

TARIFF DISTRIBUTION

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STATE: KENTUCKY

EFFECTIVE DATE: 10/05/2012

TYPE OF DISTRIBUTION: Approved

PURPOSE: This Guidebook update will correct numbering of Paragraph A2.4.12 Bill Page Format (currently incorrectly numbered as A2.4.11). It will also clean up outdated references in the Subject Index

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A2. GENERAL REGULATIONS

A2.4 Payment Arrangements And Credit Allowances (Cont'd)

A2.4.10 Payment Plan For Contract Services (Cont'd)

L. Exception To Termination Liability For State, County, And Municipal Governments (See A2.4.8) (T)

M. Moves of Service(s) under PPCS

Termination Liability Charges will not apply to customer requests for moves of service under PPCS from one location to another location subject to the following:

1. The original and new premises locations must be in Company territory within the same state.
2. The move from the original location to the new location must be completed within thirty days of the original premises disconnect date.
3. No lapse in billing will occur for moves of service under PPCS.
4. Orders to disconnect the existing service and reestablish it at the new location must be related.
5. Any rate elements from the original location that are not reestablished at the new location will be subject to applicable Termination Liability charges.
6. Any additions made at the new location will be treated as coterminous additions in accordance with D. (T)
7. All regulations and charges for changes made to the service coincident to the move shall apply. (T)
8. All appropriate nonrecurring charges for moves of service as specified in this *Guidebook* will apply. (T)
9. Moves of service that involve a change of jurisdiction, e.g., intraLATA to intrastate, intrastate to interstate, etc., will not be treated as a disconnect of service with regard to Termination Liability Charge application. The customer must subscribe to a payment arrangement offered in the appropriate interstate tariff *or guidebook*, which is at least the minimum number of months allowable under Payment Plan A, or equals/exceeds the remaining contract period, whichever is greater. (T)

A2.4.11 Economic Waiver Exception to Termination Liability for Business Customers

The Company will waive early-termination liability charges associated with a Local Exchange Term Election Agreement plan, program, or promotion for business customers who voluntarily and in good faith file bankruptcy under Chapter 7 of the U.S. Bankruptcy Code, 11 U.S.C. Sections 101-1330. This exception is a one-time waiver. To qualify for this waiver, subscriber must present a copy of the Chapter 7 Bankruptcy filing to *the Company*, must disconnect all their local exchange service as a result of going out of business, and must have had an existing local exchange Term Election Agreement in effect for at least six (6) months. This exception only applies to disconnects and bankruptcy filings after September 16, 2005. This waiver does not apply to product contracts, Letters of Election, Contract Service Arrangements, or Special Assembly. Subscriber may not have any other outstanding amounts due except the termination liability. (T)

(DELETED) (D)

A2. GENERAL REGULATIONS

A2.4 Payment Arrangements And Credit Allowances (Cont'd)

A2.4.12 Bill Format

A. Following is an example of the Company's bill format for business subscribers.

(T)
(T)



KY BUSINESS CUSTOMER
STE 100
123 ANY STREET
ANY CITY, KY 12345 9999

Page 1 of 2
Account Number 270 555-2222 111 3333
Billing Date Jun 23, 2008

Web Site att.com

Monthly Statement

Bill-At-A-Glance	
Previous Bill	178.98
Payment Received 6-20 Thank You!	178.98CR
Adjustments	.00
Balance	.00
Current Charges	111.57
Total Amount Due	\$111.57
Amount Due in Full by	Jul 11, 2008

Billing Summary

Questions? Call:	Page	
Plans and Services	1	73.90
1 866 620-6000 PIN: 3333		
Repair Service:		
1 866 620-8900		
AT&T Long Distance Service	1	37.67
1 866 620-6000		
Total Current Charges		111.57

AT&T Benefits

- Thank you for choosing a package plan tailored for your needs. AT&T lets you choose how, when and where you communicate.

Plans and Services

Monthly Service - Jun 23 thru Jul 22	
1. Complete Choice® Single Line	52.00
Business Line	
Three-Way Calling	
30 Code Speed Calling	
Call Forwarding	
Repeat Dialing	
Call Return	
Call Trace	
Call Blocking	
Caller-ID Name-Number Delivery	
2. Complete Choice® Mntce 1 Line	4.95
Equipment Maintenance Plan	
Inside Wire Protection	
Total Monthly Service	56.95

Surcharges and Other Fees		
Item	No.	Quantity
3. Federal Subscriber Line Charge	1	6.50
4. Federal Universal Service Fee	1	.73
5. KY - GRT Surcharge	1	.77
Total Surcharges and Other Fees		8.00

Government Fees and Taxes		
Item	No.	Quantity
6. Federal Excise Tax		1.82
7. KY - State Tax		3.65
8. KY - School Tax		1.56
9. Kentucky Lifeline Support	1	.08
10. TRS/TAP Surcharge	1	.09
11. Emergency 911 Service		1.75
Total Government Fees and Taxes		8.95

Total Plans and Services 73.90

AT&T Long Distance Service

Monthly Service		
Charges for 270 555-2222		
Type of Service	Per tod	
12. Domestic Unlimited Flex Plan Monthly Fee	06/16-07/15	24.00
13. Business Worldwide Plan Monthly Fee	06/16-07/15	7.95
Total Charges for 270 555-2222		31.95
Total Monthly Service		31.95

News You Can Use Summary

- PREVENT DISCONNECT
 - AT&T BILLING GUIDE
 - CARRIER INFORMATION
 - CALL BEFORE YOU DIG
- See "News You Can Use" for additional information

Local Services provided by AT&T Kentucky

U.S. Pat. D410,960 and D414,810

Return bottom portion with your check in the enclosed envelope.

A2. GENERAL REGULATIONS

A2.4 Payment Arrangements And Credit Allowances (Cont'd)

A2.4.12 Bill Format (Cont'd)

(T)

A. Following is an example of the Company's bill format for business subscribers. (Cont'd)



KY BUSINESS CUSTOMER
 STE 100
 123 ANY STREET
 ANY CITY, KY 12345 9999

Page 2 of 2
 Account Number 270 555-2222 111 3333
 Billing Date Jun 23, 2008

AT&T Long Distance Service

Surcharges and Other Fees	
1. Federal Universal Service Fund Fee	2.44
Government Fees and Taxes	
2. KY - State Tax	2.11
3. KY - School Tax	.72
4. KY - GRT Surcharge	.45
Total Government Fees and Taxes	3.28
Total AT&T Long Distance Service	37.67

DISPUTED DEBTS
 Please note, any check or payment instrument in an amount less than the full amount due that you send AT&T marked "PAID IN FULL" or otherwise tender as full satisfaction of a disputed amount, must be sent to AT&T Accounts Receivable Management, P.O. Box 198992, Section 22, Nashville, TN 37219-8992 and NOT the payment address shown on the payment return document. Thank you for choosing AT&T Kentucky for your communication needs.

BILL DISCREPANCIES
 AT&T strives to provide our valued customers the best service possible. However, if you have a bill discrepancy, you should notify AT&T within 60 days after the receipt of your AT&T bill.

News You Can Use

PREVENT DISCONNECT
 Thank you for being a valued customer. Please be aware that all charges must be paid each month to keep your account current and prevent collection activities. We are required to inform you that certain charges MUST be paid in order to prevent interruption of basic local service. These charges are already included in the Total Amount Due and are \$104.99. Also, neglecting to pay for remaining charges may result in interruption, removal of these remaining services or further collection action.

CARRIER INFORMATION
 Our records indicate that you have selected AT&T Long Distance or a company that resells their services as your primary local toll carrier and AT&T Long Distance or a company that resells their services as your primary long distance carrier. Please contact us if this does not agree with your records.

AT&T BILLING GUIDE
 To get answers to questions regarding partial month charges and other billing related topics, please view our interactive AT&T Billing Basics Guide at <http://www.att.com/billingbasics>.

CALL BEFORE YOU DIG
 It's the Law! Call 811 before you dig. Know what's below. Help promote Safety on your job and in your community by calling to get underground utilities located before you DIG! Spread the Word!

Terms and Conditions

RETURN CHECK POLICY
 An important part of AT&T's commitment to our valued customers is keeping you informed of policies that may affect your account. If a check is returned to AT&T from your financial institution, a returned check fee up to the amount permitted by law may be charged to your account.

A2. GENERAL REGULATIONS

A2.4 Payment Arrangements And Credit Allowances (Cont'd)

A2.4.12 Bill Format (Cont'd)

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A. (DELETED)

(D)

A2. GENERAL REGULATIONS

A2.4 Payment Arrangements And Credit Allowances (Cont'd)

A2.4.12 Bill Format (Cont'd)

(T)

A. (DELETED)

(D)

A2. GENERAL REGULATIONS

A2.4 Payment Arrangements And Credit Allowances (Cont'd)

A2.4.12 Bill Format (Cont'd)

(T)

A. (DELETED)

(D)

A2. GENERAL REGULATIONS


A2.4 Payment Arrangements And Credit Allowances (Cont'd)

A2.4.12 Bill Format (Cont'd)

(T)

B. Following is an example of the Company's bill format for residence subscribers.

att.com



KY RESIDENCE CUSTOMER
123 ANY STREET
ANY CITY, KY 12345 9999

Page 1 of 2
Account Number 502 555-1111 222 1212
Billing Date Jun 25, 2008
Web Site att.com

Monthly Statement

Bill-At-A-Glance

Previous Bill	45.89
Payment Received 6-20 Thank You!	45.89CR
Adjustments	.00
Balance	.00
Current Charges	46.57
Total Amount Due	\$46.57
Amount Due in Full by	Jul 14, 2008

Billing Summary

Questions? Call:	Page	Amount
Plans and Services 1 888 757-6500 PIN: 5678 Repair Service: 1 877 737-2478	1	42.50
AT&T Long Distance Service 1 888 757-6500	1	4.07
Total Current Charges		46.57

AT&T Benefits

- Thank you for choosing a package plan tailored for your needs. AT&T lets you choose how, when and where you communicate.

Plans and Services

Monthly Service - Jun 25 thru Jul 24

1. Residential Line	18.40
2. Listing-Not in Directory or DA	5.50
3. Inside Wire Protection	7.50
Total Monthly Service	31.40

Surcharges and Other Fees

Item	No.	Description	Quantity	Amount
4. Federal Subscriber Line Charge	1			6.50
5. Federal Universal Service Fee	1			.73
6. KY - GRT Surcharge	1			.41
Total Surcharges and Other Fees				7.64

Government Fees and Taxes

Item	No.	Description	Quantity	Amount
7. Federal Excise Tax				.94
8. KY - State Tax	1			1.56
9. Kentucky Lifeline Support	1			.08
10. TRS/TAP Surcharge	1			.09
11. Emergency 911 Service				.79
Total Government Fees and Taxes				3.46

Total Plans and Services **42.50**

AT&T Long Distance Service

Important Information
Provide family and friends with a toll-free number and unique PIN so they can reach you without being charged. You pay just 10 cents per minute, billed to your AT&T account. Call 1 800 895-5555 TODAY (must be placed from your home telephone number) to request Toll Free at Home Service! Some restrictions apply.

Monthly Service

Charges for 502 555-1111		
Type of Service	Period	Amount
12. Core Value Plan Monthly Fee	06/18-07/17	2.00

News You Can Use Summary

• PREVENT DISCONNECT	• CARRIER INFORMATION
• AT&T BILLING GUIDE	• CALL BEFORE YOU DIG

See "News You Can Use" for additional information

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U.S. Pat. D410,950 and D414,510

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A2. GENERAL REGULATIONS

A2.4 Payment Arrangements And Credit Allowances (Cont'd)

A2.4.12 Bill Format (Cont'd)

(T)

B. Following is an example of the Company's bill format for residence subscribers. (Cont'd)



KY RESIDENCE CUSTOMER
123 ANY STREET
ANY CITY, KY 12345 9999

Page 2 of 2
Account Number 502 555-1111 222 1212
Billing Date Jun 25, 2008

AT&T Long Distance Service

Surcharges and Other Fees

1. Federal Universal Service Fund Fee	.30
2. Carrier Cost Recovery Fee	1.49
Total Surcharges and Other Fees	1.79

Government Fees and Taxes

3. KY - State Tax	.23
4. KY - GRT Surcharge	.05
Total Government Fees and Taxes	.28

Total AT&T Long Distance Service 4.07

DISPUTED DEBTS

Please note, any check or payment instrument in an amount less than the full amount due that you send AT&T marked "PAID IN FULL" or otherwise tender as full satisfaction of a disputed amount, must be sent to AT&T Accounts Receivable Management, P.O. Box 198992, Section 22, Nashville, TN 37219-8992 and NOT the payment address shown on the payment return document. Thank you for choosing AT&T Kentucky for your communication needs.

BILL DISCREPANCIES

AT&T strives to provide our valued customers the best service possible. However, if you have a bill discrepancy, you should notify AT&T within 60 days after the receipt of your AT&T bill.

News You Can Use

PREVENT DISCONNECT

Thank you for being a valued customer. Please be aware that all charges must be paid each month to keep your account current and prevent collection activities. We are required to inform you that certain charges MUST be paid in order to prevent interruption of basic local service. These charges are already included in the Total Amount Due and are \$38.37. Also, neglecting to pay for remaining charges may result in interruption, removal of these remaining services or further collection action.

CARRIER INFORMATION

Our records indicate that you have selected AT&T Long Distance or a company that resells their services as your primary local toll carrier and AT&T Long Distance or a company that resells their services as your primary long distance carrier. Please contact us if this does not agree with your records.

AT&T BILLING GUIDE

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CALL BEFORE YOU DIG

It's the Law! Call 811 before you dig. Know what's below. Help promote Safety on your job and in your community by calling to get underground utilities located before you DIG! Spread the Word!

Terms and Conditions

RETURN CHECK POLICY

An important part of AT&T's commitment to our valued customers is keeping you informed of policies that may affect your account. If a check is returned to AT&T from your financial institution, a returned check fee up to the amount permitted by law may be charged to your account.



A2. GENERAL REGULATIONS

A2.4 Payment Arrangements And Credit Allowances (Cont'd)

A2.4.12 Bill Format (Cont'd)

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A2. GENERAL REGULATIONS

A2.4 Payment Arrangements And Credit Allowances (Cont'd)

A2.4.12 Bill Format (Cont'd)

(DELETED)

(T)

(D)

A2. GENERAL REGULATIONS

A2.4 Payment Arrangements And Credit Allowances (Cont'd)

A2.4.12 Bill Format (Cont'd)

(DELETED)

(T)

(D)

A2. GENERAL REGULATIONS

A2.4 Payment Arrangements And Credit Allowances (Cont'd)

A2.4.12 Bill Format (Cont'd)

(DELETED)

(T)

(D)

A2. GENERAL REGULATIONS

A2.4 Payment Arrangements And Credit Allowances (Cont'd)

A2.4.12 Bill Format (Cont'd)

(DELETED)

(T)

(D)

A2. GENERAL REGULATIONS

A2.4 Payment Arrangements And Credit Allowances (Cont'd)

A2.4.12 Bill Format (Cont'd)

(DELETED)

(D)

A2. GENERAL REGULATIONS

A2.4 Payment Arrangements And Credit Allowances (Cont'd)

A2.4.12 Bill Format (Cont'd)

(DELETED)

(T)

(D)

A2. GENERAL REGULATIONS

A2.4 Payment Arrangements And Credit Allowances (Cont'd)

A2.4.12 Bill Format (Cont'd)

(DELETED)

(T)

(D)

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