

TARIFF DISTRIBUTION

FILE PACKAGE NO.: LA-20-0020

DATE: October 4, 2020

STATE: LOUISIANA

EFFECTIVE DATE: 10/04/2020

TYPE OF DISTRIBUTION: Approved

PURPOSE: Increase residence Complete Choice Basic and Complete Choice
Enhanced monthly charges

<u>TARIFF SECTION</u>	<u>PAGE NUMBER</u>	<u>PAGE REVISION</u>
G003	7.4.2	0014
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A3. BASIC LOCAL EXCHANGE SERVICE

A3.2 Statewide Rate Schedule (Cont'd)

A3.2.15 Complete Choice Enhanced Service

A. Description of Service

1. Complete Choice Enhanced service provides the features/services specified following and a flat rate access line with Touch-Tone capability.
2. The rate specified herein entitles a residence subscriber to unlimited calling to all exchange access lines within the subscriber's local calling area as defined in A3.6.1.
3. The rate specified herein also entitles a residence subscriber to unlimited use of the following services/features in the sections specified:

- A13.9 Custom Calling Services excluding Customer Control¹ and Multipath¹ versions of the Call Forwarding features
- A13.19 TouchStar services excluding Personalized Ring 6¹ and Calling Number Delivery Blocking-Permanent¹
- A13.34 RingMaster service
- A13.47 Message Waiting Indication

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

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

B. Rates and Charges

1. Individual line service

	Suspend Rate	Monthly Rate	USOC
(a) Per plan package	\$7.50	\$46.00	PAMA8

(1)

C. Complete Choice Enhanced Retention Offer

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

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

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

A3. BASIC LOCAL EXCHANGE SERVICE

A3.2 Statewide Rate Schedule (Cont'd)

A3.2.16 Complete Choice Basic Service

A. Description of Service

1. The Complete Choice Basic service provides the features/services specified following and a flat rate access line with Touch-Tone capability.
2. The rate specified herein entitles a residence subscriber to unlimited calling to all exchange access lines within the subscriber's local calling area as defined in A3.6.1.
3. The rate specified herein also entitles a residence subscriber to unlimited use of the features/services specified following from the listed sections:

A13.9 Call Waiting ID

A13.19 Caller ID

A subscriber must select Caller ID and, in addition, may select Call Waiting ID. All terms, conditions and limitations specified in the sections listed apply to the respective services/features requested as part of this service. Service charges specified in Section A4 do not apply for transactions involving only additions, deletions or changes to the services/features requested as part of this service.

4. All features/services are furnished only from central offices that have been arranged to provide these services. The features/services are provided subject to availability of facilities.
5. Existing subscribers of the Complete Choice Basic service can not take advantage of special promotions for the Complete Choice Basic service or any of the features/services specified in A3.2.16.A.3, unless specifically allowed by the terms of the special promotion.
6. Complete Choice Basic service can be suspended as specified in A2.3.16. During the period of suspension, the rate specified following applies.

B. Rates and Charges

1. Individual line service

(a) Per plan package

Suspend Rate	Monthly Rate	USOC PAMA7
\$7.50	\$40.00	PAMA7

(1)

C. Complete Choice Basic Offer¹

Eligible residential subscribers who purchase local service with AT&T and subscribe to and retain the Complete Choice Basic (CCB) package may receive a monthly bill credit for 12 months, on up to two lines, that will provide a net price of \$15.00 for the CCB package.

Rules

1. Eligible subscribers are those residential subscribers who have at least one local exchange access line or a substitute (e.g. wireless or VoIP service) with a provider other than the Company at a service location that can be served by the Company.
2. Eligible subscribers must request the qualifying service at the same address as the existing service, unless they are planning an imminent move – within 30 (thirty) days of responding to the offer – from one address in an AT&T incumbent local exchange service area to another address in an AT&T incumbent local exchange service area.
3. The subscriber is required to subscribe to AT&T for local service and purchase the Complete Choice Basic package on each line receiving the credit.
4. Eligible subscribers will receive a bill credit for 12 months on up to two lines that will provide a net price of \$15.00 for each Complete Choice Basic package. If the subscriber discontinues the package, the credits will cease.
5. This offer may not be combined with other local service offers that provide a monthly recurring credit or discount, but may be combined with an offer that waives the nonrecurring installation/service charge(s).
6. Subscribers must keep the CCB package for 30 days to receive the benefits of this offer.
7. This offer is not available to subscribers who are switching service between affiliated companies.

Note 1: Effective December 15, 2015, the Complete Choice Basic Offer is no longer available to new subscribers. Existing subscribers receiving benefits of this offer may continue to receive the benefit until the end of the 12-month period.