partial year, if the partial year billed revenue is less than the MARC, the customer is liable for 50% of the difference between the MARC and the actual billed revenue.

Termination liability charges are not applicable if during the ValueLink Extra - Select term period the customer converts to another access or usage plan with a term equal to or greater than the existing ValueLink Extra - Select Plan, and a revenue commitment equal to or greater than the ValueLink Extra - Select MARC.

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COMPLETELINK

Note: Effective October 24, 2003 the following elements of CompleteLink service are no longer available to Business customers. Business customers who had these elements under a signed agreement prior to October 24, 2003 may retain them until their current agreement expires.

A. Description

CompleteLink is an optional access and usage volume discount plan for AT&T Indiana business customers. Customers subscribing to CompleteLink receive monthly discounts on selected services based on the customer's Minimum Annual Revenue Commitment (MARC). CompleteLink requires AT&T Indiana local access, local usage and local toll. (T)

B. Definitions

Minimum Annual Toll Usage Commitment (MATUC)

The total minimum annual toll usage commitment for all customer locations covered by the CompleteLink plan.

C. Terms and Conditions

1. MARC volume discounts apply to the following eligible services:

DTS-E
DTS-E Usage

COMPLETELINK (cont'd)**C. Terms and Conditions (cont'd)**

2. Minimum Annual Toll Usage Commitment (MATUC)

The MATUC is the total minimum annual toll usage revenue commitment for all customer service locations covered by the CompleteLink plan for the following AT&T Indiana services: IntraLATA, interstate and intraLATA intrastate, message toll service; intraLATA intrastate and intraLATA interstate 800/888 toll free services. (C)
(C)

A CompleteLink MARC that has less than a 10% MATUC will receive a lesser discount than MARCs that have a 10% or more MATUC. CompleteLink requires a Minimum Annual Toll Usage Commitment. See PRICES following.

MATUC usage prices as specified in PRICES below apply to customer dialed, station-to-station intraLATA, intrastate toll calls. (C)

CompleteLink MATUC may not be combined with any other optional calling plan.

CompleteLink MATUC charges are billed per minute with initial increments of eighteen (18) seconds and additional increments of six (6) seconds or fraction thereof.

CompleteLink customers who fail to meet their selected MATUC will be billed the difference between the selected MATUC and the Annual Toll revenue billed.

COMPLETELINK (cont'd)

D. Prices

1. Service Elements

<u>Annual Minimum</u>	<u>% Discount on Eligible Services</u> <u>MARC less than 10% Toll</u>		
	<u>1 Year</u>	<u>3 Years</u>	<u>5 Years</u>
\$ 700 - 1,199	2.0%	4.0%	4.5%
1,200 - 2,999	2.25%	4.25%	4.75%
3,000 - 6,999	2.5%	4.5%	5.0%
7,000 - 11,999	3.0%	5.0%	5.5%
12,000 - 17,999	3.5%	5.5%	6.0%
18,000 - 24,999	3.5%	5.5%	6.0%
25,000 - 34,999	4.5%	6.5%	7.0%
35,000 - 49,999	5.0%	7.0%	7.5%
50,000 - 74,999	5.5%	7.5%	8.0%
75,000 - 99,999	6.0%	8.0%	8.5%
100,000 - 124,999	6.5%	8.5%	9.0%
125,000 - 149,999	6.5%	8.5%	9.0%
150,000 - 199,999	7.0%	9.0%	9.5%
200,000 plus	7.0%	9.0%	9.5%

COMPLETELINK (cont'd)

D. Prices (cont'd)

1. Service Elements (cont'd)

<u>Annual Minimum</u>	<u>% Discount on Eligible Services MARC greater than or equal to 10% Toll</u>		
	<u>1 Year</u>	<u>3 Years</u>	<u>5 Years</u>
\$ 700 - 1,199	5.0%	7.0%	7.5%
1,200 - 2,999	5.25%	7.25%	7.75%
3,000 - 6,999	5.5%	7.5%	8.0%
7,000 - 11,999	6.0%	8.0%	8.5%
12,000 - 17,999	6.5%	8.5%	9.0%
18,000 - 24,999	6.5%	8.5%	9.0%
25,000 - 34,999	7.5%	9.5%	10.0%
35,000 - 49,999	8.0%	10.0%	10.5%
50,000 - 74,999	8.5%	10.5%	11.0%
75,000 - 99,999	9.0%	11.0%	11.5%
100,000 - 124,999	9.5%	11.5%	12.0%
125,000 - 149,999	9.5%	11.5%	12.0%
150,000 - 199,999	10.0%	12.0%	12.5%
200,000 plus	10.0%	12.0%	12.5%

COMPLETELINK (cont'd)

D. Prices (cont'd)

1. Service Elements (cont'd)

<u>Description</u>	<u>MATUC</u>	<u>Toll Sub-Commitment</u>		
		<u>Base 1 Year</u>	<u>Base 3 Years</u>	<u>Base 5 Years</u>
IntraLATA and 800/888 Rates				
- Per Minute				
	\$ 70 - 119	\$0.130	\$0.120	\$0.110
	120 - 299	0.130	0.120	0.110
	300 - 699	0.126	0.116	0.106
	700 - 1,199	0.122	0.112	0.102
	1,200 - 1,799	0.118	0.108	0.098
	1,800 - 2,499	0.118	0.108	0.098
	2,500 - 3,499	0.114	0.104	0.094
	3,500 - 4,999	0.110	0.100	0.090
	5,000 - 7,499	0.106	0.096	0.086
	7,500 - 9,999	0.102	0.092	0.082
	10,000 - 12,499	0.098	0.088	0.078
	12,500 - 14,999	0.098	0.088	0.078
	15,000 - 19,999	0.094	0.084	0.074
	20,000 - 29,999	0.094	0.084	0.074
	30,000 - 49,999	0.090	0.080	0.070
	50,000 plus	0.086	0.076	0.066

CUSTOM BIZSAVER® PACKAGES

Effective November 1, 2003, no further installation of or changes to the Custom BizSaver pricing options shown under D. PRICES following will be made. Such pricing options in service on November 1, 2003 will be continued in service only for as long as such service remains at the location at which service is being furnished on the aforementioned date.

A. Description

The Custom BizSaver® Packages offer 1-3 line business customers a combination of services including Business Network Access Lines (all Access Areas), IntraLATA Toll Usage Blocks of Time, The BASICS® and Call Forwarding at a package rate.

B. Terms and Conditions

1. Custom BizSaver Packages are available to business customers with 1 to 3 business lines who agree to a 12-month term and commit to the Network Access Line service, IntraLATA Toll Usage service, The BASICS and Call Forwarding at the prices shown in *D. Prices* following.
2. Custom BizSaver Packages are available only to customers that require 1-3 individual business exchange network access lines, and are not available on FX Service, Remote Switching Service, WATS access lines, PBX, Centrex or Semi-Public Coin services.
3. The IntraLATA toll service component of the Custom BizSaver Packages is provided on a per account basis. The remaining components are provided per line.
4. Customers subscribing to the Custom BizSaver Packages will benefit from the package rates for a period of 12 months, unless they either change or disconnect their service. When a customer chooses an IntraLATA toll provider other than the Company, they will no longer qualify for the Custom BizSaver Package rates. When a customer changes or disconnects any components of their Custom BizSaver Package, then the remaining components of the package will be billed at their individual rates as shown in *C. References* following.
5. At the expiration of the 12-month term, if a customer does not expressly indicate election of a new 12-month term, the rates will revert to the applicable individual rates for each component of the Custom BizSaver Package, as shown in *C. References* following.

CUSTOM BIZSAVER® PACKAGES (cont'd)

B. Terms and Conditions (cont'd)

6. Custom BizSaver® subscribers who terminate their entire service prior to the 12-month term commitment will be assessed termination charges as follows:
 - 50% of the monthly recurring charge for Access Line(s) and IntraLATA Toll Blocks, times the number of months left on the 12-month commitment.
 - Savings received through date of termination for The Basics and Call Forwarding.

C. References

The components of the Custom BizSaver Package are provided in accordance to the terms and conditions of their applicable Sections except as noted in Sections B. and D. preceding.

Subject	Reference	
Business Exchange Access Lines	Guidebook, Part 4, Section 2	(T)
Two-Point Message Telecom. Usage	Guidebook, Part 9, Section 1	
The BASICS®	Guidebook, Part 7, Section 5	
Call Forwarding	Guidebook, Part 7, Section 1	(T)

D. Prices

1. Service Elements

<u>Access Lines</u>	<u>Monthly Rate</u>
1-Line	\$ 50.97
2-Line	91.44
3-Line	131.91

IntraLATA Toll BOTs

See Part 4, Section 5 of this Guidebook for current IntraLATA Toll BOT monthly and additional minute rates. (T)

CUSTOM BIZSAVER® PACKAGES

/1/

Effective June 1, 2010, no further installation of, or changes to Custom BizSaver Packages as shown below will be made. Custom BizSaver Packages in service as of that date will be continued in service only for as long as such service remains at the location at which service is being furnished on that date. In the event that these services are discontinued at their present location for any reason, they will not be re-established.

(N)
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(N)

A. Description

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The Custom BizSaver Packages offer 1-10 line business customers a combination of services including Business Network Access Lines (all Access Areas), IntraLATA Toll Usage Blocks of Time, a Flexible Bundle of features and Caller ID and Caller ID with Name service.

B. Terms and Conditions

1. Custom BizSaver Packages are available to business customers with 1 to 10 business lines who agree to a 12-Month, 24-Month or 36-Month term and commit to the Network Access Line service, a Flexible Bundle of features (one line), Caller ID and Caller ID with Name service (each additional line) and, optionally, IntraLATA Toll Usage at the prices shown in *D. Prices* following.
2. Custom BizSaver Packages are available only to customers that require 1-10 individual business exchange network access lines, and are not available on FX Service, Remote Call Forwarding Service, WATS access lines, PBX, Centrex or Semi-Public Coin services.
3. The IntraLATA toll service component of the Custom BizSaver Packages is provided on a per account basis. The remaining components are provided per line.
4. Eligible customers must commit to subscribe to a flexible bundle of 5 of the following features on one of their business access lines, which is included in prices as shown in *D. Prices* following. Pay Per Use features are not eligible:

Call Waiting	Automatic Callback	Caller ID
Call Forwarding	Repeat Dialing	Caller ID with Name
Three-Way Calling	Speed Calling 30	Call Screening
		Call Waiting ID

If a customer subscribes to more than 5 features, this flexible bundle option will include the 5 highest priced features based on standard rates. Features purchased in excess of the 5 components of this flexible bundle will be billed at standard rates. For customers who remove features and drop below 5 of the features listed above the rates will revert to the applicable individual rates for each component of the Custom BizSaver Package, as shown in *C. References* following.

/1/

/1/ Material formerly appeared on 1st Revised Sheet 14 in Part 4, Section 5 of this Guidebook.

CUSTOM BIZSAVER[®] PACKAGES (cont'd)

/3/

B. Terms and Conditions (cont'd)

5. Customers subscribing to the Custom BizSaver Packages will benefit from the package rates for the term period agreed to, unless they either change or disconnect their service, except as follows: Customers can move to a Custom BizSaver Package without IntraLATA Toll usage any time during their agreed to term^{/1/}. When a customer changes or disconnects any components of their Custom BizSaver Package, except as noted above, then the remaining components of the package will be billed at their individual rates as shown in *C. References* following.
 6. The 12-month term is also available as a 12-month oral agreement with option to re-subscribe. If the customer selects the 12-month oral agreement with option to re-subscribe, the plan will renew for 12-month intervals. A maximum of two 12-month terms 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 re-subscribe options prior to the expiration of each 12-month term. The customer is under no obligation to re-subscribe after completion of a 12-month term period.
 7. Business customers in certain exchanges who subscribe to a Custom BizSaver package under a 12-month oral agreement with option to re-subscribe will receive a per month discount off the standard price for the package as shown in *D. Prices* following. Eligible exchanges include: Edinburg, Flat Rock, Lebanon, Martinsville, Mechanicsburg, Morgantown, Nashville, Paragon, Waveland and all exchanges in the 317 area code. All other terms and conditions applicable to Custom BizSaver, as appropriate, will apply. This discount may not be combined with the Business Access Line "Save The Deal" offer.
 8. At the expiration of the agreed to term, if a customer does not expressly indicate election of a new term, the rates will revert to the applicable individual rates for each component of the Custom BizSaver Package, as shown in *C. References* following.
 9. Custom BizSaver subscribers who terminate their entire service prior to the agreed term commitment (and subscribe to the service prior to June 1, 2004^{/2/}) will be assessed termination charges as follows:
 - 50% of the monthly recurring charge for Access Line(s) and IntraLATA Toll Blocks, times the number of months left on the term commitment.
 - Savings received through date of termination for The Basics[®] and Call Forwarding.
 10. Termination liability charges are not applicable if during the Custom BizSaver term period the customer converts to another Company access and local usage plan with a term equal to or greater than the remaining Custom BizSaver term plan.
- /1/ Customers who have agreed to a 12-month term prior to August 25, 2003, can also move to a Custom BizSaver Package without IntraLATA Toll usage any time during the remainder of their 12-month term agreement.
- /2/ Custom BizSaver customers subscribing on or after June 1, 2004 who terminate their entire service prior to the term commitment will be assessed termination charges of 50% of the monthly recurring charge for Access Line(s) (including Unlimited), Local/Toll Blocks and the flexible bundle of features, times the number of months left on the term commitment.
- /3/ Material formerly appeared on 2nd Revised Sheet 15 in Part 4, Section 5 of this Guidebook.

/3/

CUSTOM BIZSAVER® PACKAGES (cont'd)

/1/

B. Terms and Conditions (cont'd)

- 11. New subscriptions as of May 1, 2008 will receive a waiver of normally applicable service request and line connection nonrecurring charges (NRC's) associated with local exchange access lines and, if applicable, vertical features ordered at the time of a new subscription to a Custom BizSaver package. Standard NRC's will apply to vertical features added after the initial order.

C. References

The components of the Custom BizSaver Package are provided in accordance to the terms and conditions of their applicable rates except as noted in Sections B. and D. of this Guidebook

<u>Subject</u>	<u>Reference</u>
Business Exchange Access Lines	Part 4, Section 2
Two-Point Message Telecom. Usage	Part 9, Section 1
The BASICS® Package for Business	Part 7, Section 5
Custom Calling Features	Part 7, Section 1
Advanced Custom Calling Services	Part 7, Section 2
Advanced Custom Calling Services	Part 7, Section 2

/1/

/1/ Material formerly appeared on 2nd Revised Sheet 16 in Part 4, Section 5 of this Guidebook.

CUSTOM BIZSAVER® PACKAGES (cont'd)

/1/

D. Prices

1. Service Elements

<u>Access Lines</u>	<u>Monthly Rates with The BASICS® for Subscribers Prior to July 1, 2004</u>			<u>Monthly Rates with The BASICS® for Subscribers from July 1, 2004 through March 31, 2005</u>		
	<u>12 Mo.</u>	<u>24 Mo.</u>	<u>36 Mo.</u>	<u>12 Mo.</u>	<u>24 Mo.</u>	<u>36 Mo.</u>
1-Line	\$ 38.99	\$ 36.99	\$ 35.99	\$ 38.99	\$ 36.99	\$ 35.99
2-Line	62.98	59.98	57.98	63.98	60.98	58.98
3-Line	86.97	82.97	79.97	88.97	84.97	81.97
4-Line	110.96	105.96	101.96	113.96	108.96	104.96
5-Line	134.95	128.95	123.95	138.95	132.95	127.95
6-Line	158.94	151.94	145.94	163.94	156.94	150.94
7-Line	182.93	174.93	167.93	188.93	180.93	173.93
8-Line	206.92	197.92	189.92	213.92	204.92	196.92
9-Line	230.91	220.91	211.91	238.91	228.91	219.91
10-Line	254.90	243.90	233.90	263.90	252.90	242.90

<u>Access Lines</u>	<u>Monthly Rates with The BASICS® or the Flexible Bundle of features for Subscribers from April 1, 2005 through April 1, 2007</u>		
	<u>12 Mo.</u>	<u>24 Mo.</u>	<u>36 Mo.</u>
1-Line	\$ 38.99	\$ 36.99	\$ 35.99
2-Line	65.98	62.98	60.98
3-Line	92.97	88.97	85.97
4-Line	119.96	114.96	110.96
5-Line	146.95	140.95	135.95
6-Line	173.94	166.94	160.94
7-Line	200.93	192.93	185.93
8-Line	227.92	218.92	210.92
9-Line	254.91	244.91	235.91
10-Line	281.90	270.90	260.90

<u>IntraLATA Toll BOTs</u>	<u>Monthly Rate</u>	<u>Additional per Minute</u>
300 Minutes	\$ 13.50	\$0.045
120 Minutes	6.00	0.055
60 Minute	3.25	0.065

2. Business customers can subscribe to any combination of Local Exchange Access Line sizes or IntraLATA Toll BOTs shown above. The flexible bundle of features must be subscribed to on the first line.

/1/

/1/ Material formerly appeared on 1st Revised Sheet 17 in Part 4, Section 5 of this Guidebook.

CUSTOM BIZSAVER® PACKAGES (cont'd)

/1/

D. Prices (cont'd)

1. Service Elements (cont'd)

<u>Monthly Rates with the Flexible Bundle of features for Subscribers from April 2, 2007 through June 20, 2008</u>			
<u>Access Lines</u>	<u>12 Mo.</u>	<u>24 Mo.</u>	<u>36 Mo.</u>
1-Line	\$ 39.00	\$ 37.00	\$ 36.00
2-Line	66.00	63.00	61.00
3-Line	93.00	89.00	86.00
4-Line	120.00	115.00	111.00
5-Line	147.00	141.00	136.00
6-Line	174.00	167.00	161.00
7-Line	201.00	193.00	186.00
8-Line	228.00	219.00	211.00
9-Line	255.00	245.00	236.00
10-Line	282.00	271.00	261.00

<u>Monthly Rates with the Flexible Bundle of features for Subscribers on or after June 21, 2008</u>			
<u>Access Lines</u>	<u>12 Mo.</u>	<u>24 Mo.</u>	<u>36 Mo.</u>
1-Line	\$ 39.00	\$ 37.00	\$ 36.00
2-Line	69.00	66.00	64.00
3-Line	99.00	95.00	92.00
4-Line	129.00	124.00	120.00
5-Line	159.00	153.00	148.00
6-Line	189.00	182.00	176.00
7-Line	219.00	211.00	204.00
8-Line	249.00	240.00	232.00
9-Line	279.00	269.00	260.00
10-Line	309.00	298.00	288.00

12-month oral agreement with re-subscription option discount for customers in eligible exchanges as described in B. 7 above:

- For Subscribers from December 7, 2007 through June 20, 2008: \$3.00 per line, per month
- For Subscribers on or after June 21, 2008: \$3.00 per line, per month for the initial line and \$6.00 per line, per month for each additional line

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/1/ Material formerly appeared on 3rd Revised Sheet 18 in Part 4, Section 5 of this Guidebook.

CUSTOM BIZSAVER WINBACK PACKAGES

/1/

Effective June 1, 2010, no further installation of, or changes to Custom BizSaver Winback Packages as shown below will be made. Custom BizSaver Winback Packages in service as of that date will be continued in service only for as long as such service remains at the location at which service is being furnished on that date. In the event that these services are discontinued at their present location for any reason, they will not be re-established.

(N)

(N)

A. Description

/1/

Custom BizSaver Winback Packages are available to eligible business customers with 1 to 10 business lines who agree to a 12-month, 24-Month or 36-Month term.

B. Terms and Conditions

1. Custom BizSaver Winback Packages are available to business customers with 1 to 10 business lines who agree to a 12-month, 24-Month or 36-Month term and commit to the Network Access Line service and, optionally, IntraLATA Toll Usage at the prices shown in *D. Prices* following.
2. Eligible customers include business customers with 1 to 10 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.
3. Custom BizSaver Winback Packages are available only to customers that require 1-10 individual business exchange network access lines, and are not available for FX Service, Remote Call Forwarding, WATS access lines, PBX, Centrex or Semi-Public Coin services.
4. The IntraLATA Toll usage service components of the Custom BizSaver Winback Packages are provided on a per account basis. The remaining components are provided per line.
5. Eligible customers also have the option of subscribing to a flexible bundle of features, as described below, on one of their business access lines at a monthly price as shown in *D. Prices* following. Caller ID and Caller ID with Name services will, also, be provided to eligible subscribers on all additional lines upon request at a 100% discount.

Flexible Bundle of Features Option

Eligible customers may select any 5 of the following features - Pay Per Use features are not eligible. If the customer removes any of the 5 selected features, the remaining features will be billed at standard rates. If a customer subscribes to more than 5 features, this flexible bundle option will include the 5 highest priced features based on standard rates. Features purchased in excess of the 5 components of this flexible bundle will be billed at standard rates:

/1/

/1/ Material formerly appeared on 1st Revised Sheet 19 in Part 4, Section 5 of this Guidebook.

CUSTOM BIZSAVER WINBACK PACKAGES (cont'd)

/1/

B. Terms and Conditions (cont'd)

5. Flexible Bundle of Features Option (cont'd)

Call Waiting	Automatic Callback
Call Forwarding	Repeat Dialing
Three-Way Calling	Speed Calling 30
Caller ID	Call Screening
Caller ID with Name	Call Waiting ID

6. Eligible customers subscribing to a Custom BizSaver Winback Package will receive a credit equivalent to two months of the selected package's monthly price for Network Access Line service and the flexible bundle of features, if chosen.

7. Eligible customers will receive a waiver of normally applicable service request and line connection nonrecurring charges (NRC's) associated with local exchange access lines ordered at the time of initial subscription to a Custom BizSaver Winback package. Standard NRC's will apply to lines and vertical features added after the initial order.

8. Customers subscribing to the Custom BizSaver Winback Packages will benefit from the package rates for the term period agreed to unless they either change or disconnect their service, except as follows: Customers can move to a Custom BizSaver Winback Package without IntraLATA Toll usage any time during their agreed to term. When a customer changes or disconnects any component of their Custom BizSaver Winback Package, except as noted above, then the remaining components of the package will be billed at their individual rates as shown in *C. References* following.

9. The 12-month term is also available as a 12-month oral agreement with option to re-subscribe. If the customer selects the 12-month oral agreement with option to re-subscribe, the plan will renew for 12-month intervals. A maximum of two 12-month terms 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 re-subscribe options prior to the expiration of each 12-month term. The customer is under no obligation to re-subscribe after completion of a 12-month term period.

/1/

/1/ Material formerly appeared on 1st Revised Sheet 20 in Part 4, Section 5 of this Guidebook.

CUSTOM BIZSAVER WINBACK PACKAGES (cont'd)

/2/

B. Terms and Conditions (cont'd)

10. Custom BizSaver subscribers who terminate their entire service prior to the agreed to term commitment (and subscribe to the service prior to June 1, 2004^{/1/}) will be assessed termination charges as follows:
 - 50% of the monthly recurring charge for Access Line(s) and IntraLATA Toll Blocks, times the number of months left on the term commitment.
 - Savings received through date of termination for The Basics[®] and Call Forwarding.
 - The entire value of any credits received.
11. At the expiration of the agreed to term, if a customer does not expressly indicate election of another existing non-winback Custom BizSaver Package, the rates will revert to the applicable individual rates for each component of the Custom BizSaver Winback Package, as shown in *C. References* following.
12. Termination liability charges are not applicable if, during the Custom BizSaver term period, the customer converts to another Company access and local usage plan with a term equal to or greater than the remaining Custom BizSaver term plan.
13. Eligible customers will receive a one-time waiver or refund of the termination charges associated with early termination of a previous Custom BizSaver agreement for the purpose of establishing service with another carrier if they return to the Company and sign a new Custom BizSaver Winback agreement. The new Custom BizSaver Winback term period must be greater than or equal to that of the terminated plan. Eligible customers must, also, have refused or not responded to a previous Custom BizSaver Winback offer. In addition, the customer's former account must not have been disconnected for nonpayment, and no money is owed the Company for any past due bills for regulated service, other than the termination charge. In addition, the "Bill Name" must be the same as on the prior Company account. Customers may take advantage of this offer only once.

/1/ Custom BizSaver customers subscribing on or after June 1, 2004 who terminate their entire service prior to the term commitment will be assessed termination charges of 50% of the monthly recurring charge for Access Line(s) (including Unlimited), Local/Toll Blocks and the flexible bundle of features, times the number of months left on the term commitment.

/2/

/2/ Material formerly appeared on 1st Revised Sheet 21 in Part 4, Section 5 of this Guidebook.

CUSTOM BIZSAVER WINBACK PACKAGES (cont'd)

/1/

B. Terms and Conditions (cont'd)

14. Eligible Custom BizSaver Winback customers subscribing to Caller ID and Caller ID With Name on an a la carte basis, independent of any other package or promotion except The BASICS Package For Business (BASICS) as described below, will receive both services at the discounted monthly price as shown in *D. Prices* following. This discounted price is available to customers subscribing to Custom BizSaver Winback as of August 14, 2006 or after. Customers who purchase Custom BizSaver Winback without the flexible bundle of features and those who have Custom BizSaver Winback either without BASICS or have BASICS and wish to have Caller ID and Caller ID With Name on their additional lines are eligible. Caller ID and Caller ID With Name must be purchased together on one line, where central office facilities permit. The discounted monthly price is applicable for the duration of the selected Custom BizSaver Winback term plan period.

C. References

The components of the Custom BizSaver Package are provided in accordance to the terms and conditions of their applicable offering except as noted in Sections B. and D. of this Guidebook

<u>Subject</u>	<u>Reference</u>
Business Exchange Access Lines	Part 4, Section 2
Two-Point Message Telecom. Usage	Part 9, Section 1
The BASICS® Package for Business	Part 7, Section 5
Custom Calling Features	Part 7, Section 1
Advanced Custom Calling Services	Part 7, Section 2
Advanced Custom Calling Services	Part 7, Section 2

/1/

/1/ Material formerly appeared on 1st Revised Sheet 22 in Part 4, Section 5 of this Guidebook.

CUSTOM BIZSAVER WINBACK PACKAGES (cont'd)

/1/

D. Prices

1. Service Elements

<u>Access Lines</u>	Monthly Rate without The BASICS® for Subscribers Prior to <u>April 1, 2005</u>			Monthly Rate with The BASICS® for Subscribers Prior to <u>April 1, 2005</u>		
	<u>12-Mo.</u>	<u>24-Mo.</u>	<u>36-Mo.</u>	<u>12-Mo.</u>	<u>24-Mo.</u>	<u>36-Mo.</u>
1-Line	\$ 25.50	\$ 26.99	\$ 24.99	\$ 32.50	\$ 33.99	\$ 31.99
2-Line	51.00	47.98	44.98	58.00	54.98	51.98
3-Line	73.97	68.97	64.97	80.97	75.97	71.97
4-Line	95.96	89.96	84.96	102.96	96.96	91.96
5-Line	117.95	110.95	104.95	124.95	117.95	111.95
6-Line	139.94	131.94	124.94	146.94	138.94	131.94
7-Line	161.93	152.93	144.93	168.93	159.93	151.93
8-Line	183.92	173.92	164.92	190.92	180.92	171.92
9-Line	205.91	194.91	184.91	212.91	201.91	191.91
10-Line	227.90	215.90	204.90	234.90	222.90	211.90

/1/

/1/ Material formerly appeared on 1st Revised Sheet 23 in Part 4, Section 5 of this Guidebook.

CUSTOM BIZSAVER WINBACK PACKAGES (cont'd)

/1/

D. Prices (cont'd)

1. Service Elements (cont'd)

<u>Access Lines</u>	<u>Monthly Rate without The BASICS® or the Flexible Bundle of features from April 1, 2005 through April 1, 2007</u>			<u>Monthly Rate with The BASICS® or the Flexible Bundle of features from April 1, 2005 through April 1, 2007</u>		
	<u>12-Mo.</u>	<u>24-Mo.</u>	<u>36-Mo.</u>	<u>12-Mo.</u>	<u>24-Mo.</u>	<u>36-Mo.</u>
1-Line	\$ 25.50	\$ 26.99	\$ 24.99	\$ 32.50	\$ 33.99	\$ 31.99
2-Line	53.00	49.98	46.98	60.00	56.98	53.98
3-Line	77.97	72.97	68.97	84.97	79.97	75.97
4-Line	101.96	95.96	90.96	108.96	102.96	97.96
5-Line	125.95	118.95	112.95	132.95	125.95	119.95
6-Line	149.94	141.94	134.94	156.94	148.94	141.94
7-Line	173.93	164.93	156.93	180.93	171.93	163.93
8-Line	197.92	187.92	178.92	204.92	194.92	185.92
9-Line	221.91	210.91	200.91	228.91	217.91	207.91
10-Line	245.90	233.90	222.90	252.90	240.90	229.90

<u>IntraLATA Toll BOTs</u>	<u>Monthly Rate</u>	<u>Additional per Minute</u>
300 Minutes	\$12.00	\$0.040
120 Minutes	5.50	0.050
60 Minutes	2.85	0.055
30 Minutes	1.50	0.055

Monthly Rate

Caller ID and Caller ID With Name \$2.00

1. Business customers can subscribe to any combination of Local Exchange Access Line sizes or, if chosen, IntraLATA Toll BOTs shown above.

/1/

/1/ Material formerly appeared on 1st Revised Sheet 24 in Part 4, Section 5 of this Guidebook.

AT&T INDIANA GUIDEBOOK

PART 20 - Grandfathered Services
SECTION 4 - Exchange Access Services

Original Sheet 30.12

CUSTOM BIZSAVER WINBACK PACKAGES (cont'd)

/1/

D. Prices (cont'd)

1. Service Elements (cont'd)

<u>Access Lines</u>	Monthly Rate without the Flexible Bundle of features on or after <u>April 2, 2007</u>			Monthly Rate with the Flexible Bundle of features on or after <u>April 2, 2007</u>		
	<u>12-Mo.</u>	<u>24-Mo.</u>	<u>36-Mo.</u>	<u>12-Mo.</u>	<u>24-Mo.</u>	<u>36-Mo.</u>
1-Line	\$ 30.00	\$ 27.00	\$ 25.00	\$ 37.00	\$ 34.00	\$ 32.00
2-Line	54.00	50.00	47.00	61.00	57.00	54.00
3-Line	78.00	73.00	69.00	85.00	80.00	76.00
4-Line	102.00	96.00	91.00	109.00	103.00	98.00
5-Line	126.00	119.00	113.00	133.00	126.00	120.00
6-Line	150.00	142.00	135.00	157.00	149.00	142.00
7-Line	174.00	165.00	157.00	181.00	172.00	164.00
8-Line	198.00	188.00	179.00	205.00	195.00	186.00
9-Line	222.00	211.00	201.00	229.00	218.00	208.00
10-Line	246.00	234.00	223.00	253.00	241.00	230.00

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/1/ Material formerly appeared on 1st Revised Sheet 25 in Part 4, Section 5 of this Guidebook.

SIMPLELINK^{/1/} (T)

A. Description

SimpleLink is an optional access and usage volume discount plan for business customers. Customers subscribing to SimpleLink receive monthly discounts on total billed revenue based on the customer's Minimum Annual Revenue Commitment (MARC).

B. Definitions

Minimum Annual Revenue Commitment (MARC)

The minimum annual revenue commitment that the customer must commit to, per year, in order to receive the volume discount.

Total Billed Revenue

Total Billed Revenue includes all services in this Guidebook, with the exception of products mentioned in C. Terms and Conditions. (T)

/1/ Effective April 30, 2004, SimpleLink will be grandfathered. No further installation of, or changes to this service will be made after this date. Customers of record on April 30, 2004 may continue their service as long as their present term agreement remains in effect or as long as such service remains at the location at which it was being furnished on the aforementioned date. In the event that these services are discontinued at their present location for any reason, they will not be re-established. (T)

SIMPLELINK (cont'd)

C. Terms and Conditions

1. Minimum Annual Revenue Commitment

The MARC is the minimum annual revenue commitment that the customer must commit to, per year, in order to receive the volume discount.

MARC revenue is the sum total of the customer's annual total billed revenue, for all eligible business accounts, before discounts are applied.

MARC volume discounts are applied to the following eligible services:

Business Exchange Access Service	Business Trunk Service
Centrex	FeatureLink
ISDN Direct	ISDN Prime
DTS-E	DS0 & DS1
RCF	MultiRing
All local usage except usage from an existing	Toll Free/800/888 usage
Optional Calling Plan	
IntraLATA toll	

Custom Calling and advanced Custom Calling Features

(D)

The SimpleLink plan is available with one year, two year, three year or five year term plans.

SimpleLink customers who fail to meet their selected MARC will be billed the difference between the selected MARC and the Annual revenue billed.

Accounts with term agreements, including, but not limited to Centrex, ISDN or DS0/1/3 are not eligible for SimpleLink.

SIMPLELINK (cont'd)

C. Terms and Conditions (cont'd)

1. Minimum Annual Revenue Commitment (cont'd)

Local and state additional charges, taxes and the End User Common Line Charge are not volume discount eligible.

SimpleLink is limited to 10 accounts per customer.

A SimpleLink plan is not transferable to, or may not be assumed by, a customer or customers other than the customer of record without prior written consent of the Company.

The SimpleLink plan applies to all of the intraLATA regulated services of the subscribing customer, including all business usage and message toll service.

D. Prices

1. Service Elements

% Discount on Total Billed Revenue (regulated)

<u>Annual Minimum</u>	<u>1 Year</u>	<u>2 Years</u>	<u>3 Years</u>	<u>5 Years</u>
\$1,000 – 2,999	4.0%	5.0%	6.0%	7.0%
3,000 – 6,999	5.0%	6.0%	7.0%	8.0%
7,000 - Plus	6.0%	7.0%	8.0%	9.0%

Monthly Toll Discount 45%

Discount applies to IntraLATA toll and Toll Free Calls.

(C)

2. Revenue Growth Incentive

At the end of the 2nd year of the term agreement, and going forward, if the customers contributory spending is greater than their MARC, the customers will receive an annual credit equal to 10% of the increase over the highest spending in any previous year of the contract.

SIMPLELINK (cont'd)

D. Prices (cont'd)

3. Other Applicable Charges and Payments

Service Connection Charges are not applicable when establishing or changing to SimpleLink.

4. Termination Charges

Customers terminating a SimpleLink plan prior to the expiration of the selected term period are subject to termination charges.

Termination charges are equal to 50% of the MARC multiplied by the number of years remaining in the customer's term period. For a partial year, if the partial year revenue is less than the MARC, the customer is liable for 50% of the difference between the MARC and the actual billed revenue.

Termination liability charges are not applicable if during the SimpleLink term period the customer converts to another Company access or usage plan with a term equal to or greater than the existing SimpleLink plan, and a revenue commitment equal to or greater than the SimpleLink MARC.

Commission approval of the above termination liability language is not intended to indicate that the Commission has sanctioned any particular legal result should a dispute arise between the parties. In the event of dispute signatures to such contracts may pursue whatever legal remedies they deem appropriate to resolve the dispute.

5. Service Guarantee

Within 90 days of subscribing to SimpleLink 3-year and 5-year term plans, customers may cancel this service without incurring the termination liability charges specified in this Guidebook. This (T) guarantee does not apply to customers who terminate or convert to another Company toll, access and/or usage commitment product for the purpose of subscribing to SimpleLink.

SIMPLELINK (Save/Winback)^{/1/}

(T)

A. Description

SimpleLink is an optional access and usage volume discount plan for business customers who have received a competitive proposal and are considering switching their business network access lines or intraLATA toll service to a competitor. SimpleLink is also available to customers who have left the Company for another carrier and now want to return their business network access lines or intraLATA toll to the Company.

Customers subscribing to SimpleLink receive monthly discounts on total billed revenue based on the customer's Minimum Annual Revenue Commitment (MARC).

B. DefinitionsMinimum Annual Revenue Commitment (MARC)

The minimum annual revenue commitment that the customer must commit to, per year, in order to receive the volume discount.

Total Billed Revenue

Total Billed Revenue includes all services in this Guidebook, with the exception of products mentioned in *C. Terms and Conditions*.

(T)

/1/ Effective April 30, 2004, SimpleLink (Save/Winback) will be grandfathered. No further installation of, or changes to this service will be made after this date. Customers of record on April 30, 2004 may continue their service as long as their present term agreement remains in effect or as long as such service remains at the location at which it was being furnished on the aforementioned date. In the event that these services are discontinued at their present location for any reason, they will not be re-established. (T)

SIMPLELINK (Save/Winback) (cont'd)

C. Terms and Conditions

1. Minimum Annual Revenue Commitment

The MARC is the minimum annual revenue commitment that the customer must commit to, per year, in order to receive the volume discount.

MARC revenue is the sum total of the customer's annual total billed revenue, for all eligible business accounts, before discounts are applied.

MARC volume discounts are applied to the following eligible services:

Business Exchange Access Service	Business Trunk Service
Centrex	FeatureLink
IDSN Direct	IDSN Prime
ADTS-E	DS0 & DS1
All local usage except usage from an existing Optional Calling Plan	Toll Free/800/888 usage
IntraLATA Toll usage	RFC & MultiRing (C)
Custom Calling and Advanced Custom Calling features	

SIMPLELINK (Save/Winback) (cont'd)

C. Terms and Conditions (cont'd)

1. Minimum Annual Revenue Commitment (cont'd)

The SimpleLink plan is available with one year, two year, three year or five year term plans.

SimpleLink customers who fail to meet their selected MARC will be billed the difference between the selected MARC and the Annual revenue billed.

Accounts with term agreements, including, but not limited to Centrex, ISDN Direct, ISDN Prime, ADTS-E, FeatureLink DS0, DS1, are not eligible for SimpleLink.

A SimpleLink plan is not transferable to, or may not be assumed by, a customer or customers other than the customer of record without prior written consent of the Company.

SimpleLink is limited to 10 accounts per customers.

The SimpleLink plan applies to all of the intraLATA services of the subscribing customer, including all business usage and message toll service.

D. Prices

1. Service Elements

% Discount on Total Billed Revenue (regulated)

<u>Annual Minimum</u>	<u>1 Year</u>	<u>2 Years</u>	<u>3 Years</u>	<u>5 Years</u>
\$1,000 – 2,999	12.0%	13.0%	14.0%	15.0%
3,000 – 6,999	13.0%	14.0%	15.0%	16.0%
7,000 – Plus	14.0%	15.0%	16.0%	17.0%

Monthly Toll Discount 50%

Discount applies to IntraLATA toll and Toll Free Calls.

(C)

SIMPLELINK (Save/Winback) (cont'd)

D. Prices (cont'd)

2. Revenue Growth Incentive

At the end of the 2nd year of the term agreement, and going forward, if the customers contributory spending is greater than their MARC, the customer will receive an annual credit equal to 10% of the increase over the highest spending in any previous year of the contract.

3. Other Applicable Charges and Payments

Service Connection Charges are not applicable when establishing or changing to SimpleLink.

4. Termination Charges

Customers terminating a SimpleLink plan prior to the expiration of the selected term period are subject to termination charges.

Termination charges are equal to 50% of the MARC multiplied by the number of years remaining in the customer's term period. For a partial year, if the partial year revenue is less than the MARC, the customer is liable for 50% of the difference between the MARC and the actual billed revenue.

Termination liability charges are not applicable if during the SimpleLink term period the customer converts to another Company access or usage plan with a term equal to or greater than the existing SimpleLink plan, and a revenue commitment equal to or greater than the SimpleLink MARC.

Commission approval of the above termination liability language is not intended to indicate that the Commission has sanctioned any particular legal result should a dispute arise between the parties. In the event of dispute signatures to such contracts may pursue whatever legal remedies they deem appropriate to resolve the dispute.

5. Service Guarantee

Within 90 days of subscribing to SimpleLink 3-year and 5-year term plans, customers may cancel this service without incurring the termination liability charges specified in this Guidebook. This (T) guarantee does not apply to customers who terminate or convert to another Company toll, access and/or usage commitment product for the purpose of subscribing to SimpleLink.

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COMPLETELINK

Note: Effective June 29, 2007, no further installation of, or changes to CompleteLink service will be made. Customers of record on June 29, 2007 may continue their service as long as their present term agreement remains in effect. In the event that these services are discontinued at their present location for any reason, they will not be re-established.

A. Description

CompleteLink is an optional access and usage volume discount plan for AT&T Indiana business customers. Customers subscribing to CompleteLink receive monthly discounts on selected services based on the customer's Minimum Annual Revenue Commitment (MARC). For plan agreements entered into on or after October 24, 2003, CompleteLink requires AT&T Indiana local access and local usage.

B. Definitions

Contributory Services

Those services whose revenue is counted towards achievement of the customer's selected MARC.

Eligible Services

Those services that are eligible for discounts based on achievement of a specified MARC.

Minimum Annual Revenue Commitment (MARC)

The minimum annual revenue commitment that the customer must commit to per year in order to receive the volume discount.

COMPLETELINK (cont'd)

C. Terms and Conditions

1. Minimum Annual Revenue Commitment

The MARC is the minimum annual revenue commitment that the customer must commit to, per year, in order to receive the volume discount.

MARC revenue is the sum total of the customer's annual billed revenue, for services specified in the Company's CompleteLink offerings, for all customer's eligible business accounts located in the Midwest region, before discounts are applied.

Services contributing towards the MARC include, except as noted below, all Midwest services contained in this Guidebook (monthly recurring revenue, usage revenue, and Other Charges & Credits (OC&C), including fractionalized recurring and nonrecurring charges), excluding the following if applicable: (T)

End User common Line (EUCL) surcharges, EUCL offset charges, Enhanced 9-1-1 (E911) surcharges, Handicap surcharges, Primary Interexchange Carrier (PIC) charges, Local Number Portability (LNP) charges, Infrastructure Maintenance Fees (IMF), Universal Service Fund (USF) surcharges, Federal & State Line Port charges.

Additionally any service provided by the Company's affiliates (other than a Midwest Incumbent Local Exchange Carrier), charges for services provided by any other service provider and billed on behalf of that other service provider, and any other tax or charge imposed by local, state, or federal government entity are also excluded.

The CompleteLink plan is available with one-year, two-year, three-year or five-year term plans.

COMPLETELINK (cont'd)

C. Terms and Conditions (cont'd)

1. Minimum Annual Revenue Commitment (cont'd)

CompleteLink customers who fail to meet their selected MARC will be billed the difference between the selected MARC and the Annual revenue billed.

MARC volume discounts apply to the following eligible services:

- Business Exchange Access Service including local message charges and Suburban Zone Service
- Business Trunks
- Centrex Usage
- ISDN Usage
- AT&T Indiana IntraLATA toll usage
- AT&T Indiana Toll Free/800/888 Usage

- Custom and Advanced Custom Calling Features, excluding Pay Per Use
- Remote Call Forwarding
- Multi-Ring Service
- Busy Line Transfer
- Alternate Answering
- Message Waiting Indication
- FeatureLink Service

(C)

Local and state additional charges, taxes and the End-User Common Line Charge are not volume discount eligible.

Effective with agreements signed on or after October 24, 2003, with the exception of local access and usage, CompleteLink customers are not required to purchase any of the MARC contributory services. Recurring and nonrecurring charges apply to the installation and use of these services.

COMPLETELINK (cont'd)

C. Terms and Conditions (cont'd)

1. Minimum Annual Revenue Commitment (cont'd)

A customer's MARC volume discount may not exceed the following maximums per plan, per year:

<u>Minimum Annual Revenue</u>	<u>Maximum Annual MARC Discount</u>
\$ 700	\$ 350
1,200	700
3,000	1,000 ^{/1/}
7,000	1,500
12,000	2,500
18,000	2,500
25,000	3,500
35,000	5,250
50,000	8,250
75,000	11,500
100,000	24,000
125,000	24,000
150,000	36,000
200,000	36,000

/1/ The Maximum Annual Discount for the \$3,000 MARC is \$700 for agreements signed prior to October 24, 2003.

COMPLETELINK (cont'd)

C. Terms and Conditions (cont'd)

1. Minimum Annual Revenue Commitment (cont'd)

An eligible CompleteLink customer may include up to, but not exceed, 250 of its locations, per state, under one CompleteLink plan. A customer may subscribe to only one CompleteLink plan at a time.

Except as required by law, a CompleteLink plan is not transferable to, or may not be assumed by, a customer or customers other than the customer of record without prior written consent of the Company.

The CompleteLink plan applies to all AT&T Indiana intraLATA services of the subscribing customer, including all business usage and message toll service for all business locations covered by the plan. The jurisdiction of the main billing telephone number, selected by the customer, will dictate the state jurisdiction governing the CompleteLink contract.

MARC discounts will not accumulate or be effective until August 14, 1999.

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COMPLETELINK (cont'd)**D. Prices**

1. Service Elements

<u>MARC</u>	<u>1 Year</u>	<u>% Discount on Eligible Services</u>			
		<u>2 Years</u>	<u>3 Years</u>	<u>5 Years</u>	
\$ 700	5.0%	6.0%	7.0%	7.5%	
1,200	5.25%	6.25%	7.25%	7.75%	
3,000	5.5%	6.5%	7.5%	8.0%	
7,000	6.0%	7.0%	8.0%	8.5%	
12,000	6.5%	7.5%	8.5%	9.0%	
18,000	6.5%	7.5%	8.5%	9.0%	
25,000	7.5%	8.5%	9.5%	10.0%	
35,000	8.0%	9.0%	10.0%	10.5%	
50,000	8.5%	9.5%	10.5%	11.0%	
75,000	9.0%	10.0%	11.0%	11.5%	
100,000	9.5%	10.5%	11.5%	12.0%	
125,000	9.5%	10.5%	11.5%	12.0%	
150,000	10.0%	11.0%	12.0%	12.5%	
200,000	10.0%	11.0%	12.0%	12.5%	
IntraMSA Toll and 800/888 Base Rates Per Minute	\$0.110	\$0.105	\$0.100	\$0.090	

COMPLETELINK (cont'd)

D. Prices (cont'd)

2. Other Applicable Charges and Payments

Service Connection Charges are not applicable when establishing or changing to CompleteLink.

3. Termination Charges

Customers terminating a CompleteLink plan prior to the expiration of the selected term period are subject to termination charges.

Termination charges are equal to 50% of the MARC multiplied by the number of years remaining in the customer's term period. For a partial year if the partial year revenue is less than the MARC, the customer is liable for 50% of the difference between the MARC and the actual billed revenue.

Termination liability charges are not applicable if during the CompleteLink term period the customer converts to another Company access or usage plan with a term equal to or greater than the existing CompleteLink plan, and a revenue commitment equal to or greater than the CompleteLink MARC.

4. Service Guarantee

Within 90 days of subscribing to a CompleteLink 2-years, 3-year or 5-year term plan, customers may cancel this service without incurring the termination liability charges specified in this Guidebook. This avoidance of termination liability does not apply to customers who terminate or (T) convert to another Company toll, access and/or usage commitment product for the purpose of subscribing to CompleteLink.

COMPLETELINK (cont'd)**D. Prices (cont'd)**5. MARC Downgrade Allowance for MATUC Removal^{/1/}

Customers with existing CompleteLink agreements signed prior to October 24, 2003 will be allowed to downgrade their MARC commitment without termination liability for the purpose of removing their intraMSA toll service and MATUC commitment provided: a) the Customer enters into a new CompleteLink service agreement for the shortest length term period which is equal to or greater than the time remaining on their current agreement, and b) the MARC on the new agreement is the next lower MARC. This waiver of charges will be allowed only once per Customer, per Agreement term. CompleteLink \$700 MARC service agreements are specifically not eligible.

6. MARC Downgrade Allowance for Technology Upgrade^{/2/}

Termination liability charges will not apply if during the term of the CompleteLink agreement the Customer disconnects one or more of the services which are specified under Column A below, and those services are contributory to their CompleteLink MARC, and replaces the service(s) with the Company's service specified on the same line in Column B, and as a direct result of that replacement the Customer's annual spending on those services is reduced (comparing customer's current spending on the removed services and the anticipated customer spending for the replacement services), and that reduction results in a 50% or greater difference between the customer's current MARC and the next lower MARC, at the Customer's option and request, the Customer may terminate the existing CompleteLink agreement without termination liability provided: a) the Customer enters into a new CompleteLink service agreement for a term period which is equal to or greater than the time remaining on their current agreement, and b) the MARC on the new agreement is the next lower MARC. This waiver of charges as a result of replacing Column A contributory services with the associated Column B contributory service will be allowed only once per Customer, per agreement term. CompleteLink \$700 MARC service agreements are specifically not eligible.

/1/ Applicable for agreements signed prior to October 24, 2003 only.

/2/ Applicable for agreements signed on or after October 24, 2003 only.

COMPLETELINK (cont'd)

D. Prices (cont'd)

6. MARC Downgrade Allowance for Technology Upgrade^{/1/} (cont'd)

For purposes of the waiver, "as a direct result" means that the newly installed product(s) must be installed at the same customer service location(s) and in the same relative quantity(ies) as those being displaced. It is at the Company's sole determination whether a product change satisfies the requirements for waiver of the termination liability under this provision.

<u>A</u>	to	<u>B</u>
Analog Trunk	to	ISDN Prime, DS1, DS3, SONET, or GigaMAN
ADTS-E	to	ISDN Prime
Advanced Centrex Service (ACS)		
Basic Lines	to	ACS Electronic Key, ISDN Direct, or Internet Protocol Lines
FeatureLink	to	ACS
Grandfathered Centrex	to	ACS
Measured or Flat Business Lines	to	ACS, ISDN Prime, DS1, DS3, SONET, GigaMAN, or FeatureLink
DS0 or ISDN Direct	to	DS1, DS3, SONET, or GigaMAN
DS1	to	DS3, SONET or GigaMAN
DS3	to	SONET, or GigaMAN

The following is stated as a matter of convenience and not intended to imply that the list above is not inclusive. In no event will the following changes satisfy the conditions required for termination without liability under this provision.

Centrex (any type)	to	PBX
Centrex (any type)	to	ISDN Prime

Example: Customer has a CompleteLink \$25,000 MARC, 3-year agreement, with 18 months remaining. MARC attainment in current year is 60%. A customer replaces its Analog Trunks to ISDN Prime, which would result in an annual spending reduction of \$4,000 from what was spent for the Analog Trunks.

/1/ Applicable for agreements signed on or after October 24, 2003.

COMPLETELINK (cont'd)**D. Prices (cont'd)**6. MARC Downgrade Allowance for Technology Upgrade^{/1/} (cont'd)

At the time of the new contract, the CompleteLink offer reflects the next lower MARC to be \$18,000, so the customer may terminate its \$25,000 MARC agreement without liability if it enters into a new 2-year (24-month) CompleteLink agreement at the \$18,000 MARC. The applicable discount will be that available with the \$18,000 commitment level.

NOTE: Both the MARC Downgrade waivers named in D.5 and D.6 above only apply to the termination charges applicable to the CompleteLink agreement. Termination charges may apply on those services being disconnected, and the application of those termination charges are not affected by this waiver. All applicable recurring and nonrecurring charges apply to the installation and removal of services. Products and services are subscribed to separately and not as a part of the CompleteLink subscription. As a result of selecting a reduced MARC level, discounts provided under the new CompleteLink agreement may be less than those received under the higher MARC agreement (discounts for the new agreement will be those applicable to the new MARC level under the CompleteLink offer in effect at the time the new contract is executed.) 90 day service guarantee does not apply to the new agreement.

/1/ Applicable for agreements signed on or after October 24, 2003.

COMPLETELINK LOYALTY PROGRAM

Note: Effective June 29, 2007, no further installation of, or changes to the CompleteLink Loyalty Program will be made. Customers of record on June 29, 2007 may continue their service as long as their present term agreement remains in effect. In the event that these services are discontinued at their present location for any reason, they will not be re-established.

Business customers with ValueLink Extra or ValueLink Extra Select term agreements that have expired as of January 1, 2000, or are about to expire, are eligible for additional MARC discounts when they sign a new CompleteLink one, three or five year term plan.

Customers signing a one year CompleteLink term agreement will receive a 1% MARC bill credit on the 13th month anniversary of their plan.

Customers signing a three year CompleteLink term agreement will receive a 2% MARC bill credit payable on the 13th, 25th and 37th month anniversary of their term plan.

Customers signing a five year CompleteLink term agreement will receive a 3% MARC bill credit payable on the 13th, 25th, 37th, 49th and 61st month anniversary of their term plan.

Each bill credit shall be the equivalent of 1%, 2%, or 3% (dependent on the length of the term agreement) of the minimum annual revenue commitment (MARC) subscribed to by the customer and shall appear on the customer's Company bill within sixty days of the anniversary date.

COMPLETELINK SELECT III SAVE/WIN PLAN

Note: Effective June 29, 2007, no further installation of, or changes to the CompleteLink Select III Save/Win Plan will be made. Customers of record on June 29, 2007 may continue their service as long as their present term agreement remains in effect. In the event that these services are discontinued at their present location for any reason, they will not be re-established.

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 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^{/1/} overlay of 23.5% will apply to all MARC levels (except the \$700.00 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. Customers selecting a \$700.00 MARC level are not eligible for this offer. The per minute usage rates will be billed in increments of (18) seconds and additional increments of (6) seconds or fraction thereof. (T)

	<u>1-Year</u>	<u>2-Year</u>	<u>3-Year</u>	<u>5-Year</u>
One-Time Signing Bonus	0%	0%	0%	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 areas and who wish to establish their local network access service with the Company.

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.

SIMPLELINK ENHANCEDSM

/1/

Effective June 30, 2010, no further installation of, or changes to SimpleLink EnhancedSM packages will be made. Customers subscribing to a SimpleLink EnhancedSM package as of that date will retain the package only for as long as it remains at the location at which the package is being furnished on that date. In the event that this package is discontinued at their present location for any reason, it will not be re-established.

(N)

(N)

A. Description

/1/

SimpleLink EnhancedSM is an optional access and local usage volume discount plan for AT&T Indiana business customers. Customers subscribing to SimpleLink Enhanced receive monthly discounts on eligible services based on the customer's Minimum Monthly Revenue Commitment (MMRC).

B. Definitions

Minimum Monthly Revenue Commitment (MMRC)

The minimum monthly revenue commitment that the customer must commit to in order to receive the volume discount.

Contributory Services

Those services whose revenue is counted towards achievement of the customer's selected MMRC.

Eligible Services

Those services that are eligible for discounts based on achievement of a specified MMRC.

C. Terms and Conditions

MMRC revenue is the sum total of the customer's monthly billed charges, for services specified in the Company's SimpleLink Enhanced Guidebook, for all eligible business accounts located within the state, before discounts are applied.

Services contributing towards the MMRC include, except as noted below, all AT&T Indiana services contained in this Guidebook (monthly recurring revenue, usage revenue, and Other Charges & Credits (OC&C), including fractionalized recurring and nonrecurring charges), excluding the following, if applicable:

End User common Line (EUCL) surcharges, EUCL offset charges, Enhanced 9-1-1 (E911) surcharges, Handicap surcharges, Primary Interexchange Carrier (PIC) charges, Local Number Portability (LNP) charges, Infrastructure Maintenance Fees (IMF), Universal Service Fund (USF) surcharges, Federal & State Line Port charges.

Additionally any service provided by the Company's affiliates (other than AT&T Indiana, Incumbent Local Exchange Carrier), charges for services provided by any other service provider and billed on behalf of that other service provider, and any other tax or charge imposed by local, state, or federal government entity are also excluded.

/1/

/1/ Material formerly appeared on 1st Revised Sheet 16 in Part 4, Section 2 of this Guidebook.

SIMPLELINK ENHANCEDSM (cont'd)

/2/

C. Terms and Conditions (cont'd)

The SimpleLink Enhanced plan is available with one year, two year, or three year term plans. The 1-year term also has a 1-year renewable option. If the customer selects the 1-year renewable option, the plan will renew for 1-year intervals. A maximum of two 1-year intervals are available after the first 1-year 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 1-year term. Additionally, three MMRC levels will be available for customers to choose from: \$45, \$85, and \$200. Customers subscribing to a 2- or 3-year SimpleLink Enhanced term plan will be required to sign a written order confirmation form in order to qualify for the applicable plan discounts.

SimpleLink Enhanced customers who fail to meet their selected MMRC will be billed the difference between the selected MMRC and the monthly revenue billed.

MMRC volume discounts are applied to the following eligible services. Any of the following services provided under an existing term discount plan are not eligible for SimpleLink Enhanced volume discounts.

Business Exchange Access Service	Business DID Trunks (Analog PBX)
Call Forwarding ^{/1/}	Call Waiting ^{/1/}
Remote Call Forwarding ^{/1/}	Repeat Dialing ^{/1/}
Caller ID ^{/1/}	3-Way Calling ^{/1/}
Caller ID with Name ^{/1/}	Call Screening ^{/1/}
Automatic Callback ^{/1/}	Voice Mail Feature Package ^{/1/}

All local usage except usage from an existing optional calling plan.

When the footnoted services above are purchased in package discount arrangements they are not eligible for SimpleLink Enhanced discounts.

Customer accounts with term agreements, including, but not limited to Centrex, ISDN Direct, ISDN Prime, ADTS-E, DS0/1/3 are not eligible for a SimpleLink Enhanced plan. Accounts with FeatureLink Service term agreements may be included in a SimpleLink Enhanced plan.

Local and state additional charges, taxes, the End User Common Line Charge, and nonrecurring charges are not volume discount eligible.

A customer's maximum MMRC volume discount for each commitment level may not exceed \$85.00 per month.

/1/ Additional 10% discount applies, see Other Applicable Discounts following.

/2/ Material formerly appeared on 1st Revised Sheet 17 in Part 4, Section 2 of this Guidebook.

/2/

SIMPLELINK ENHANCEDSM (cont'd)

/1/

C. Terms and Conditions (cont'd)

All of the accounts on a SimpleLink Enhanced agreement must reside in the same state. An eligible SimpleLink Enhanced customer may include up to, but not exceed, 10 of its accounts under one SimpleLink Enhanced agreement. A customer may have only one SimpleLink Enhanced agreement per state in the Midwest region.

A SimpleLink Enhanced plan is not transferable to, or may not be assumed by, a customer or customers other than the customer of record without prior written consent of the Company.

The customer's term commences the day after the service is "activated" by the Company. The date activated shall be the date the order installing the plan is completed in the Company's billing system.

D. Prices

1. Service Elements

<u>MMRC</u>	<u>MMRC Volume Discount</u>		
	<u>1 Year</u>	<u>2 Years</u>	<u>3 Years</u>
\$ 45	7.0%	8.0%	9.0%
85	8.0%	9.0%	10.0%
200	9.0%	10.0%	11.0%

2. Other Applicable Discounts

SimpleLink Enhanced customers will also receive an additional 10% discount in addition to the MMRC Volume Discount listed above, for those specific eligible services previously footnoted as /1/ in Section C. preceding.

/1/

/1/ Material formerly appeared on 1st Revised Sheet 18 in Part 4, Section 2 of this Guidebook.

SIMPLELINK ENHANCEDSM (cont'd)

/1/

D. Prices (cont'd)

3. Payment Plans

Service Connection Charges are not applicable when establishing or changing to SimpleLink Enhanced.

4. Termination Charges

Customers terminating a SimpleLink Enhanced plan prior to the expiration of the selected term period are subject to termination charges.

Termination charges are equal to 50% of the MMRC multiplied by the number of months remaining in the customer's term period. For a partial month, if the partial month revenue is less than the MMRC, the customer is liable for 50% of the difference between the MMRC and the actual billed revenue.

Termination liability charges are not applicable if during the SimpleLink Enhanced term period the customer converts to another Company access or local usage plan with a term equal to or greater than the remaining SimpleLink Enhanced plan, and the new revenue commitment^{/2/} is equal to or greater than the remaining SimpleLink Enhanced revenue commitment.

(C)

5. Credit Allowance

Within 90 days of subscribing to SimpleLink Enhanced 2-year and 3-year term plans, customers may cancel this service without incurring the termination liability charges specified in this Guidebook. This guarantee does not apply to customers who terminate or convert to another Company toll, access and/or usage commitment product for the purpose of subscribing to SimpleLink Enhanced.

/1/

/1/ Material formerly appeared on 1st Revised Sheet 19 in Part 4, Section 2 of this Guidebook.

/2/ Effective June 30, 2010, conversion to a new plan with an equal or greater revenue commitment is no longer a requirement to waive termination charges per this clause. (N)
(N)

SIMPLELINK ENHANCEDSM WINBACK

/1/

Effective June 30, 2010, no further installation of, or changes to SimpleLink EnhancedSM Winback packages will be made. Customers subscribing to a SimpleLink EnhancedSM Winback package as of that date will retain the package only for as long as it remains at the location at which the package is being furnished on that date. In the event that this package is discontinued at their present location for any reason, it will not be re-established.

(N)

(N)

A. Description

/1/

SimpleLink EnhancedSM Winback is an optional access and local usage volume discount plan for AT&T Indiana business customers who have their business network access line(s) 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 and who now wish to establish their business network access line service with AT&T Indiana.

Customers subscribing to SimpleLink Enhanced Winback receive monthly discounts on eligible services based on the customer's Minimum Monthly Revenue Commitment (MMRC).

B. Definitions

Minimum Monthly Revenue Commitment (MMRC)

The minimum monthly revenue commitment that the customer must commit to in order to receive the volume discount.

Contributory Services

Those services whose revenue is counted towards achievement of the customer's selected MMRC.

Eligible Services

Those services that are eligible for discounts based on achievement of a specified MMRC.

C. Terms and Conditions

MMRC revenue is the sum total of the customer's monthly billed charges, for services specified in the Company's SimpleLink Enhanced Winback offering, for all eligible business accounts located within the state, before discounts are applied.

Services contributing towards the MMRC include, except as noted below, all AT&T Indiana services contained in this Guidebook (monthly recurring revenue, usage revenue, and Other Charges & Credits (OC&C), including fractionalized recurring and nonrecurring charges), excluding the following, if applicable:

/1/

/1/ Material formerly appeared on 1st Revised Sheet 20 in Part 4, Section 2 of this Guidebook.

SIMPLELINK ENHANCEDSM WINBACK (cont'd)

/2/

C. Terms and Conditions (cont'd)

End User common Line (EUCL) surcharges, EUCL offset charges, Enhanced 9-1-1 (E911) surcharges, Handicap surcharges, Primary Interexchange Carrier (PIC) charges, Local Number Portability (LNP) charges, Infrastructure Maintenance Fees (IMF), Universal Service Fund (USF) surcharges, Federal & State Line Port charges.

Additionally any service provided by the Company's affiliates (other than AT&T Indiana, Incumbent Local Exchange Carrier), charges for services provided by any other service provider and billed on behalf of that other service provider, and any other tax or charge imposed by local, state, or federal government entity are also excluded.

The SimpleLink Enhanced Winback plan is available with one year, two year, or three year term plans. The 1-year term also has a 1-year renewable option. If the customer selects the 1-year renewable option, the plan will renew for 1-year intervals. A maximum of two 1-year intervals are available after the first 1-year 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 1-year term. Additionally, three MMRC levels will be available for customers to choose from: \$45.00, \$85.00, and \$200.00 Customers subscribing to a 2- or 3-year SimpleLink Enhanced Winback term plan will be required to sign a written order confirmation form in order to qualify for the applicable plan discounts.

SimpleLink Enhanced Winback customers who fail to meet their selected MMRC will be billed the difference between the selected MMRC and the monthly revenue billed.

MMRC volume discounts are applied to the following eligible services. Any of the following services provided under an existing term discount plan are not eligible for SimpleLink Enhanced Winback volume discounts:

Business Exchange Access Service	Business DID Trunks (Analog PBX)
Call Forwarding ^{/1/}	Call Waiting ^{/1/}
Remote Call Forwarding ^{/1/}	Repeat Dialing ^{/1/}
Caller ID ^{/1/}	3-Way Calling ^{/1/}
Caller ID with Name ^{/1/}	Call Screening ^{/1/}
Automatic Callback ^{/1/}	Voice Mail Feature Package ^{/1/}

All local usage except usage from an existing optional calling plan.

/1/ Additional 10% discount applies, see Other Applicable Discounts following.

/2/ Material formerly appeared on 1st Revised Sheet 21 in Part 4, Section 2 of this Guidebook.

/2/

SIMPLELINK ENHANCEDSM WINBACK (cont'd)

/1/

C. Terms and Conditions (cont'd)

When the footnoted services above are purchased in package discount arrangements they are not eligible for SimpleLink Enhanced Winback discounts.

Customer accounts with term agreements, including, but not limited to Centrex, ISDN Direct, ISDN Prime, ADTS-E, DS0/1/3, are not eligible for a SimpleLink Enhanced Winback plan. Accounts with FeatureLink Service term agreements may be included in a SimpleLink Enhanced Winback plan.

Local and state additional charges, taxes, the End User Common Line charge, and nonrecurring charges are not volume discount eligible.

A customer's maximum MMRC volume discount for each commitment level may not exceed \$85 per month.

All of the accounts on a SimpleLink Enhanced Winback plan must reside in the same state. An eligible SimpleLink Enhanced Winback customer may include up to, but not exceed, 10 of its accounts under one SimpleLink Enhanced Winback plan. A customer may have only one SimpleLink Enhanced Winback plan per state in the Midwest region.

A SimpleLink Enhanced winback plan is not transferable to, or may not be assumed by, a customer or customers other than the customer of record without prior written consent of the Company.

The customer's term commences the day after the service is "activated" by the Company. The date activated shall be the date the order installing the plan is completed in the Company's billing system.

/1/

/1/ Material formerly appeared on 1st Revised Sheet 22 in Part 4, Section 2 of this Guidebook.

SIMPLELINK ENHANCEDSM WINBACK (cont'd)

/1/

D. Prices

1. Service Elements

<u>MMRC</u>	<u>MMRC Volume Discount</u>		
	<u>1 Year</u>	<u>2 Years</u>	<u>3 Years</u>
\$ 45	12.0%	13.0%	14.0%
85	13.0%	14.0%	15.0%
200	14.0%	15.0%	16.0%

2. Other Applicable Discounts

SimpleLink Enhanced Winback customers will, also, receive an additional 10% discount in addition to the MMRC Volume Discount listed above, for those specific eligible services previously footnoted as /1/ in Section C. preceding.

SimpleLink Enhanced Winback customers will, also, receive a 100% discount of the normally applicable monthly rates for eligible services for the initial 3 months of the term plan, up to a maximum of \$500.00 per month. All charges credited will continue to contribute to the customer's MMRC, if normally applicable.

3. Payment Plans

Service Connection Charges are not applicable when establishing or changing to SimpleLink Enhanced Winback.

/1/

/1/ Material formerly appeared on 1st Revised Sheet 23 in Part 4, Section 2 of this Guidebook.

SIMPLELINK ENHANCEDSM WINBACK (cont'd)

/2/

D. Prices (cont'd)

4. Termination Charges

Customers terminating a SimpleLink Enhanced Winback plan prior to the expiration of the selected term period are subject to termination charges.

Termination charges are equal to 50% of the MMRC multiplied by the number of months remaining in the customer's term period. For a partial month, if the partial month revenue is less than the MMRC, the customer is liable for 50% of the difference between the MMRC and the actual billed revenue. Additionally, the customer will be liable to repay the full amount of charges credited for the initial 3 months of their term period as part of the 100% discount of monthly rates for eligible services.^{/1/}

Termination liability charges are not applicable if during the SimpleLink Enhanced Winback term period the customer converts to another Company access or local usage plan with a term equal to or greater than the remaining SimpleLink Enhanced Winback plan, and the new revenue commitment^{/3/} is equal to or greater than the remaining SimpleLink Enhanced Winback revenue commitment.

(C)

5. Service Guarantee

Within 90 days of subscribing to SimpleLink Enhanced Winback 2-year and 3-year term plans, customers may cancel this service without incurring the termination liability charges specified in this Guidebook, with the exception noted below. This guarantee does not apply to customers who terminate or convert to another Company toll, access and/or usage commitment product for the purpose of subscribing to SimpleLink Enhanced Winback. Customers will be liable to repay all charges credited for the initial 3 months of their term period as part of the 100% discount of monthly rates for eligible services.^{/1/}

/2/

/1/ For new agreements signed on or after March 22, 2004 repayment of charges credited for the initial 3 months of the customer's term period will no longer be applicable.

/2/ Material formerly appeared on 1st Revised Sheet 24 in Part 4, Section 2 of this Guidebook.

/3/ Effective June 30, 2010, conversion to a new plan with an equal or greater revenue commitment is no longer a requirement to waive termination charges per this clause.

(N)
(N)

SIMPLELINK ENHANCEDSM II

/1/

Effective June 30, 2010, no further installation of, or changes to SimpleLink EnhancedSM II packages will be made. Customers subscribing to a SimpleLink EnhancedSM II package as of that date will retain the package only for as long as it remains at the location at which the package is being furnished on that date. In the event that this package is discontinued at their present location for any reason, it will not be re-established.

(N)

(N)

A. Description

/1/

SimpleLink EnhancedSM II is an optional access line volume discount plan for the Company's business customers. Customers subscribing to SimpleLink Enhanced II receive monthly discounts on eligible services based on the customer's Minimum Monthly Revenue Commitment (MMRC). SimpleLink Enhanced II also provides an Access Line Bundle.

B. Definitions

Access Line Bundle

A SimpleLink EnhancedSM II Access Line Bundle consists of a business network access line, Caller ID and Caller ID with Name for a monthly rate.

Contributory Services

Those services whose revenue is counted towards achievement of the customer's selected MMRC.

Eligible Services

Those services that are eligible for discounts based on achievement of a specified MMRC.

Minimum Monthly Revenue Commitment (MMRC)

The minimum monthly revenue commitment that the customer must commit to in order to receive the volume discount.

Minimum Monthly Revenue Commitment (MMRC) Revenue

MMRC revenue is the sum total of the customer's monthly billed charges, for services specified in the Company's SimpleLink Enhanced II offer, for all eligible business accounts located within the state, before discounts are applied.

C. Terms and Conditions

1. Services contributing towards the MMRC include, except as noted below, all Company services contained in this Guidebook (monthly recurring revenue, usage revenue, and Other Charges & Credits (OC&C), including fractionalized recurring and nonrecurring charges).
2. Services that do not contribute to the MMRC include: End User Common Line (EUCL) surcharges, EUCL offset charges, Enhanced 9-1-1 (E911) surcharges, Handicap surcharges, Primary Interexchange Carrier (PIC) charges, Local Number Portability (LNP) charges, Infrastructure Maintenance Fees (IMF), Universal Service Fund (USF) surcharges, Federal and State Line Port charges.

/1/

/1/ Material formerly appeared on 1st Revised Sheet 27 in Part 4, Section 2 of this Guidebook.

SIMPLELINK ENHANCEDSM II (cont'd)

/1/

C. Terms and Conditions (cont'd)

2. (cont'd)

Additionally any service provided by the Company's affiliates, charges for services provided by any other service provider and billed by the Company on behalf of the other service provider, and any other taxes or charges imposed by local, state, or federal government entities do not contribute towards the MMRC.

3. The SimpleLink Enhanced II plan is available with one year, two year, or three year term plans. The one year term also has a 1-year renewable option. If the customer selects the 1-year renewable option, the plan will renew for 1-year intervals. A maximum of two 1-year renewals are available after the first 1-year term. Customers 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 1-year term.
4. Customers subscribing to a 2- or 3-year SimpleLink Enhanced II term plan will be required to sign a written order confirmation form in order to qualify for the applicable plan discounts.
5. Customers may select from three MMRC levels as listed in *D. Prices*, following.
6. SimpleLink Enhanced II customers who fail to meet their selected MMRC will be billed the difference between the selected MMRC and the monthly revenue billed.
7. Customers subscribing to SimpleLink Enhanced II will receive all subscribed business access lines in the form of an Access Line Bundle at the monthly price as listed in *D. Prices*, following. At the end of the SimpleLink Enhanced II term plan the customer will be billed for the components that make up the bundle at their individual monthly rates unless the customer renews their SimpleLink Enhanced II term agreement. Standard service and equipment and/or installation charges apply to install components of the Access Line Bundle.

/1/

/1/ Material formerly appeared on 1st Revised Sheet 28 in Part 4, Section 2 of this Guidebook.

SIMPLELINK ENHANCEDSM II (cont'd)

C. Terms and Conditions (cont'd)

8. MMRC volume discounts are applied to the following eligible services. Any of the following services provided under an existing term discount plan are not eligible for SimpleLink Enhanced II volume discounts. Any of the footnoted services purchased in a package discount arrangement are not eligible for SimpleLink Enhanced II discounts.

SimpleLink Enhanced II Eligible Services

SimpleLink Enhanced II Access Line Bundle All Local Usage except usage from an existing optional calling plan Remote Call Forwarding ^{/1/} Speed Calling 30 ^{/1/}	(D)	Business DID Trunks (Analog PBX) Call Forwarding ^{/1/} Call Waiting ^{/1/} Repeat Dialing ^{/1/} 3-Way Calling ^{/1/} Automatic Callback ^{/1/} Call Screening ^{/1/} Voice Mail Feature Package ^{/1/} Multi Ring Service ^{/1/}
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9. A customer's maximum monthly allowable discount for each commitment level may not exceed the Maximum Monthly Allowable Discount as shown in *D. Prices*, following.
10. Customer accounts with term agreements, including, but not limited to Centrex, ISDN Direct, ISDN Prime, ADTS-E, DS0/1/3, are not eligible for a SimpleLink Enhanced II plan. Accounts with FeatureLink Service term agreements may be included in a SimpleLink Enhanced II plan.
11. All of the accounts on a SimpleLink Enhanced II plan must reside in the same state. An eligible SimpleLink Enhanced II customer may include up to, but not exceed, 10 of its accounts under one SimpleLink Enhanced II plan. A customer may have only one SimpleLink Enhanced II plan per state in the 5-state Company Midwest region.
12. A SimpleLink Enhanced II plan is not transferable to, or may not be assumed by, a customer or customers other than the customer of record without prior written consent of the Company.
13. The customer's term commences the day after the service is "activated" by the Company. The date activated shall be the date the order installing the plan is completed in the Company's billing system.
14. Local and state additional charges, taxes, the End User Common Line charge, and nonrecurring charges are not volume discount eligible.

/1/ Additional 30% discount applies, see Other Applicable Discounts and Credits, following.

(D)
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(D)

SIMPLELINK ENHANCEDSM II (cont'd)

/1/

D. Prices

1. Service Elements

A. MMRC Discount

MMRC	Maximum Monthly Allowable Discount	MMRC Volume Discount		
		1 Year	2 Years	3 Years
\$ 45	\$ 85	7.0%	8.0%	9.0%
85	85	8.0%	9.0%	10.0%
200	85	9.0%	10.0%	11.0%

B. Access Line Bundle

\$37.50 per month with a Flat Rate Access Line for all terms selected and in all exchanges.
\$25.00 per month with a Message Rate Access Line for all terms selected and in all exchanges.

2. Other Applicable Discounts and Credits

SimpleLink Enhanced II customers will also receive an additional 30% discount in addition to the MMRC Volume Discount listed above, for those SimpleLink Enhanced II Eligible Services footnoted^{1/1} in C. *Terms and Conditions* preceding.

SimpleLink Enhanced II customers who have their business network access line(s) 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 areas and who now wish to establish their business network access line service with the Company will, also, receive a credit in the amount of their selected MMRC for 1 month per contract year, payable in month 4 for a 1-year term, in months 4 and 16 each for a 2-year term, and in months 4, 16, and 28 each for a 3-year term. All charges credited will continue to contribute to the customer's MMRC, if normally applicable.

3. Nonrecurring Charges

Service Connection Charges are not applicable when establishing or changing to SimpleLink Enhanced II.

/1/

/1/ Material formerly appeared on 1st Revised Sheet 30 in Part 4, Section 2 of this Guidebook.

SIMPLELINK ENHANCEDSM II (cont'd)

/1/

D. Prices (cont'd)

4. Termination Liability

Customers terminating a SimpleLink Enhanced II plan prior to the expiration of the selected term period are subject to termination charges.

Termination charges are equal to 50% of the MMRC multiplied by the number of months remaining in the customer's term period. For a partial month, if the partial month revenue is less than the MMRC, the customer is liable for 50% of the difference between the MMRC and the actual billed revenue.

Termination liability charges are not applicable if during the SimpleLink Enhanced II term period the customer converts to another Company access or local usage plan with a term equal to or greater than the remaining SimpleLink Enhanced II plan, and the new revenue commitment^{/2/} is equal to or greater than the remaining SimpleLink Enhanced II revenue commitment.

(C)

Customers who have their business network access line(s) 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 areas and who now wish to establish their business network access line service with the Company will receive a one-time waiver or refund of the termination charges associated with early termination of a previous SimpleLink or SimpleLink Enhanced agreement for the purpose of establishing service with another carrier if they return to the Company and sign a new SimpleLink Enhanced II agreement. The new SimpleLink Enhanced II term period must be greater than or equal to that of the terminated plan and the new revenue commitment equal to or greater than the revenue commitment under the terminated plan. Eligible customers must, also, have refused or not responded to a previous SimpleLink Enhanced II offer. In addition, the customer's former account must not have been disconnected for nonpayment, and no money is owed the Company for any past due bills for service, other than the termination charge. In addition, the "Bill Name" must be the same as on the prior Company account. Customers may take advantage of this offer only once.

/1/

/1/ Material formerly appeared on 1st Revised Sheet 31 in Part 4, Section 2 of this Guidebook.

/2/ Effective June 30, 2010, conversion to a new plan with an equal or greater revenue commitment is no longer a requirement to waive termination charges per this clause.

(N)
(N)

SIMPLELINK ENHANCEDSM II (cont'd)

/1/

D. Prices (cont'd)

5. Service Guarantee

Within 90 days of subscribing to SimpleLink Enhanced II 2-year and 3-year term plans, customers may cancel this service without incurring the termination liability charges specified in this Guidebook, with the exception noted below. This guarantee does not apply to customers who terminate a Company toll, access and/or usage commitment product for the purpose of subscribing to SimpleLink Enhanced II.

6. Waiver Allowances

Customers who have their business network access line(s) 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 areas and who now wish to establish their business network access line service with the Company will receive a waiver of normally applicable service ordering and line connection nonrecurring charges (NRC's) associated with local exchange access lines and, if applicable, vertical features ordered at the time of initial subscription to a SimpleLink Enhanced II plan. Standard NRC's will apply to lines & features added after the initial order.

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/1/ Material formerly appeared on 1st Revised Sheet 32 in Part 4, Section 2 of this Guidebook.

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BUSINESS ACCESS LINE TERM VOLUME DISCOUNT – TVD

/1/

Effective June 30, 2012, new service agreements for the Business Access Line Term Volume Discount (TVD) service will no longer be available to new or existing customers.

(N)
(N)

A. Description

/1/

Business Access Line Term Volume Discount (TVD) provides eligible business customers who commit to a minimum access line volume commitment and term plan a discount on their Network Access Lines and PBX Trunks.

B. Terms and Conditions

1. TVD plan customers must commit to a 12-, 24-, 36- or 48-month term plan. Eligible services are Business Flat Rate and Message Rate Access Lines and PBX Trunks.
2. TVD plan customers must commit to a minimum volume of access lines. The total number of access lines within the state applies 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 adjustment charge will be billed for the number of lines under the minimum line volume commitment.
3. Access line volume commitments and the associated term plan discounts are noted in D. PRICES below. The TVD discount will remain fixed through the life of the commitment. If the underlying tariffed monthly recurring rates for lines/trunks change, the net discounted price per month will change accordingly.
4. Upon expiration of a TVD 12-, 24-, 36- or 48-month term plan, the service is automatically billed at the monthly rates set forth in the Guidebook and in effect at the time the service agreement expires, unless a new service agreement is negotiated.
5. The 12-month term is also available as a 12-month oral agreement with option to re-subscribe. If the customer selects the 12-month oral agreement with option to re-subscribe, the plan will renew for 12-month intervals. A maximum of two 12-month terms 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 re-subscribe options prior to the expiration of each 12-month term. The customer is under no obligation to re-subscribe after completion of a 12-month term period.
6. Applicable service request and line connection nonrecurring charges (NRCs) will be waived for customers coming to AT&T Indiana from other carriers. Standard NRCs will apply to lines added subsequent to the initial order.

/1/

/1/ Material formerly appeared on Part 4, Section 2, Sheet 46 of this Guidebook.

(N)

BUSINESS ACCESS LINE TERM VOLUME DISCOUNT – TVD (cont'd)

/1/

B. Terms and Conditions (cont'd)

7. All rules, regulations, fees and surcharges normally applicable to eligible services apply. Local and state additional charges, taxes, surcharges, and the End User Common Line (EUCL) charge are not volume discount eligible under this offer.
8. TVD may not be combined with Custom BizSaver, SimpleLink Enhanced, SimpleLink Enhanced II, or CompleteLink 2.0 offers.

C. Termination Liability

1. Customers who terminate the TVD agreement prior to the expiration of the 12-, 24-, 36- or 48-month service term shall pay a termination charge. Payment of the termination charge does not release the customer from amounts previously owed to the Company. The termination charge shall be:
 - All unpaid special Construction charges or nonrecurring charges (excluding any waived charges); plus
 - Fifty percent (50%) of all recurring charges for the remaining months of the customer's term based on the minimum access line volume commitment under the customer's agreement.
2. 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 to or greater than the term period remaining on the existing TVD agreement and commit to an equal or greater number of business access lines than their access line volume commitment under the existing TVD agreement.
3. Termination charges shall 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.
4. When a TVD customer moves from one service location to another, the minimum access line volume commitment, duration and discount associated with the service agreement is not affected. If the applicable monthly business 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. Adjustment 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 their minimum access line volume commitment under the TVD service agreement at the old service location.

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/1/ Material formerly appeared on Part 4, Section 2, Sheet 47 in this Guidebook.

(N)

BUSINESS ACCESS LINE TERM VOLUME DISCOUNT – TVD (cont'd)

/1/

D. Prices

TVD Monthly Recurring Charge Discount Schedule:

Access Line Volume Commitment	12-month Term	24-month Term	36-month Term	48-month Term
Minimum 1 line	5%	7%	9%	9.5%
Minimum 5 lines	5.5%	7.5%	9.5%	10%
Minimum 11 lines	6%	8%	10%	10.5%
Minimum 31 lines	7%	9%	11%	11.5%
Minimum 101 lines	8%	10%	12%	12.5%
Minimum 201 lines	9%	11%	13%	13.5%

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/1/ Material formerly appeared on Part 4, Section 2, Sheet 48 of this Guidebook.

(N)

APPLICATION OF RATES FOR RESIDENCE SERVICE ^{1/1}

(C)

(D)

(D)

^{1/1} Effective July 1, 2016, residence service for churches has been withdrawn.

(C)

(D)

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(D)

LOCAL SERVICE RATES

Schedule of Monthly Rates - Residence

(D)

(D)