

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK  
SECTION 3 - SERVICE DESCRIPTIONS AND RATES

3.1 General

The Company provides interstate, interexchange switched telecommunications services between locations in the United States. The Company's service includes direct-dialed calling with charges based upon call duration, mileage, and/or total volume. (C)

AT&T makes available to AT&T Long Distance East Customer's long distance service offers in addition to those listed in this Guidebook. These alternative offers may be found at <http://cpr.att.com/pdf/bsld/bsldmain.html>. For additional information about how to order these services from AT&T, please contact your AT&T sales representative.

3.2 Time-Of-Day Rate Periods

The following time-of-day and day-of-week rate periods are applicable to all calls. Evening rates shall apply to all calls placed on the Company's recognized Holidays except when a lower rate would normally apply.

	MON	TUES	WED	THUR	FRI	SAT	SUN	
8:00 AM TO 5:00 PM *	DAYTIME RATE PERIOD							
5:00 PM TO 11:00PM*	EVENING RATE PERIOD							EVE
11:00 PM TO *:00 AM*	NIGHT/WEEKEND RATE PERIOD							

\* to, but not including

Calls are billed based on the rate in effect for the actual time-of-day rate period(s) during which the call occurs. Calls that cross rate period boundaries are billed the rate in effect in that boundary for each portion of the call.

Other Rate Periods

Peak: Daytime Rate Period per above

Off-Peak: All other days and hours, including Holidays, which are not included in the Day-Time rate period above.

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

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SECTION 3 - SERVICE DESCRIPTIONS AND RATES

3.4 Call Timing

3.4.1 Long distance usage charges are based on the actual usage of the Company's network.

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Chargeable time for Person to Person Calls begins when the connection is made between the calling person and the particular person, department, or extension specified or an agreed upon alternate.

3.4.2 Chargeable time ends when the calling service point terminates, thereby releasing the network connection. If the called party hangs up but the calling number does not, chargeable time ends when the network connection is released by signal from the called party location or by automatic timing equipment in the telephone network.

3.4.3 Unless otherwise specified in this Interstate Product Reference and Pricing Guidebook, the minimum call duration for billing purposes is one (1) minute.

3.4.4 Unless otherwise specified in this Interstate Product Reference and Pricing Guidebook, usage is measured and rounded in one minute increments for billing purposes.

3.4.5 The Company shall not bill for unanswered calls in areas where Equal Access is available. The Company shall not knowingly bill for unanswered calls in areas where Equal Access is not available.

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SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans

The Company offers several interstate calling plans with a variety of features and options. Outbound calling and inbound (AT&T Long Distance Toll Free<sup>SM</sup> Service) are offered under every calling plan. (C/D)  
Volume discounts take effect at various levels of billing, depending on the plan. Some plans have a minimum billing requirement. Deeper discounts may be achieved based on duration of commitment to certain plans. All calls except Directory Assistance calls and operator-assisted contribute to discount eligibility thresholds and are eligible for discounts. International calls, however, are discounted at rates not covered in this Interstate Product Reference and Pricing Guidebook. All discounts are non-incremental and are applied to all eligible charges. Calls may be billed at one-minute or sub-minute increments, depending on the plan. Certain may offer different 800 service options. (D)  
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All plans utilize Switched Access Lines. Calls originate and terminate on switched facilities or equipment provided by local exchange companies or other authorized access providers. The Customer is responsible for establishing local access facilities or equipment and for all nonrecurring, recurring, construction and other charges in connection with such local access. The Customer using multiple Switched Access Lines for a single 800 number must arrange for hunting service from the local exchange company.

3.5.1 MTS

(A) Business MTS

MTS is an intercity long distance Service available to Business Customers seven (7) days per week, twenty-four (24) hours per day, and 365 days per year. With Business MTS, calls are originated from other than a payphone. The desired telephone number is dialed, the call is completed without the assistance of a live or automated operator, and the call is not billed to a number other than the originating number. Calls originate on switched facilities provided by LECs, CLECs or authorized access providers. Business MTS is available to Business Customers that presubscribe to the Company for long distance service. If a Business Customer presubscribes to the Company for the provision of outbound long distance Service and does not select one of the Company's optional price plans, the Company will provision MTS Service on the Customer's initial order for Service.

Charges are usage sensitive and vary by day-of-week and time-of-day. Calls are billed in one (1) minute increments, with minimum call duration of one (1) minute. Peak and off peak rates apply. The peak rate period is 8:00 a.m. to but not including 5:00 p.m., Monday through Friday. The off-peak rate period is all other times. The off-peak rates apply on the following holidays: New Year's Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. Calls billed under this Service offering will not qualify for promotional rates.

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.1 MTS (continued)

(B) Residential MTS

MTS is an intercity long distance Service available to Customers seven (7) days per week, twenty-four (24) hours per day, and 365 days per year. With MTS, calls are originated from other than a public or semipublic coin telephone. The desired telephone number is dialed, the call is completed without the assistance of a live or automated operator, and the call is not billed to a number other than the originating number. Calls originate on switched facilities provided by LECs, CLECs or authorized access providers. MTS is available to Residential Customers that presubscribe to the Company for long distance service.

Customers may subscribe to MTS service for the provisions of intraLATA only calling (local toll), interLATA only calling (interstate and intrastate), or intraLATA and interLATA calling combined.

If a Customer presubscribes to the Company for the provision of outbound long distance Service and does not select one of the Company's optional price plans, the Company will provision MTS Service on the Customer's initial order for Service.

Calls are billed in one (1) minute increments, with minimum call duration of one (1) minute.

(C) Rates and Charges

.1 Business

.a Minimum Usage Charge (MUC) is \$22.50

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If monthly outbound usage charges or outbound and inbound usage charges combined equal or exceed the MUC in a billing period, the MUC will or apply. If monthly outbound usage charges or outbound and inbound usage charges combined in a billing period are less than the MUC, the charge that will apply will be the difference between that month's usage charges and the MUC

.b Per-Minute Usage Rates

Peak	Off-Peak
\$0.9900	\$0.9900

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.2 Residential

Customer Subscribes to MTS for:	MUC	Per-Minute Usage Rate
IntraLATA Only	\$0.00	\$0.42
InterLATA Only	\$3.00	\$0.42
IntraLATA and InterLATA Combined	\$3.00	\$0.42

If monthly outbound domestic 1+ Direct-Dialed usage equals the MUC in a billing period, MUC will not apply. If monthly outbound domestic 1+ Direct-Dialed usage in a billing period is less than the MUC, the MUC that will apply will be the difference between that month's usage and the MUC.

Calling Card - The per-minute usage rate is \$0.77. See Section 4.2.8 for calling card per-call surcharges.

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SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.2 Consumer Calling Plans (continued)

SPECIAL OFFERS

(A1) Reserved for future use

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INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

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SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.2 Consumer Calling Plans (continued)

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SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.2 Consumer Calling Plans (continued)

SPECIAL OFFERS (continued)

(A2) Residential Retention Offers

As described below, Retention Offers are available to qualifying customers of the Company who currently or newly subscribe to one of the Company's qualifying unlimited plans.

Qualifying Plans

.1 AT&T Unlimited Nationwide Calling Advantage 1, AT&T Unlimited Nationwide Calling Advantage 2, and AT&T Unlimited Nationwide Calling Plus 1

.a Available to Residential Customers who:

- .i currently subscribe to the Company for interLATA (interstate and intrastate) service, intraLATA (local toll) service, or interLATA/intraLATA service combined and state an intention to change long distance service to a competitor of the Company, are offered a qualifying plan as defined in (A2).1 and continue to state an intention to change long distance service to a Competitor of the Company; or
- .ii currently subscribe to a qualifying plan as defined in (A2).1 above and state an intention to change long distance Service to a competitor of the Company.
- .iii in either case, Customer must subscribe to one of the qualifying plans defined in (A2).1 above to qualify for this retention offer.

.b Rates and Charges

Customers subscribing to a qualifying plan as defined in (A2).1 above will be charged a retention MRC for a twelve (12) month period in lieu of the qualifying plan's MRC defined in section 3.5.2 of this Guidebook:

Qualifying Plan	Retention MRC
AT&T Unlimited Nationwide Calling Advantage 1	\$16.00
AT&T Unlimited Nationwide Calling Advantage 2	\$9.00
AT&T Unlimited Nationwide Calling Plus 1	\$2.00

.c Customers must maintain the requirements of the qualifying plan as defined in Section 3.5.2 of this Guidebook and continue to subscribe to the qualifying plan to receive the twelve (12) month retention MRC.

.d This offer cannot be combined with any other promotion offered by the Company or with the Company Reward offers defined Section 3.5.2 of this Guidebook

.2 AT&T Unlimited Nationwide Calling Advantage 3

.a Available to Residential Customers who currently subscribe to AT&T Unlimited Nationwide Calling Advantage 3 and state an intention to change long distance service to a competitor of the Company. Customers must continue to subscribe to AT&T Unlimited Nationwide Calling Advantage 3 as defined in Section 3.8 of this Guidebook to qualify for this retention offer

.b Rates and Charges

Customers continuing to subscribing to AT&T Unlimited Nationwide Calling Advantage 3 under this offer will be charged the following retention MRC for a twelve (12) month period in lieu of the AT&T Unlimited Nationwide Calling Advantage 3 MRC defined in section 6.1.22 of this Guidebook:

Qualifying Plan	Retention MRC
AT&T Unlimited Nationwide Calling Advantage 3	\$4.00

.c Customers must maintain the AT&T Unlimited Nationwide Calling Advantage 3 requirements defined in Section 6.1.22 of this Guidebook and continue to subscribe to AT&T Unlimited Nationwide Calling Advantage 3 to continue to receive the twelve (12) month retention MRC.

.d This offer cannot be combined with any other promotion offered by the Company or with the Company Reward offers defined in Section 6.1.22 of the Guidebook

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INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.2 Consumer Calling Plans (continued)

(B) AT&T ONE RATE® Nationwide Calling I

.1 AT&T ONE RATE® Nationwide Calling I is an outbound interstate long distance calling plan designed for Residential Customers with a single BTN. Multiple BTN aggregation is not available with this Service. Customers may access the Company's long distance Service by dialing 1+ the area code + the called telephone number from their presubscribed telephone line. For a single MRC this Service is available to new and existing Residential Customers who:

- .a use Switched Access to reach the long distance network;
- .b subscribe to the Company for the provision of interstate service;
- .c subscribe to an access line\* with a BTN from an Affiliate LEC of the Company;
- .d request to be provisioned under this plan;
- .e limit the usage of Service to that which is of a standard, domestic, residential nature.

.2 The MRC is \$2.00 until April 12, 2011 at which time the MRC will decrease to \$1.00. The per-minute usage rate is \$0.15 until April 12, 2011 at which time the per-minute rate will increase to \$0.18.

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\*This service not offered under this Guidebook

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INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.2 Consumer Calling Plans (continued)

(C) AT&T ONE RATE® Nationwide 10 Cents Direct

.1 AT&T ONE RATE® Nationwide 10 Cents Direct is an outbound interstate long distance calling plan designed for Residential Customers with a single BTN. Multiple BTN aggregation is not available with this Service. For a single MRC the Customers receives a flat per minute usage rate for 1+ outbound direct-dialed interstate long distance calling anytime minutes. This service is for Residential Customers who:

- .a use Switched Access to reach the long distance network;
- .b Subscribe to the Company for the provision of interstate service;
- .c provide the Company the same billing name and address for all Services required to subscribe to this plan;
- .d limit the use of Service to that which is of a standard, domestic, Residential nature; and
- .e Request to be provisioned under this plan

.2 The MRC is \$4.99 and the per-minute usage charge is \$0.10.

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(D) AT&T Unlimited Nationwide Calling One

.1 AT&T Unlimited Nationwide Calling One is a an outbound long distance intrastate usage calling plan designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with this Service. Customers can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. For a single MRC this service is available to new and existing Residential Customers who meet the following terms and conditions:

- .a use Switched Access to reach the long distance network;
- .b subscribe to and maintain an access line\* with a BTN from an Affiliated LEC of the Company;
- .c subscribe to the Company for the provision of interstate service;
- .d demonstrate to the satisfaction of the Company at the time of subscribing to this plan that the Residential Customer also subscribes to the required products and/or Services described above;
- .e request to be provisioned under this Service; and
- .f limit the use of Service to that which is of a standard, domestic, residential nature.

.2 If the Customer uses this service for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to AT&T ONE RATE® Nationwide 5 Cents Advantage. If the Customer is moved off this service because of the previously described reasons, the Customer may be ineligible to resubscribe to this service.

.3 The MRC is \$25.00 for unlimited interstate minutes of use

\*This service not offered under this Guidebook

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.2 Consumer Calling Plans (continued)

(E) AT&T Unlimited Nationwide Calling Advantage 1

.1 AT&T Unlimited Nationwide Calling Advantage 1 is an outbound only interstate long distance usage calling plan designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with this Service. Customers can access the Company's long distance service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. For a single MRC this Service is available to new and existing Residential Customers who meet the following terms and conditions:

- .a use Switched Access to reach the long distance network;
- .b subscribe to the Company for the provision of interstate service;
- .c subscribe to and maintain the following services from and Affiliated LEC of the Company:
  - .i access line\* with a BTN and;
  - .ii verticals feature package\* as defined and offered by the Affiliated LEC of the Company in conjunction with a subscription to this plan;
- .d demonstrate to the satisfaction of the Company at the time of subscribing to the service that the Residential Customer also subscribes to the required products and/or services described above;
- .e request to be provisioned under this Service and;
- .f limit the use of Service to that which is of a standard, domestic, residential nature.

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.2 If the Customer uses this Service for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to AT&T ONE RATE<sup>®</sup> Nationwide 5 Cents Advantage. If the Customer is moved off this Service because of the previously described reasons, the Customer may be ineligible to re-subscribe to this Service.

.3 If the Customer uses this Service for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to AT&T ONE RATE<sup>®</sup> Nationwide 5 Cents Advantage. If the Customer is moved off this Service because of the previously described reasons, the Customer may be ineligible to resubscribe to this Service.

.4 The MRC is \$21.00 until for unlimited interstate minutes of use

\*This service not offered under this Guidebook

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.2 Consumer Calling Plans (continued)

(F) AT&T Unlimited Nationwide Calling Advantage 2

AT&T Unlimited Nationwide Calling Advantage 2 is an outbound interstate long distance usage calling plan designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with this Service. Customers can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line.

**OPTION 1 – WINBACK**

- .1 For a single MRC this Option is available to new Residential Customers who;
  - .a use Switched Access to reach the long distance network;
  - .b order this Service On-Line or by contacting an Affiliated LEC Customer Care Center;
  - .c subscribe to the Company for the provision of interstate service;
  - .d subscribe to an access line# from and Affiliated LEC of the Company;
  - .e meet a minimum of one (1) of the following conditions;
    - .i previously subscribed to local dial tone service\* with a BTN from an Affiliated LEC of the Company and have cancelled that Service or;
    - .ii previously subscribed to long distance service from the Company and have cancelled that service, or;
    - .iii be a current local telephone Customer in the Affiliate of the Company's local territory who is now moving dial tone services from a competitor of the Company to an Affiliated LEC of the Company;
  - .f demonstrate to the satisfaction of the Company at the time of subscribing to the service that the Customer also subscribes to the required products and/or services described above;
  - .g request to be provisioned under this service; and
  - .h limit the use of service to that which is of a standard, domestic, residential nature.
- .2 This service may be combined with Vertical Packages\* as defined and offered by the Affiliated LEC of the Company in conjunction with a subscription to this plan. (C)
- .3 Hearing impaired and disabled customers who access the Company's website and are unable to order this plan on-line may order via text telephone.
- .4 In the event the Company's on-line ordering system is not functioning or processing orders due to a system outage or malfunction, Customers may call the Company's customer care center or sales representative to request assistance for on-line ordering AT&T Unlimited Nationwide Calling Advantage 2.
- .5 If the Customer uses this Service for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to AT&T ONE RATE® Nationwide 5 Cents Advantage. If the Customer is moved off this Service because of the previously described reasons, the Customer may be ineligible to resubscribe to this Service. (C)

\* This service not offered under this guidebook

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.2 Consumer Calling Plans (continued)

(F) AT&T Unlimited Nationwide Calling Advantage 2 (continued)

**OPTION 2 – RETENTION**

.1 For a single MRC this Option is available to existing Residential Customers who;

- .1 use Switched Access to reach the long distance network;
- .2 currently subscribe to the Company for the provision of interstate service;
- .3 currently subscribe to local dial tone service\* with a BTN from an Affiliated LEC of the Company and state an intention to change local carries in response to a competitive offer;
- .4 demonstrate to the satisfaction of the Company at the time of subscribing to the service that the Customer also subscribes to the required products and/or services described above;
- .5 request to be provisioned under this service; and
- .6 limit the use of service to that which is of a standard, domestic, residential nature.

.2 This service may be combined with Vertical Packages\* as defined and offered by the Affiliated LEC of the Company in conjunction with a subscription to this plan. (C)

.3 If the Customer uses this Service for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to AT&T ONE RATE® Nationwide 5 Cents Advantage. If the Customer is moved off this service because of the previously described reasons, the Customer may be ineligible to resubscribe to this Service. (C)

**OPTION 3 – ON-LINE ORDERING**

.1 For a single MRC this Option is available to new and/or existing Residential Customers who;

- .a use Switched Access to reach the long distance network;
- .b order this Service On-Line;
- .c subscribe to the Company for the provision of interstate Service;
- .d subscribe to and maintain the following services from an Affiliated LEC of the Company:

- .a Access line\* with a BTN and;
- .b Verticals Feature Package\* as defined and offered by the Affiliated LEC of the Company in conjunction with a subscription to this plan; (C)
- .c demonstrate to the satisfaction of the Company at the time of subscribing to the service that the Residential Customer also subscribes to the required products and/or services described above; (C)
- .d request to be provisioned under this Service; and
- .e limit the use of service to that which is of a standard, domestic, residential nature.

The MRC for Option 1, Option 2 and Option 3 is \$14.00 for unlimited interstate minutes of use

\*This service not offered under this Guidebook



INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.2 Consumer Calling Plans (continued)

(H) AT&T ONE RATE® Nationwide Advantage formerly known as AT&T ONE RATE® Nationwide 5 Cents Advantage

.1 AT&T ONE RATE® Nationwide Advantage is an outbound interstate long distance usage calling plan designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with this service. Customers can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. For a single MRC this service is available to new and existing Residential Customers who meet the following terms and conditions:

- .a use Switched Access to reach the long distance network;
- .b Subscribe to the Company for the provision of interstate Service;
- .c subscribe to and maintain an access line\* with a BTN from an Affiliated LEC of the Company;
- .d request to be provisioned under this optional calling plan and;
- .e limit the use of Service to that which is of a standard, domestic, residential nature.

.2 The MRC is \$5.00 and the per-minute usage rate is \$0.07.

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INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.2 Consumer Calling Plans (continued)

(J) AT&T Unlimited Nationwide Calling<sup>SM</sup> Plus 1 (C)

.1 AT&T Unlimited Nationwide Calling<sup>SM</sup> Plus 1 is a bundled outbound only interstate intrastate long distance usage calling plan designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with this Service. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. For a single MRC this Service is available to new and existing Residential Customers who meet the following terms and conditions:

.a use Switched Access to reach the long distance network for outbound calling

.b subscribes to AT&T Connecticut for the provision of outbound intrastate calling

.c subscribes to this Service for the provision of interstate outbound long distance calling or interstate/intrastate combined outbound long distance calling;

.d subscribes to and maintains the following services from an Affiliated ILEC of the Company:

.a Access line\* with a BTN and;

.b Verticals Feature Package\* as defined and offered by the Affiliated ILEC of the Company in conjunction with a subscription to this plan; (C)

.e subscribe to and maintain one (1) or more Affiliate of the Company Products\* as defined and offered by the Affiliate of the Company in conjunction with a subscription to this plan; (C)

.f demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Residential Customer also subscribes to the required products and/or services described above;

.g request to be provisioned under this Service and;

.h limits the use of Service to that which is of a standard, domestic, residential nature.

.2 If the Customer uses this Service for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to AT&T ONE RATE<sup>®</sup> Nationwide Advantage. If the Customer is moved off this Service because of the previously described reasons, the Customer may be ineligible to re-subscribe to this Service.

.3 The MRC is \$7.00 for unlimited interstate or interstate/intrastate combined long distance service.

\*This service not offered under this Guidebook.

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SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans

(A) AT&T Business Calling Plan<sup>1</sup>

.1 AT&T Business Calling Plan is a flat rate calling plan designed for small business Customers who bill less than \$100.00 monthly in toll. AT&T Business Calling Plan calls utilize Switched Access Lines and are billed in six (6) second increments with an Initial Period, for billing purposes of sixty (60) seconds

.2 This Service is established at the Billing Telephone Number (BTN) level and is only available for a single BTN.

.3 A Customer who removes all accounts from participating in this plan will no longer be eligible for the usage rates unless an account is put back on at a later date.

.4 The MRC is \$3.00. The per-minute usage rates are as follows:

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Service Name	Initial 60 Seconds	Each Add'l 6 Seconds
AT&T Long Distance Toll Free <sup>SM</sup> Service <sup>2</sup>	\$0.5550	\$0.0555
Business MTS Usage	\$0.5550	\$0.0555
Business Operator Handled Usage *	\$0.5550	\$0.0555

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\*Applicable per call surcharge also applies

.5 Reserved for Future Use

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.6 International Usage Rates

International Usage Rates for the AT&T Business Calling Plan will mirror the rates identified in the Company's International Product Reference and Pricing Guidebook, Section 5.5.

<sup>1</sup>Effective April 15, 2014, this plan will only be offered in conjunction with the intrastate offering of the same name. Existing customers subscribed to this service for interstate only will need to add intrastate AT&T Business Calling to continue to subscribe to this plan.

<sup>2</sup>Formerly known as 800 CustomLink and 800CustomLinkPlus



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SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(B) Reserved for Future Use

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SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

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INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

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(2) – Material moved to Section 6.2.12

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(D) AT&T Business Calling Monthly<sup>SM</sup>

.1 AT&T Business Calling Monthly<sup>SM</sup> is an outbound interstate calling and/or toll free inbound calling long distance calling plan. This plan is established at the BTN level. Multiple BTN aggregation is not available with this Service. If the Customer or Applicant selects a different business long distance calling plan for specific WTN(s), the Customer is required to establish a separate BTN for each variation. This Service is available to new and existing Business Customers who:

.a use Switched Access to reach the long distance network for outbound calling and/or to receive calls from the long distance network for toll free calling;

.b subscribe to the Company for the provision of interstate service; and

.c request to be provisioned under this optional calling plan.

.2 Outbound and inbound toll free calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of one (1) minute.

.3 Reserved for Future Use

(C/D)  
(D)  
(D)

.4 Rates and Charges

.a The MRC is \$10.00 and the outbound and/or inbound toll free calling per minute usage rate is \$0.14. See Section 3.6 for the toll free service MRC.

.b Reserved for Future Use

(C/D)  
(D)  
(D)

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

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SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(E) Reserved for Future Use

(C)

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INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

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SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

(D)

(D)

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INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

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SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

(D)

(D)

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(F) Reserved for Future Use

(1/C)

(1)

(1)

(1) – Material moved to Section 6.2.13



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INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

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SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(1)

(1) – Material moved to Section 6.2.13

(1)

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(G) Block of Time II Term Agreement Plans (C)

.1 Block of Time II Term Agreement Plans are outbound calling and optional inbound toll free calling long distance calling plans. These plans are established at the BTN level. Aggregation of multiple BTNs is not available with these plans. If the Customer or Applicant selects a different long distance calling plan for specific WTNs the Customer is required to establish a separate BTN for each variation. (C)

.2 Unless otherwise specified in the rate options defined in Section 3.5.3(G).11, Block of Time II Term Agreement Plans are available to new or existing Business Customers who: (C)

.a utilize Switched Access to reach the long distance network for outbound calling and to receive calls from the long distance network for toll free calling;

.b subscribe to access line # from an Affiliated LEC of the Company;

.c subscribe to the Company for the provision of interstate service for outbound long distance calling, and may also subscribe to the Company for the provision of toll free service for inbound long distance calling;

.d commit to subscribe to a Block of Time II Term Agreement rate option for a (1), two (2), or three (3) year term agreement; (C)

.e specify at the time of ordering if the MOUs are to be used for outbound calling, or both outbound and inbound toll free calling; and

.f request to be provisioned under this plan.

.2 Customers may subscribe to a Block of Time II Term Agreement rate option for outbound Service only or for both outbound and inbound toll free service. Where a Customer subscribes to toll free service, inbound toll free calls may originate on any type of access and are terminated via Switched Access to the Customer's location. (C)

.3 Each Block of Time II Term Agreement rate option provides the Customer a specific amount (block) of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched toll free service calls. All usage in excess of the selected block of time will be billed at a fixed rate per minute. Any minutes not used in a billing cycle will not be carried over to the next billing cycle. No credits will be given for any unused minutes. (C)

.4 Calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. (C)

#This Service not offered out of this Guidebook (D)

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(G) Block of Time II Term Agreement Plans (continued)

.5 The Block of Time II Term Agreement rate option selected at the time the Customer's order is processed will remain in effect until cancelled or changed by the Customer. Changes to the selected Block of Time II Term Agreement rate option will be effective on the day the Customer's change order is processed. If an existing Customer initially subscribes to a Block of Time II Term Agreement option in the middle of its billing cycle, the change will be effective on the first day after the Customer's change order is processed.

.6 Reserved for Future Use

(C/D)  
(D)  
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(D)

.7 Term Agreements

.a 1-Year term agreements are oral agreements and do not require a signed agreement.

.b 2-Year and 3-Year term agreements must be signed under any method accepted by the Company, including electronically, and must be received by Company within thirty (30) calendar days from the order date. If the Company does not receive the Customer's signed agreement within the thirty calendar (30) days, and Service has been provisioned in reliance thereon, the term of the agreement shall default to a 1-Year term under the rates, terms and conditions of this 10Year term agreement.

.c If defaulted to a 1-Year term, the 1-Year term will start on the day the Company completes the change from a 2-Year or 3-Year term to a 1-Year term. The Company will endeavor to complete the change within thirty (30) calendar days after the expired due date for receipt of the signed agreement from the Customer.

.d If the customer wishes to renew a Block of Time II Term Agreement for a new 1-Year, 2-Year or 3-Year term, the customer must notify the Company at least thirty (30) days prior to the expiration of their term of their intention to renew for a new term.

.e Customers who fail to contact the Company within thirty (30) days prior to the expiration of their current term to request a term renewal will remain on the previously selected Block of Time II Term Agreement time rate option and will be billed on a month-to-month basis at the rates defined below.

.f The Customer is under no obligation to re-subscribe to the Block of Time II Term Agreement rate option after completion of any term agreement.

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(G) Block of Time II Term Agreement Plans (continued)

.8 The selected Block of Time II Term Agreement rate option will remain in effect until either: (a) cancelled or changed by the Customer; (b) the Customer terminates Service with the Company; (c) the Company no longer offers the selected Block of Time II Term Agreement rate option to new Customers or existing Customers moving to new locations; or(d) the Company notifies the Customer the selected Block of Time II rate option is no longer available; whichever occurs first (C)

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

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SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(G) Block of Time II Term Agreement Plans (continued)

- .9 Early Termination Fee/Under Utilization Fee (ETF/UUF) (1/C)
  - .a Customers that subscribe to this plan combined with a term plan agreement, and who wish to: (a) change the length of a term plan agreement; or (b) change to another calling plan; must cancel their current term plan agreement and agree to a new term plan agreement with new begin/end dates unless otherwise indicated in this Guidebook. (N)  
Customers who cancel this plan prior to the expiration date of their current term plan agreement and who do not qualify under item numbers .i and .ii below will be required to pay an ETF/UUF. The ETF/UUF shall be 50% of the full MRC rate in effect for this plan at the time of termination multiplied by the number of months remaining in the term. (N)  
(1)  
(1)
  - .b The Company will not charge an ETF/UUF when the Customer cancels an existing term plan agreement if at the same time the Customer agrees to a new term plan agreement for a different Business calling plan with an MRC or MMC from the Company. (N)  
(N)
  - .c The Company will adjust to zero any ETF/UUF when: (1/C)
    - .i the Customer cancels an existing term plan agreement with an MRC or MMC if at the same time the Customer agrees to replace some or all of their existing service with Internet Protocol (IP) service, Wireless, or any functionally equivalent service from an affiliate of the Company for the purpose of placing outbound and/or inbound live voice communications outside of the Customer's local calling area; or (N)
    - .ii the Customer provides notice to the Company of its intent to terminate this plan within thirty (30) calendar days prior to or thirty (30) calendar days after the automatic renewal of the term. (1/C)  
(1/C)
- .10 Reserved for Future Use (C)

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

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SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(G) Block of Time II Term Agreement Plans (continued)

.11 Rate Options

.a AT&T Business Block of Time<sup>SM</sup> 700 II

This rate option is available for a 1-Year or 2-Year term agreement. For a single MRC the Customer receives a 700 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound toll free service Calls.

.b AT&T Business Block of Time<sup>SM</sup> 1200 II

This rate option is available for a 1-Year or 2-Year term agreement and effective July 1, 2011 a 3-Year term agreement will be available. For a single MRC the Customer receives a 1200 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound toll free service Calls.

.c AT&T Business Block of Time<sup>SM</sup> 2500 II

This rate option is available for a 1-Year, 2-Year, or 3-Year term agreement. For a single MRC the Customer receives a 2500 block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound toll free service calls

.d AT&T Business Block of Time<sup>SM</sup> 5000 II

This rate option is available for a 1-Year, 2-Year, or 3-Year term agreement. For a single MRC the Customer receives a 5000 block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound toll free service calls.

(1)

(1)

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(G) Block of Time II Term Agreement Plans (continued)

(C)

.11 Rate Options (continued)

.e AT&T Business Block of Time<sup>SM</sup> 7500

This rate option is available for a 1-Year, 2-Year, or 3-Year term agreement. For a single MRC the Customer receives a 7500 block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound toll free service calls.

.f AT&T Business Block of Time<sup>SM</sup> 10000 II

This rate option is available for a 1-Year, 2-Year, or 3-Year term agreement. For a single MRC the Customer receives a 10000 block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound toll free service calls.

.g AT&T Business Block of Time<sup>SM</sup> 250 II

(C)

This rate option is available for a 1-Year agreement. For a single MRC the Customer receives a 250 block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound toll free service calls.

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(1)

(1) Material moved to 3<sup>rd</sup> Revised Page 28

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(G) Block of Time II Term Agreement Plans (continued)

.11 Rate Options (continued)

.h AT&T Business Block of Time<sup>SM</sup> 500 II

.i This rate option is available to business customers who:

**NEW OR EXISTING**

- (1) utilize Switched Access to reach the long distance network for outbound calling and to receive calls from the long distance network for toll free calling;
- (2) subscribe to the Company from the provision of interstate service for outbound long distance calling, and may also subscribe to the Company for the provision of toll free service for inbound long distance calling;
- (3) subscribe to access line# from an AT&T Connecticut;
- (4) newly subscribe to or restart a minimum 1-Year term agreement for one of the following services from an Affiliated LEC of the Company: (a) AT&T Business Local Calling<sup>SM#</sup>; (b) Custom BizSaver<sup>SM</sup> II<sup>#</sup>;
- (5) Meet one of the following:

OPTION 1

newly subscribe to one of the following for a one (1) year term: (a) AT&T U-verse High Speed Internet-Business Edition<sup>#</sup>; (b) AT&T High Speed Internet – Business Edition Basic<sup>#</sup>; (c) AT&T High Speed Internet Business Edition Express<sup>#</sup>; (d) AT&T High Speed Internet Business Edition Pro<sup>#</sup>; or (e) AT&T High Speed Internet Business Edition Elite<sup>#</sup>;

OPTION 2

- (a) newly subscribe to one of the following for a two (2) year term: (a) Wireless Voice<sup>#</sup>; (b) Wireless Data<sup>#</sup> (c) Wireless Voice and Data<sup>#</sup>; or (d) Wireless Laptop card<sup>#</sup>; and
- (b) agree the Company may combine the Affiliate of the Company's wireless billing with the Company's wireline billing except when participating in the Affiliate of the Company's SBS Wireless Deposit Waiver Program<sup>#</sup>;

OPTION 3

currently subscribe to Internet Service from an Affiliate of the Company and agree to upgrade current internet service to AT&T U-verse High Speed Internet – Business Edition Elite (6Mbps) or higher speed<sup>#</sup>.

(C)  
(C)

#This service not offered under this Guidebook



INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(G) Block of Time II Term Agreement Plans (continued)

.11 Rate Options (continued)

.h AT&T Business Block of Time<sup>SM</sup> 500 II (continued)

.i (continued)

**NEW OR EXISTING** (continued)

(5) (continued)

OPTION 4

(N)

(a) agree to re-subscribe to this plan for a new one (1) year term agreement at the end of any term or re-subscription term;

(b) continue to meet all other requirements in Section A.1.a through Section A.1.d;

(c) currently or newly subscribe to either Option 1 or Option 2 services from an Affiliate of the Company and currently or newly subscribe to one of the following additional service packages from Affiliate(s) of the Company:

.i AT&T Tech Support 360<sup>SM#</sup> Backup and Go<sup>#</sup> with AT&T Website Solutions<sup>SM#</sup>, or AT&T Tech Support 360<sup>SM</sup> Advanced<sup>#</sup>; or;

.ii AT&T Tech Support 360<sup>SM</sup> Premium Service<sup>#</sup> with AT&T Tech Support 360<sup>SM</sup> Backup and Go Premium<sup>#</sup>, and AT&T Website Solutions<sup>SM</sup>;

(N)

(6) specify at the time of ordering if the MOUs are to be used for outbound calling, or both outbound and inbound toll free calling;

(I)

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/

(7) commit to subscribe to a this rate option for a 1-Year term agreement; and

/

/

(8) request to be provisioned under this plan.

(I)

(1) - Material moved from 1<sup>st</sup> Revised Page 27.1

#This service not offered under this Guidebook

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(G) Block of Time II Term Agreement Plans (continued)

(C)

.11 Rate Options (continued)

.h AT&T Business Block of Time<sup>SM</sup> 500 II – Available Effective September 4, 2012 (continued)

(N)

.i (continued)

**RETENTION**

- (1) utilize Switched Access to reach the long distance network for outbound calling and optionally, to receive calls from the long distance network for TFS;
- (2) subscribe to the Company for interLATA (interstate and intrastate) and intraLATA (local toll) Service for outbound long distance calling on each access line<sup>#</sup> for a one (1) year term, and may also subscribe to the Company's TFS for inbound long distance calling;
- (3) currently subscribe to local dial tone service<sup>#</sup> from an Affiliate ILEC of the Company (including where that Affiliate is operating as a CLEC) and state an intention to change local carriers for economic reasons and/or in response to a competitive offer;
- (4) subscribe to an access lin# from AT&T Connecticut
- (5) subscribe to this Plan on business access lines<sup>#</sup> that are part of the AT&T Business Local Calling<sup>SM#</sup> or Customr BizSaver II<sup>#</sup> package with a new or restart an existing, 1-Year term agreement; and,
- (6) currently subscribe to Internet Service or Wireless Service as defined and offered by an Affiliate of the Company and/or Affiliated Wireless provider of the Company;
- (7) request to be provisioned under this plan.

.ii For a single MRC, the Customer receives a 500 block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound toll free service calls.

#This service not offered under this Guidebook

(N)

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(G) Block of Time II Term Agreement Plans (continued)

.12 Rates and Charges

.a Reserved for Future Use

(C/D)  
(D)  
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(D)

.b MRC

Rate Option MOU	Month To Month	1-Year	2-Year	3-Year
250	\$17.00	\$15.00	N/A	N/A
500	\$28.00	\$25.00	N/A	N/A
700	\$35.00	\$31.00	\$30.00	N/A
1200	\$55.00	\$50.00	\$48.00	\$46.00
2500	\$110.00	\$100.00	\$97.00	\$95.00
5000	\$210.00	\$190.00	\$186.00	\$182.00
7500	\$300.00	\$273.00	\$268.00	\$263.00
10000	\$385.00	\$350.00	\$342.00	\$334.00

(D)

.c Per Minute Usage – Outside Block of Time

Rate Option MOU	Month To Month	1-Year	2-Year	3-Year
250	\$0.060	\$0.060	N/A	N/A
500	\$0.060	\$0.057	N/A	N/A
700	\$0.050	\$0.045	\$0.043	N/A
1200	\$0.050	\$0.042	\$0.041	\$0.041
2500	\$0.050	\$0.041	\$0.039	\$0.039
5000	\$0.050	\$0.039	\$0.038	\$0.037
7500	\$0.050	\$0.037	\$0.036	\$0.036
10000	\$0.050	\$0.036	\$0.035	\$0.034

(D)

(D)

(D)

(D)

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(H) AT&T Business Unlimited Calling<sup>SM</sup>

.1 AT&T Business Unlimited Calling<sup>SM</sup> is an outbound calling and/or inbound toll free long distance calling plan. This plan is established at the BTN level and multiple BTN aggregation is not available with this plan. If the Customer or Applicant selects a different long distance calling plan for specific WTN's the Customer is required to establish a separate BTN for each variation.

.2 This plan is available to Business Customers who:

**OPTION 1 – NEW OR EXISTING**

.a utilize switched access to reach the long distance network for outbound calling and/or to receive calls from the long distance network for toll free calls;

.b subscribes to the Company for the provision of interstate out-bound long distance service and to AT&T Connecticut for intrastate outbound calling and may also subscribe to the Company for inbound toll free long distance calling;

C  
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C

.c subscribe to and maintain or currently subscribe to and maintain at least one (1) but not more than ten (10) business access lines<sup>#</sup> from an Affiliated LEC of the Company that are associated with the qualifying BTN;

.d commit to subscribe to this plan for a one (1), two (2), or three (3) year term agreement;

.e request to be provisioned under this optional pricing plan.

#This service not offered under this Guidebook

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(H) AT&T Business Unlimited Calling<sup>SM</sup> (continued)

.2 (continued)

**OPTION 2 – WINBACK or RETENTION**

- .a utilize Switched Access to reach the long distance network for outbound calling and to receive calls from the long distance network for AT&T Long Distance Toll Free<sup>SM</sup> Service;
- .b subscribes to the Company for the provision of interstate out-bound long distance service and to AT&T Connecticut for intrastate outbound calling and may also subscribe to the Company for inbound toll free long distance calling;
- .c meet a minimum of one (1) of the following conditions:
  - .i have previously subscribed to local dial tone Service of an Affiliate LEC of the Company (including where that Affiliate is operating as a CLEC) and have cancelled that Service; or
  - .ii are currently a local telephone customers of a competitor in the local serving territory of the Affiliated LEC and are now moving dial tone services from the competitor to the Affiliated LEC; or
  - .iii currently subscribe to local dial tone service\* from an Affiliate ILEC of the Company (including where that Affiliate is operating as a CLEC) and state an intention to change local carriers for economic reasons and/or in response to a competitive offer; or (C)
  - .iv currently subscribe to the Company for long distance service and state an intention to disconnect service; (N)  
(N)
- .d subscribe to and maintain or currently subscribe to and maintain at least one (1) but no more than ten (10) business access lines<sup>#</sup> from an Affiliated LEC of the Company that are associated with the qualifying BTN;
- .e newly subscribe to or restart a one (1) year term agreement;
- .f request to be provisioned under this optional pricing plan.

#This service not offered under this Guidebook

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(H) AT&T Business Unlimited Calling<sup>SM</sup> (continued)

.3 Customers may subscribe to this plan for outbound calling only or for both outbound and inbound toll free calls. Customers subscribing to toll free part of this plan will pay the usage rates defined in below in lieu of the usage rates specified in Section 3.6 of this Guidebook. Toll free calls may originate on any type of access that terminates via Switched Access to the Customer's locations. Toll free calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of thirty (30) seconds. See Section 3.6 of this Guidebook for general information, rules, regulations and optional features associated with 8000 toll free service.

.4 Term Agreements

.a 1-Year term agreements are oral agreements and do not require a signed agreement.

.b 2-Year and 3-Year term agreements must be signed under any method accepted by the Company, including electronically, and must be received by Company within thirty (30) calendar days from the order date. If the Company does not receive the Customer's signed agreement within the thirty calendar (30) days, and Service has been provisioned in reliance thereon, the term of the agreement shall default to a 1-Year term under the rates, terms and conditions of this plan.

.c If defaulted to a 1-Year term, the 1-Year term will start on the day the Company completes the change from a 2-Year or 3-Year term to a 1-Year term. The Company will endeavor to complete the change within thirty (30) calendar days after the expired due date for receipt of the signed agreement from the Customer.

..d Customers who continue to subscribe to this service at the end of their term will be billed on a month-to-month basis at the rates defined in this Guidebook.

.e This plan will remain in effect and the term will automatically renew until either: (a) canceled or changed by the Customer; (b) the Customer terminates Service with the Company; (c) the Company no longer offers this plan to new Customers or existing Customers moving to new locations or changing the number of access lines# under the BTN(s) to which this plan applies; or (d) the Company notifies the Customer this plan is no longer available ; whichever occurs first. (N)

.f The Customer is under no obligation to re-subscribe to this plan after completion of the initial term period. (C)

#This service not offered under this Guidebook

(N)

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(H) AT&T Business Unlimited Calling<sup>SM</sup>(continued)

.5 Restrictions

- .a All business access lines<sup>#</sup> and/or WTN's under the participating BTN must be provisioned on this plan. Customers found in violation shall forfeit eligibility for rates under this plan and will be moved to AT&T Business Calling<sup>SM</sup> unless an alternative Small Business plan is selected by the Customer.
- .b This plan is only available for a single BTN. A Customer as a single business entity with more than one (1) BTN at the business entity's service location is not eligible for this plan unless the subscription to an additional BTN is required for technical reasons by an Affiliate of the Company for the provisioning of DSL<sup>#</sup> service. DSL<sup>#</sup> service billed under a second BTN must be physically located at the same business premise as the original local service.
- .c This plan may not be used in conjunction with the following: auto dialers, long distance Internet access, long distance Intranet access, call center applications including but not limited to autodialers, PBX trunks, ground start line or trunks, ISDN services, foreign exchange services, public telephone services, public access smart-pay phones, analog to digital conversion digital PBX services, WATS services, PBX/PABX/EABX services, non-square electronic key telephone systems, hybrid key telephone systems, predictive calling/dialing systems, automatic outbound dialing systems, any type of automatic call distribution system, or the functional equivalent of any such system listed above. If the Company determines that the Customer is in violation of above listed restrictions, the Customer shall forfeit eligibility for rates under this plan and will be moved to AT&T Business Calling unless an alternative plan is selected by the Customer.
- .d Customers who cancel or discontinue any of the qualifying products, services, or features, or whose service is refused, cancelled, or discontinued by the Company or an Affiliate of the Company shall forfeit eligibility for rates under this plan. Customers continuing to subscribe to the Company may be moved to AT&T Business Calling<sup>SM</sup>.

#This service not offered under this Guidebook

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(H) AT&T Business Unlimited Calling<sup>SM</sup>(continued)

.6 Optional Services

.a Reserved for Future Use

(C/D)

(D)

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(D)

.b Call Detail Suppression

Call Detail Suppression provides a summary of all zero-rated calls included in this calling plan, displaying 'total minutes' and 'total number of calls' in lieu of itemizing each call in the "Call Charges" section of the bill. The Call Detail Suppression is available at no additional charge. Customers who select this optional feature can request the itemized call detail of the Customers zero-rated calls for up to twenty-four (24) previous months' bills at no charge. Activation and deactivation of the feature will begin on the Customers next billing cycle. Customers may add or remove the Call Detail Suppression optional feature from the AT&T Business Unlimited Calling plan at no charge.



INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(H) AT&T Business Unlimited Calling<sup>SM</sup>(continued)

.8 Rates and Charges

.a Option 1

- .i The MRC for term agreement(s) outbound long distance calling is \$20.00 per access line<sup>#</sup>
- .ii The inbound toll free service per minute usage rate is \$0.039. See Section 3.6 of this Guidebook for the toll free service MRC.

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.b Option 2

- .i The MRC for term agreement(s) outbound long distance calling is \$20.00 per access line<sup>#</sup>
- .ii The inbound toll free service per minute usage rate is \$0.05. See Section 3.6 of this Guidebook for the toll free service MRC.

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.c Month-to-Month (Option 1 and Option 2)

- .i The MRC for outbound long distance calling is \$25.00 per access line<sup>#</sup>
- .ii The inbound toll free service per minute usage rate is \$0.039. See Section 3.6 of this Guidebook for the toll free service MRC.

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#This service not offered under this Guidebook

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(I) AT&T Business Unlimited Calling<sup>SM</sup> II

.1 AT&T Business Unlimited Calling<sup>SM</sup> II is an outbound calling and optional inbound Switched TFS long distance calling plan. This plan is established at the BTN level and multiple BTN aggregation is not available with this plan. If the Customer or Application selects a different long distance calling plan for specific WTNs the Customer is required to establish a separate BTN for each variation.

.2 This plan is available to new and existing Business Customers that: C

OPTION 1 – NEW OR EXISTING C

.a utilize Switched Access to reach the long distance network for outbound calling and to receive calls from the long distance network for toll free calling;

.b subscribe to the Company for the provision of interstate service for outbound long distance calling, and may also subscribe to the Company for the provision of TFS for inbound long distance calling;

.c newly subscribe or currently subscribe to AT&T Business Local Calling<sup>SM\*</sup> from an Affiliated LEC of the Company;

.d subscribe to and maintain or currently subscribe to and maintain at least one (1) but no more than ten (10) business Access Lines\* (i.e., BTNs and WTNs) from an Affiliated LEC of the Company;

.e commit to subscribe to this plan for a one (1) or two (2) year term; and

.f request to be provisioned under this plan.

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INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(I) AT&T Business Unlimited Calling<sup>SM</sup> II (continued)

- .5 Inbound switched toll free calls are not included in the unlimited MOUs. Toll free calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of thirty (30) seconds. Toll free calls per minute rates and associated with this plan are subject to change with prior notification to the Customer. (D)
- .6 Term Agreements (D)
- .a 1-Year term agreements are oral agreements and do not require a signed agreement.
- .b 2-Year term agreements must be signed under any method accepted by the Company, including electronically, and must be received by Company within thirty (30) calendar days from the order date. If the Company does not receive the Customer's signed agreement within the thirty calendar (30) days, and Service has been provisioned in reliance thereon, the term of the agreement shall default to a 1-Year term under the rates, terms and conditions of this plan. (D)
- .c If defaulted to a 1-Year term, the 1-Year term will start on the day the Company completes the change from a 2-Year or 3-Year term to a 1-Year term. The Company will endeavor to complete the change within thirty (30) calendar days after the expired due date for receipt of the signed agreement from the Customer.
- .d Customers who continue to subscribe to this service at the end of their term will be billed on a month-to-month basis at the rates defined in this Guidebook.
- .e This plan will remain in effect and the term will automatically renew until either: (a) canceled or changed by the Customer; (b) the Customer terminates Service with the Company; (c) the Company no longer offers this plan to new Customers or existing Customers moving to new locations or changing the number of access lines# under the BTN(s) to which this plan applies; or (d) the Company notifies the Customer this plan is no longer available; whichever occurs first.
- .f The Customer is under no obligation to re-subscribe to this plan after completion of the initial term period.

#This service not offered under this Guidebook

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(I) AT&T Business Unlimited Calling<sup>SM</sup> II (continued)

- .7 Early Termination Fee/Under Utilization Fee (ETF/UUF) (C)
- .a Customers that subscribe to this plan combined with a term plan agreement, and who wish to: (a) change the length of a term plan agreement; or (b) change to another calling plan; must cancel their current term plan agreement and agree to a new term plan agreement with new begin/end dates unless otherwise indicated in this Guidebook. (N)  
Customers who cancel this plan prior to the expiration date of their current term plan agreement and who do not qualify under item numbers .i and .ii below will be required to pay an ETF/UUF. The ETF/UUF shall be 50% of the full MRC rate in effect for this plan at the time of termination multiplied by the number of months remaining in the term. (N)  
(C)
- .b The Company will not charge an ETF/UUF when the Customer cancels an existing term plan agreement if at the same time the Customer agrees to a new term plan agreement for a different Business calling plan with an MRC or MMC from the Company. (N)
- .c The Company will adjust to zero any ETF/UUF when: (C)
  - .i the Customer cancels an existing term plan agreement with an MRC or MMC if at the same time the Customer agrees to replace some or all of their existing service with Internet Protocol (IP) service, Wireless, or any functionally equivalent service from an affiliate of the Company for the purpose of placing outbound and/or inbound live voice communications outside of the Customer's local calling area; or (N)
  - .ii the Customer provides notice to the Company of its intent to terminate this plan within thirty (30) calendar days prior to or thirty (30) calendar days after the automatic renewal of the term. (C)

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(I) AT&T Business Unlimited Calling<sup>SM</sup> II (continued)

.8 Restrictions

- .a All business access lines\* and/or WTN's under the participating BTN must be provisioned on this plan.
- .b This plan is provided for standard voice calling involving live dialog between individuals. This plan is not intended for use as a substitute for dedicated or open circuits, or similar applications. This plan may not be used for data connections, including but not limited to, modem to modem calls, remote access applications, Internet access, or Intranet access, including access to corporate LANs. Additionally, this plan may not be used for dedicated point-to-point connections between equipment that leaves a circuit connected without a contemporary, continuous voice communication. This plan may not be used for auto dialers; PBX trunks; ground start line or trunks; ISDN service, including PRI; foreign exchange services; Remote Call Forwarding/Telebranch Service; public telephone service; public access smart-pay phones; analog to digital conversion digital PBX service, including local access provisioned via T-1 facilities; WATS service; PBX/PABX/EABX services; non-square electronic key telephone systems; hybrid key telephone systems; predictive calling/dialing systems; automatic outbound dialing systems; any type of automatic call distribution system; or the functional equivalent of any such systems listed above. This plan may be used for fax transmissions, excluding broadcast fax applications. If the Company determines that the Customer is in violation of the above listed restrictions, the Customer shall forfeit eligibility for rates under this plan and will be moved to Business MTS unless an alternative plan is selected by the Customer. Where the customer has more than 10 calls to any single number of a duration of more than 3 hours each during a billing cycle of any single call of greater than 10 hours of duration, the Customer will be presumed to be in violation of these restrictions. In such case, Customer may be asked to provide reasonable proof to the Company that it is not using the Service for a prohibited purpose. Failure to provide such proof to the Company shall be treated as a violation of the terms and conditions of this Plan.
- .c If the Company determines that the Customer is in violation of any of the restrictions listed above and/or the total number of Access Lines\* exceeds the maximum of ten (10), the Customer shall forfeit eligibility for rates under this plan and will be moved to Business MTS unless an alternative plan is selected by the Customer. If moved to Business MTS, the rates associated with Business MTS will apply in lieu of the rates specified in Section 3.5.1 of this Guidebook.

#This service not offered under this Guidebook

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(I) AT&T Business Unlimited Calling<sup>SM</sup> II (continued)

.9 Rates and Charges

Option 1

.a The outbound long distance calling MRC is as follows:

- Initial 1-Year Term \$15.00 per access line#
- Initial 2- Year Term \$15.00 per access line#
- Month-to-Month \$25.00 per access line#

See Section 3.6 of this Guidebook for the toll free service MRC.

.b The inbound toll free service per minute usage rate is \$0.05 until March 1, 2011 at which time the per minute usage rate will increase to \$0.06. See Section 3.6 of this Guidebook for the toll free service MRC.

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Option 2

.a The outbound long distance calling MRC is as follows:

- Initial 1-Year Term \$15.00 per access line#
- Initial 2- Year Term \$15.00 per access line#
- Month-to-Month \$25.00 per access line#

See Section 3.6 of this Guidebook for the toll free service MRC.

.b The inbound toll free service per minute usage rate is \$0.05 until March 1, 2011 at which time the per minute usage rate will increase to \$0.06. See Section 3.6 of this Guidebook for the toll free service MRC.

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INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

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INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(J) AT&T Business Unlimited Calling<sup>SM</sup> V

.1 AT&T Business Unlimited Calling<sup>SM</sup> V is an outbound calling and optional inbound Switched TFS long distance calling plan. This plan is established at the BTN level; multiple BTN aggregation is not available with this plan. If the Customer or Applicant selects a different long distance calling plan for specific WTNs, the Customer or Applicant is required to establish a separate BTN for each plan.

.2 This plan is available to new or existing Business Customers who:

**NEW – One (1) to Ten (10) Access Lines#**

- .a utilize Switched Access to reach the long distance network for outbound calling and optionally, to receive calls from the long distance network for TFS;
- .b subscribe to the plan for the provision of interstate and intrastate Service for outbound long distance calling on each access line<sup>#</sup> for a one (1) year term.
- .c currently or newly subscribe to and maintain at least one (1) but no more than ten (10) business access lines<sup>#</sup> (i.e., BTNs and WTNs) from an Affiliated ILEC of the Company on a single BTN account per service location; and
- .d subscribe to this Plan only on business access lines<sup>#</sup> that are part of the AT&T Business Local Calling<sup>SM#</sup> or Customr BizSaver II<sup>#</sup> package with a new, or restart an existing, 1-Year term agreement; and,
- .e Meets one of the following:

**OPTION 1**

newly subscribe to one of the following for a one (1) year term: (a) AT&T U-verse High Speed Internet-Business Edition<sup>#</sup>; (b)AT&T High Speed Internet – Business Edition Basic<sup>#</sup>; (c)AT&T High Speed Internet Business Edition Express<sup>#</sup>; (d)AT&T High Speed Internet Business Edition Pro<sup>#</sup>; or (e) AT&T High Speed Internet Business Edition Elite<sup>#</sup>

**OPTION 2**

- .i newly subscribes to one of the following for a two (2) year term: (a) Wireless Voice<sup>#</sup>; (b) Wireless Data<sup>#</sup> (c) Wireless Voice and Data<sup>#</sup>; or (d) Wireless Laptop card<sup>#</sup>; and
- .ii agree the Company may combine the Affiliate of the Company's wireless billing with the Company's wireline billing except when participating in the Affiliate of the Company's SBS Wireless Deposit Waiver Program<sup>#</sup>;

**OPTION 3**

currently subscribe to Internet Service from an Affiliate of the Company and agree to upgrade current internet service to AT&T U-verse High Speed Internet – Business Edition Elite (6Mbps) or higher speed<sup>#</sup>.

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**OPTION 4**

- .i currently subscribe to: (a) AT&T Business Unlimited Calling<sup>SM</sup> AT&T Business Unlimited Calling<sup>SM</sup> III, or AT&T Business Unlimited Calling<sup>SM</sup> IV;
- .ii currently subscribes to AT&T Business Local Calling<sup>SM#</sup>, AT&T Business Local Calling Assurance<sup>#</sup>, or Custom BizSaver II<sup>#</sup> from an Affiliate ILEC of the Company;
- .iii currently subscribe to Internet service as defined and offered by an Affiliate of the Company and/or Affiliate Wireless services provider of the Company

.f request to be provisioned under this plan.

<sup>#</sup>This service not offered under this Guidebook

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(J) AT&T Business Unlimited Calling<sup>SM</sup> V (continued)

.2 (continued)

**NEW – One (1) to Ten (10) Access Lines#** (continued)

.e (continued)

OPTION 5

- .i agree to re-subscribe to this plan for a new one (1) year term agreement at the end of any term; and (N)
- .ii continue to meet all other requirements in Section J.2.a through Section J.2.d;
- .iii currently or newly subscribes to the Services in Section J.2.e Option 1 or Option 2 from an Affiliate of the Company and currently or newly subscribes to one of the following service packages from Affiliate(s) of the Company:
  - (a) AT&T Tech Support 360<sup>SM</sup> Backup and Go<sup>#</sup> with AT&T Website Solutions<sup>SM#</sup>; or AT&T Tech Support 360<sup>SM</sup> Advanced<sup>#</sup>; or
  - (b) AT&T Tech Support 360<sup>SM</sup> Premium Service<sup>#</sup> with AT&T Tech Support 360<sup>SM</sup> Backup and Go Premium<sup>#</sup> and AT&T Website Solutions<sup>SM#</sup>; (N)

**RETENTION – One (1) to Five (5) Access Lines#**

- .a utilize Switched Access to reach the long distance network for outbound calling and optionally, to receive calls from the long distance network for TFS;
- .b subscribes to the Company for interLATA (interstate and intrastate) and intraLATA (local toll) Service for outbound long distance calling on each access line\* for a one (1) year term, and may also subscribe to the Company's TFS for inbound long distance calling;
- .c currently subscribe to local dial tone service\* from an Affiliate ILEC of the Company (including where that Affiliate is operating as a CLEC) and state an intention to change local carriers for economic reasons and/or in response to a competitive offer;
- .d currently subscribe to and maintain at least one (1) but no more than five (5) business access lines<sup>#</sup> (i.e., BTNs and WTNs) from an Affiliated ILEC of the Company on a single BTN account per service location; and
- .e subscribe to this Plan on business access lines<sup>#</sup> that are part of the AT&T Business Local Calling<sup>SM#</sup> or Customr BizSaver II<sup>#</sup> package with a new or restart an existing, 1-Year term agreement; and,
- f currently subscribes to Internet Service or Wireless Service as defined and offered by an Affiliated Internet and/or Affiliated Wireless provider of the Company;
- .g request to be provisioned under this plan.

.3 A single legal business entity with more than one BTN at that legal business entity's physical service location is eligible for this plan on one (1) BTN only, and only if the total number of business access lines# does not exceed ten (10) at that location. Additionally, service under this plan is limited to one BTN with one (1) to ten (10) business access lines# per legal business entity.

.4 The Customer may subscribe to this plan solely for outbound long distance calling, or for both outbound long distance calling and inbound TFS. Customers subscribing to the plan receive unlimited domestic 1+ direct-dialed outbound calling. Where a Customer subscribes to TFS, inbound toll free calls may originate on any type of access and are terminated via Switched Access to the Customer's location. See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS.

<sup>#</sup>This service not offered under this Guidebook



INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(J) AT&T Business Unlimited Calling<sup>SM</sup> V (continued)

.5 Inbound Switched TFS calls are not included in the unlimited MOUs. calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of thirty (30) seconds. TFS per minute rates associated with this plan are subject to change with prior notification to the customer.

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.6 Term Agreement

.a 1-Year term agreements may be oral agreements that do not require a signature.

.b Customers who continue to subscribe to this service at the end of their term will be billed on a month-to-month basis at the month-to-month rates and charges set forth in this Guidebook.

.c This plan will remain in effect and the term will automatically renew until either: (a) canceled or changed by the Customer; (b) the Customer terminates Service with the Company; (c) the Company no longer offers this plan to new Customers or existing Customers moving to new locations or changing the number of access lines# under the BTN(s) to which this plan applies; or (d) the Company notifies the Customer this plan is no longer available; whichever occurs first.

.d The Customer is under no obligation to re-subscribe to this plan after completion of the initial term period.

.7 Restrictions

This plan is provided for standard voice calling involving live dialog between individuals. This plan is not intended for use as a substitute for dedicated or open circuits, or similar applications. This plan may not be used for data connections, including but not limited to, modem to modem calls, remote access applications, Internet access, or Intranet access (including access to corporate LANs). Additionally, this plan may not be used for dedicated point-to-point connections between equipment that leaves a circuit connected without a contemporary, continuous voice communication. The plan may not be used for auto dialers; PBX trunks; ground start line or trunks; ISDN service, including PRI; foreign exchange services; Remote Call Forwarding/Telebranch Service; public telephone service; public access smart-pay phones; analog to digital conversion digital PBX service, including local access provisioned via T-1 facilities; WATS service; PBX/PABX/EABX services; non-square electronic key telephone systems; hybrid key telephone systems; predictive calling/dialing systems; automatic outbound dialing systems; any type of automatic call distribution system; or the functional equivalent of any such systems listed above. This plan may be used for fax transmissions, excluding broadcast fax applications (which are prohibited). Where customer has more than 10 calls to any single number of duration of more than 3 hours each during a billing cycle or any single call of greater than 10 hours of duration, Customer will be presumed to be in violation of these restrictions. In such case, Customer may be asked to provide reasonable proof to the Company that it is not using the Service for a prohibited purpose. Failure to provide such proof to the Company shall be treated as a violation of the terms and conditions of this Plan.

<sup>#</sup>This service not offered under this Guidebook

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(J) AT&T Business Unlimited Calling<sup>SM</sup> V (continued)

.8 If the Company determines that the Customer is in violation of any of the restrictions or terms and conditions of this plan as specified above, the Customer will forfeit eligibility for rates under this plan and will be moved to AT&T Business Calling<sup>SM</sup> Monthly unless an alternative plan is selected by the Customer. If moved to AT&T Business Calling<sup>SM</sup> Monthly, the rates associated with AT&T Business Calling<sup>SM</sup> Monthly specified in Section 3.5.3 (D) of this Guidebook will apply in lieu of the rates specified in Section - 3.5.3(J).10 of this Guidebook

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INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(J) AT&T Business Unlimited Calling<sup>SM</sup> V (continued)

- .9 Early Termination Fee/Under Utilization Fee (ETF/UUF) (1/C)
  - .a Customers that subscribe to this plan combined with a term plan agreement, and who wish to: (a) change the length of a term plan agreement; or (b) change to another calling plan; must cancel their current term plan agreement and agree to a new term plan agreement with new begin/end dates unless otherwise indicated in this Guidebook. (N)  
Customers who cancel this plan prior to the expiration date of their current term plan agreement and who do not qualify under item numbers .i and .ii below will be required to pay an ETF/UUF. The ETF/UUF shall be 50% of the full MRC rate in effect for this plan at the time of termination multiplied by the number of months remaining in the term. (N)  
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  - .b The Company will not charge an ETF/UUF when the Customer cancels an existing term plan agreement if at the same time the Customer agrees to a new term plan agreement for a different Business calling plan with an MRC or MMC from the Company. (N)  
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  - .c The Company will adjust to zero any ETF/UUF when: (1/C)
    - .i the Customer cancels an existing term plan agreement with an MRC or MMC if at the same time the Customer agrees to replace some or all of their existing service with Internet Protocol (IP) service, Wireless, or any functionally equivalent service from an affiliate of the Company for the purpose of placing outbound and/or inbound live voice communications outside of the Customer's local calling area; or (N)
    - .ii the Customer provides notice to the Company of its intent to terminate this plan within thirty (30) calendar days prior to or thirty (30) calendar days after the automatic renewal of the term. (1/C)  
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INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

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SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(J) AT&T Business Unlimited Calling<sup>SM</sup> V (continued)

.10 Rates and Charges

.a The outbound long distance calling MRC is as follows:

- Initial 1-Year Term \$10.00 per access line#
- Month-to-Month \$10.00 per access line#

See Section 3.6 of this Guidebook for the toll free service MRC.

.b The inbound toll free service per minute usage rate is \$0.055.

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INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(K) AT&T High Volume Calling Plan II

AT&T High Volume Calling Plan II is a flat rate calling plan designed for business Customers who bill at least \$50.00 monthly in long distance services. AT&T High Volume Calling Plan II calls utilize Switched Access Lines and are billed in one (1) second increments for plans with a Monthly Annual Commitment and are billed in six (6) second increments for plans with a Monthly Minimum Commitment, both with an Initial Period, for billing purposes of eighteen (18) seconds. The minimum commitment for the Monthly Minimum Commitment (MMC) on this plan is one month. The minimum commitment for the Minimum Annual Commitment (MAC) is one year.

- .1 AT&T High Volume Calling Plan II Customers can have multi location accounts that have the same account-billing name grouped together. Accounts that are added after the initial installation inherit the start date of the first account on the plan.
- .2 AT&T High Volume Calling Plan II Customer will be required to select a Minimum Monthly Commitment (MMC) without signing a term commitment or a Minimum Annual Commitment (MAC) which requires a term commitment. A Customer participating in the AT&T High Volume Calling Plan II commits to spending a predetermined dollar volume, either annually in the case of a MAC or monthly in the case of a MMC.
- .3 AT&T High Volume Calling Plan II Customers can aggregate usage totals from inbound and outbound service usage, and Operator handled usage and surcharges, and multiple Billed Telephone Numbers (BTN) when they are identified under a single Master Account Number, to meet either the MMC or MAC. Any commitment (MMC or MAC) shortfall will be applied to the Primary Billed Telephone Number of the Master Account. (D)
- .4 Customers subscribing to a MMC will be given a three (3) month grace period where there will be no shortfall penalty assessed. If a Customer subscribes to a MMC on any date other than the first day of the billing cycle, the partial first month is counted as a full month when determining the length of the no penalty period.
- .5 Customers that participate in other AT&T Connecticut Optional Call Plans with a term requirement can upgrade to this call plan without penalty. Customer must sign a term Agreement in twelve-month increments, equal to or greater than the remaining months on their existing Agreement and meet the minimum requirement of this plan. If the Company does not offer a plan that carries a term sufficient to satisfy this requirement, the Customer must opt for the longest term currently available.

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(K) AT&T High Volume Calling Plan II (continued)

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.6 Cancellation of Term Plan

.a Customer Cancels – MAC has been met:

If the Customer cancels a term plan in the last year of that term plan and the Customer has met the MAC for that year, no term plan early termination fee applies.

.b Customer Cancels – MAC has not been met:

If the Customer cancels a term plan and the MAC has not been met for the current year or for any additional years remaining in the term plan agreement, the early termination fee is equal to 50% of the unmet MAC for each of the additional years remaining on the term plan agreement.

If the Customer cancels a term plan and the MAC has not been met for the current year or any additional years remaining in the term plan agreement, the Company will not apply a term plan early termination fee if the Customer signs a new term plan agreement for a functionally equivalent service and term plan with an AT&T Affiliate, and that the new term plan has a term that is the same or greater length as the remainder of the original term plan agreement and has the same or greater revenue commitment as the remainder of the original revenue commitment.

.c Customer Cancels – MMC for current month has been met (Customer subscribing to all other plans except High Volume Calling plans).

The early termination fee shall be 50% of the MMC times the number of months remaining in the complete term.

.d Customer Cancels – MMC for current month has not been met (Customer subscribing to all other plans except High Volume Calling Plans.)

The early termination fee shall be 50% of the unmet MMC for the current month plus 50% of the MMC times the number of months remaining in the complete term.

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INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(K) AT&T High Volume Calling Plan II (continued)

C

.7 Term Renewal

.a No Renewal

If the customer does not choose to renew the AT&T High Volume Calling Plan at the end of the 1, 2 or 3 year term, the customer will be automatically changed to the out of term rates defined below at the end of the current term.

.b Change in MAC/Term Plan Commitment

.i Change In MAC and No Change in Length of Term Plan

(1) Higher MAC

If the Customer changes to a higher MAC and does not change the length of the term plan agreement, no under-utilization charge applies, however a new term plan agreement is required. To calculate the adjusted annual MAC, prorate the old MAC and prorate the new MAC.

(2) Lower MAC

If the Customer changes to a lower MAC and does not change the length of the term plan agreement, a under-utilization charge will be assessed. The under-utilization charge is equal to the difference between the qualified usage toward the current MAC and the unmet MAC in the current year. A new term plan agreement must be signed by the Customer with new begin/end dates.

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INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(K) AT&T High Volume Calling Plan II (continued)

C

.7 Term Renewal (continued)

.b Change in MAC/Term Plan Commitment (continued)

.ii Change In MAC and Change in Length of Term Plan

(1) Higher MAC and Longer Term Plan Commitment

If the Customer changes to a higher MAC and a longer term plan commitment, no under-utilization charge applies. A new term plan must be signed by the Customer with new begin/end dates.

(2) Lower MAC and Shorter Term Plan Commitment

If the Customer changes to a lower MAC and a shorter term plan commitment, an under-utilization charge will be assessed. The under-utilization charge will be the difference between (number of years in old term plan times MAC) minus (total usage accumulated to date in the current MAC year). A new term plan must be signed by the Customer with new begin/end dates.

(3) Lower MAC and Longer Term Plan Commitment

If the Customer changes to a lower MAC and a longer term plan, a under-utilization charge may apply. The old MAC/term plan revenue commitment will be compared to the new MAC/term plan revenue commitment. If the new MAC/term plan total revenue commitment for the length of the term plan agreement is greater than the old MAC/term plan total revenue commitment for the length of the term plan agreement, no under-utilization charge applies. If the new MAC/term revenue commitment is less than the old MAC/term commitment, a under-utilization charge applies. The under-utilization charge is equal to the difference between the old MAC/term plan revenue commitment and the new MAC/term plan revenue commitment. A new term plan must be signed by the Customer with new begin/end dates.

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INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(K) AT&T High Volume Calling Plan II (continued)

C

.7 Term Renewal (continued)

.b Change in MAC/Term Plan Commitment (continued)

.ii Change In MAC and Change in Length of Term Plan

(4) Higher MAC and Shorter Term Plan Commitment

If the Customer changes to a higher MAC and a shorter term plan, a under-utilization charge may apply. The old MAC/term plan revenue commitment for the length of the term plan agreement will be compared to the new MAC/term plan revenue commitment for the length of the term plan agreement. If the new MAC/term plan revenue commitment is greater than the old MAC/term plan revenue commitment, no under-utilization charge applies. If the new MAC/term revenue commitment is less than the old MAC/term commitment, a under-utilization charge applies. The under-utilization charge is equal to the difference between the old MAC/term plan revenue commitment and the new MAC/term plan revenue commitment. A new term plan must be signed by the Customer with new begin/end dates.

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INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(K) AT&T High Volume Calling Plan II (continued)

.7 Term Renewal (continued)

.c Change in Length of Term Plan and No Change in MAC

.i Longer Term Plan Commitment

If the Customer changes to a longer term plan commitment with no change to the MAC, no under-utilization charge applies. A new term plan must be signed by the Customer with new begin/end dates.

.ii Shorter Term Plan Commitment

If the Customer changes to a shorter term plan commitment and does not change the MAC, a under-utilization charge will be assessed. The under-utilization charge will be the difference in the old MAC level minus the current year's MAC usage accumulation to date, plus any full years of MAC remaining on the old MAC term commitment. A new term plan must be signed by the Customer with new begin/end dates.

.d MACs and Term Plan Agreements

.i Customers that subscribe to this service and who wish to: (1) change MAC or MMC; (2) change the length of their term; or; (3) change to another High Volume Calling Plan; customers must cancel their current term plan agreement and sign a new term plan agreement with new begin/end dates unless otherwise indicated in this Guidebook. (N)

.ii The Company will not charge an early termination fee and/or under utilization fee (ETF/UUF) when a Customer cancels an existing term plan agreement with a MAC if at the same time the Customer agrees to replace some or all of their existing service with Internet Protocol (IP) service, Wireless, or any functionally equivalent service from an Affiliate of the Company for the purpose of placing outbound and/or inbound live voice communications outside of the customer's local calling area. (C)

.iii At the end of a Customer's term plan agreement, if the Customer does not renew for a new term, or cancel Services, they may continue with this Service on a month-to-month basis at the out of term rates defined in this Guidebook. (C)

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(K) AT&T High Volume Calling Plan II (continued)

.8 Rates and Charges

The usage rates defined below are applicable to the components listed.  
Applicable surcharges apply Operator Handled type calls.

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.a Usage Rates

- i Monthly Minimum Commitment (MMC) Option - The usage rates defined below are applicable for Direct Dial inbound and outbound usage, and Operator Handled usage.

(D)

MMC	Switched Access		
	Initial 18 Seconds	Each Add'l 6 Seconds	Per Minute Rate
\$ 50.00	\$0.0320	\$0.0107	\$0.1068
\$ 200.00	\$0.0320	\$0.0107	\$0.1068
\$ 500.00	\$0.0317	\$0.0106	\$0.1056
\$ 1,000.00	\$0.0310	\$0.0103	\$0.1032
\$ 2,500.00 <sup>1</sup>	\$0.0302	\$0.0101	\$0.1008
\$ 5,000.00 <sup>1</sup>	\$0.0295	\$0.0098	\$0.0984
\$10,000.00 <sup>1</sup>	\$0.0288	\$0.0096	\$0.0960
\$15,000.00 <sup>1</sup>	\$0.0281	\$0.0094	\$0.0936
\$20,000.00 <sup>1</sup>	\$0.0274	\$0.0091	\$0.0912

<sup>1</sup>This Service is no longer available to for new Customer term agreements effective March 1, 2007. Existing Customers may add, move, remove, or change lines and/or locations for the duration of their current term agreement.

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(K) AT&T High Volume Calling Plan II (continued)

.8 Rates and Charges (continued)

.a Usage Rates (continued)

.ii Minimum Annual Commitment (MAC) Option – The usage rates defined below are applicable for Direct Dial inbound and outbound usage and Operator Handled usage.

(D)

MAC	Switched Access					
	1-Year		2-Year		3-Year	
	Initial 18 Seconds	Each Add'l 1 Second	Initial 18 Seconds	Each Add'l 1 Second	Initial 18 Seconds	Each Add'l 1 Second
\$ 600.00	\$0.0177	\$0.00098	\$0.0174	\$0.00097	\$0.0168	\$0.00093
\$ 2,400.00	\$0.0174	\$0.00097	\$0.0171	\$0.00095	\$0.0165	\$0.00092
\$ 6,000.00	\$0.0171	\$0.00095	\$0.0168	\$0.00093	\$0.0162	\$0.00090
\$ 12,000.00	\$0.0168	\$0.00093	\$0.0165	\$0.00092	\$0.0159	\$0.00088
\$ 30,000.00 <sup>1</sup>	\$0.0165	\$0.00092	\$0.0162	\$0.00090	\$0.0156	\$0.00087
\$ 60,000.00 <sup>1</sup>	\$0.0162	\$0.00090	\$0.0159	\$0.00088	\$0.0153	\$0.00085
\$120,000.00 <sup>1</sup>	\$0.0159	\$0.00088	\$0.0156	\$0.00087	\$0.0150	\$0.00083
\$180,000.00 <sup>1</sup>	\$0.0156	\$0.00087	\$0.0153	\$0.00085	\$0.0147	\$0.00082
\$240,000.00 <sup>1</sup>	\$0.0153	\$0.00085	\$0.0150	\$0.00083	\$0.0144	\$0.00080

<sup>1</sup>This Service is no longer available to for new Customer term agreements effective March 1, 2007. Existing Customers may add, move, remove, or change lines and/or locations for the duration of their current term agreement.

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(K) AT&T High Volume Calling Plan II (continued)

C

.8 Rates and Charges (continued)

.a Usage Rates (continued)

.ii (continued)

MAC	Switched Per Minute Rate		
	1-Year	2-Year	3-Year
\$ 600.00	\$0.0590	\$0.0580	\$0.0560
\$ 2,400.00	\$0.0580	\$0.0570	\$0.0550
\$ 6,000.00	\$0.0570	\$0.0560	\$0.0540
\$ 12,000.00	\$0.0560	\$0.0550	\$0.0530
\$ 30,000.00 <sup>1</sup> (C)	\$0.0550	\$0.0540	\$0.0520
\$ 60,000.00 <sup>1</sup> (C)	\$0.0540	\$0.0530	\$0.0510
\$120,000.00 <sup>1</sup> (C)	\$0.0530	\$0.0520	\$0.0500
\$180,000.00 <sup>1</sup> (C)	\$0.0520	\$0.0510	\$0.0490
\$240,000.00 <sup>1</sup> (C)	\$0.0510	\$0.0500	\$0.0480

<sup>1</sup>This Service is no longer available to for new Customer term agreements effective March 1, 2007. Existing Customers may add, move, remove, or change lines and/or locations for the duration of their current term agreement.

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INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

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SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

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INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(K) AT&T High Volume Calling Plan II (continued)

.8 Rates and Charges (continued)

.a Usage Rates (continued)

.iii Out of Term

Out of term apply to 1, 2 and 3-Year terms only.

MAC	Per Minute Rate
	Switched
\$ 600.00	\$0.6773
\$ 2,400.00	\$0.6613
\$ 6,000.00	\$0.6532
\$ 12,000.00	\$0.6360
\$ 30,000.00 <sup>1</sup>	\$0.6281
\$ 60,000.00 <sup>1</sup>	\$0.6116
\$120,000.00 <sup>1</sup>	\$0.6035
\$180,000.00 <sup>1</sup>	\$0.5949
\$240,000.00 <sup>11</sup>	\$0.5783

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<sup>1</sup>This Service is no longer available to for new Customer term agreements effective March 1, 2007. Existing Customers may add, move, remove, or change lines and/or locations for the duration of their current term agreement.

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(K) AT&T High Volume Calling Plan II (continued)

.8 Rates and Charges (continued)

.b Reserved for Future Use

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.c International Usage Rates

International Usage Rates for the AT&T High Volume Calling Plan II will mirror the rates identified in the Company's International Product Reference and Pricing Guidebook, Section 3.8.



INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(L) AT&T High Volume Calling IV

.1 General

- .a AT&T High Volume Calling IV is a custom combination flat rate optional pricing plan. The following Service offerings available under this optional calling plan, (a) outbound calling plan for Customers that utilize Switched Access to reach the long distance network; and/or (b) Customers that utilize Switched Access to receive calls from the long distance network. The Customer may subscribe to this plan for outbound Service only, toll free service only or for both outbound and toll free service.
- .b See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding toll free service. Toll Free calls may originate on any type of access and are terminated via Switched Access to the Customer's location.

.2 Availability

- .a This optional calling plan is designed for Business Customers that utilize Switched Access arrangements to reach the long distance network. Outbound Service is available to Customers that utilize Switched Access. Toll free services is available for termination to a Customer's Switched Access lines. The Customer may subscribe to this plan for outbound Service only, toll free service only, or both outbound and toll free services.
- .b This plan is available to Business Customers that (1) request to be provisioned under this optional pricing plan; (2) make a MAC of at least \$600 per year and sign a term plan agreement for one (1), two (2) or three (3) years; and subscribe to this plan for the provisions of interstate service.
- .c If a Centrex or Plexar<sup>®</sup> Customer with terminals subscribes to this plan, all lines associated with the Centrex or Plexar<sup>®</sup> terminals must be presubscribed to the Company.

.3 MACs and Term Plan Agreements

- .a Customers that subscribe to this service and who wish to: (1) change MAC or MMC; (2) change the length of their term; or; (3) change to another High Volume Calling Plan; customers must cancel their current term plan agreement and sign a new term plan agreement with new begin/end dates unless otherwise indicated in this Guidebook.
- .b The Company will not charge an early termination fee and/or under utilization fee (ETF/UUF) when a Customer cancels an existing term plan agreement with a MAC if at the same time the Customer agrees to replace some or all of their existing service with Internet Protocol (IP) service, Wireless, or any functionally equivalent service from an Affiliate of the Company for the purpose of placing outbound and/or inbound live voice communications outside of the customer's local calling area.
- .c At the end of a Customer's term plan agreement, if the Customer does not renew for a new term, or cancel Services, they may continue with this Service on a month-to-month basis at the out of term rates defined in Grandfathered Section 4.7of this Guidebook.

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INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(L) AT&T High Volume Calling IV (continued)

.3 Transfer of an Existing toll free service to toll free associated with this plan

A Customer request to transfer existing toll free service to the toll free service associated with this plan will be processed as a request to cancel the Customer's existing toll free service optional calling plan. To transfer toll free services, the Customer must meet the availability requirements for this plan. Customer shall be responsible for any and all early termination fees.

.4 Customers that commit to a MAC of \$600, \$2,400, \$6,000, and \$9,000 must maintain a minimum of two access lines or Voice Grade Equivalent switched local exchange service from an AT&T affiliate. Customers that commit to a MAC of \$12,000, \$18,000, \$24,000, \$30,000 \$42,000, \$60,000 and \$90,000 must maintain a minimum of four access lines or Voice Grade Equivalent switched local exchange service from an AT&T affiliate. Customers that commit to a MAC of \$120,000, \$180,000 or \$240,000 must maintain a minimum of six access lines or Voice Grade Equivalent switched local exchange service from an AT&T affiliate. If the Customer drops below the minimum number of lines stated above, they will be moved to the AT&T High Volume Calling II Service as described in Section 3.5.5 of this Guidebook.

If the Customer is moved to AT&T High Volume Calling II or any alternative service and the Customer's MAC and term plan commitment is equal to or greater than the MAC and term plan commitment for AT&T High Volume Calling IV, the Company will credit the Customer's account for the amount of any early termination charges as described in Section 2 of this Guidebook.

.5 Rating TFS and Outbound Calls

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.a Usage Rates

The Customer's usage rate for each call is based on (1) whether the call is outbound or TFS; (2) the Customer's MAC; and (3) the length of the Customer's term plan (1 year, 2 years, or 3 years).

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.b Billing Increments - Outbound TFS

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For Customers with a MAC, calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of eighteen (18) seconds. This optional pricing plan is rated on an Aggregation ID basis if multiple BTN's are involved.



INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(M) AT&T Business Unlimited Calling<sup>SM</sup> IV (C)

.1 AT&T Business Unlimited Calling<sup>SM</sup> IV is an outbound calling and optional inbound Switched TFS long distance calling plan. This plan is established at the BTN level; multiple BTN aggregation is not available with this plan. If the Customer or Applicant selects a different long distance calling plan for specific WTNs, the Customer or Applicant is required to establish a separate BTN for each plan.

.2 This plan is available to business Customers who:

**WIN/WINBACK – One (1) to Five (5) Access Lines<sup>#</sup>** (C)

.a utilize Switched Access to reach the long distance network for outbound calling and to receive calls from the long distance network for AT&T Long Distance Toll Free<sup>SM</sup> Service (TFS);

.b subscribes to AT&T Connecticut for the provision of outbound intrastate calling on each access line#;

.c subscribe to the Company for the provision of interstate outbound long distance calling on each access line#, and may also subscribe to the Company for the provision of TFS;

.d meet a minimum of one (1) of the following conditions:

i have previously subscribed to local dial tone Service of AT&T Connecticut and have cancelled that Service; or

.ii are currently a local telephone customer of a competitor in the local serving territory of AT&T Connecticut and are now moving dial tone services from the competitor to AT&T Connecticut; or

.iii (D)  
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(D)

.e newly subscribe to or restart a 1-Year term agreement to AT&T Business Local Calling<sup>SM</sup> #, Custom BizSaver II# or AT&T Business Local Calling Assurance<sup>SM</sup> # from an Affiliated ILEC of the Company (including where that Affiliate is operating as a CLEC) on at least one (1), but no more than five (5) business access lines# (*i.e.*, WTNs) on a single BTN; (C)

.f currently subscribes to one of the following wireless Services from an Affiliate of the Company: a) Wireless Voice#; (b) Wireless Data#; (c) Wireless Voice and Data#; or (d) Wireless Laptop card ; or currently subscribes to one of the following services from an Affiliate of the Company for a 1-Year term: (a) AT&T U-Verse High Speed Internet-Business Edition#; (b) AT&T High Speed Internet – Business Edition Express Static or Dynamic#; (c) AT&T High Speed Internet Business Edition Pro Static or Dynamic; (d) AT&T High Speed Internet Business Edition Elite, Static or Dynamic#; or

#This service not offered under this Guidebook



INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(M) AT&T Business Unlimited Calling<sup>SM</sup> IV (continued)

.2 (continued)

**WIN/WINBACK One (1) to Ten (10) Access Lines<sup>#</sup>**

(N)

- .a utilize Switched Access to reach the long distance network for outbound calling and to receive calls from the long distance network for TFS;
- .b subscribes to the Company for interLATA (interstate and intrastate) and intraLATA (local toll) Service for outbound long distance calling on each access line\*, and may also subscribe to the Company's TFS for inbound long distance calling;
- .c subscribes to AT&T Connecticut for the provision of outbound intrastate calling on each access line# and meet a minimum of one (1) of the following conditions:
  - .i have previously subscribed to local dial tone Service of an Affiliate ILEC of the Company (including where that Affiliate is operating as a ILEC) and have cancelled that Service; or
  - .ii are currently a local telephone customer of a competitor in the local serving territory of one of the Affiliate ILECs of the Company (including where that Affiliate is operating as a CLEC) and are now moving dial tone services from the competitor to the Affiliate ILEC
- .d newly subscribe to a 1-Year term agreement to AT&T Business Local Calling<sup>SM#</sup> or Custom BizSaver II<sup>#</sup> from an Affiliated ILEC of the Company (including where that Affiliate is operating as a CLEC) on at least one (1), but no more than ten (10) business access lines# (*i.e.*, WTNs) on a single BTN;
- .e currently subscribe to one of the following wireless Services from an Affiliate of the Company: a) Wireless Voice#; (b) Wireless Data#; (c) Wireless Voice and Data#; or (d) Wireless Laptop card; or currently subscribe to one of the following services from an Affiliate of the Company for a 1-Year term: (a) AT&T U-Verse High Speed Internet-Business Edition#; (b) AT&T High Speed Internet – Business Edition Express Static or Dynamic#; (c) AT&T High Speed Internet Business Edition Pro Static or Dynamic; (d) AT&T High Speed Internet Business Edition Elite, Static or Dynamic#; or
- .f newly subscribe to: (a) AT&T U-Verse High Speed Internet-Business Edition#; (b) AT&T High Speed Internet – Business Edition Express Static or Dynamic#; (c) AT&T High Speed Internet Business Edition Pro Static or Dynamic; or (d) AT&T High Speed Internet Business Edition Elite, Static or Dynamic# for a 1- Year term or newly subscribes (for a minimum 2-Year term) to one of the following wireless services from an Affiliate of the Company : (a) Wireless Voice#; (b) Wireless Data#; (c) Wireless Voice and Data#; or (d) Wireless Laptop card;
- .g agree the Company may combine the Affiliate of the Company's wireless billing with the Company's wireline billing except when participating in the Affiliate of the Company's SBS Wireless Deposit Waiver Program#; and,
- .h commit to subscribe to this plan for a one (1) year term

#This service not offered out of this Guidebook

(N)

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(M) AT&T Business Unlimited Calling<sup>SM</sup> IV (continued)

.2 (continued)

**RETENTION – One (1) to Five (5) Access Lines**

- .a utilize Switched Access to reach the long distance network for outbound calling and to receive calls from the long distance network for TFS and subscribes to AT&T Connecticut for the provision of outbound intrastate calling on each access line# and meet a minimum of one (1) of the following conditions:
- .b subscribes to the Company for interLATA (interstate and intrastate) and intraLATA (local toll) Service for outbound long distance calling on each access line\*, and may also subscribe to the Company's TFS for inbound long
- .c currently subscribe to local dial tone service\* from an Affiliate ILEC of the Company (including where that Affiliate is operating as a CLEC) and state an intention to change local carriers for economic reasons and/or in response to a competitive offer;
- .d newly subscribe to or restart a 1-Year term agreement to AT&T Business Local Calling Assurance<sup>SM</sup># from an Affiliated ILEC of the Company (including where that Affiliate is operating as a CLEC) on at least one (1), but no more than five (5) business access lines# (*i.e.*, WTNs) on a single BTN;
- .e currently subscribe to one of the following wireless Services from an Affiliate of the Company: a) Wireless Voice#; (b) Wireless Data#; (c) Wireless Voice and Data#; or (d) Wireless Laptop card; or currently subscribe to one of the following services from an Affiliate of the Company for a 1-Year term: (a) AT&T U-Verse High Speed Internet-Business Edition#; (b) AT&T High Speed Internet – Business Edition Express Static or Dynamic#; (c) AT&T High Speed Internet Business Edition Pro Static or Dynamic; (d) AT&T High Speed Internet Business Edition Elite, Static or Dynamic#; or
- .f newly subscribe to: (a) AT&T U-Verse High Speed Internet-Business Edition#; (b) AT&T High Speed Internet – Business Edition Express Static or Dynamic#; (c) AT&T High Speed Internet Business Edition Pro Static or Dynamic; or (d) AT&T High Speed Internet Business Edition Elite, Static or Dynamic# for a 1-Year term or newly subscribes (for a minimum 2-Year term) to one of the following wireless services from an Affiliate of the Company : (a) Wireless Voice#; (b) Wireless Data#; (c) Wireless Voice and Data#; or (d) Wireless Laptop card;
- .g agree the Company may combine the Affiliate of the Company's wireless billing with the Company's wireline billing except when participating in the Affiliate of the Company's SBS Wireless Deposit Waiver Program#; and,
- .h commit to subscribe to this plan for a one (1) year term.

(N)

#This service not offered out of this Guidebook

(N)

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(M) AT&T Business Unlimited Calling<sup>SM</sup> IV (continued)

.2 (continued)

**RETENTION – Six (6) to Ten (10) Access Lines<sup>#</sup>**

- .a utilize Switched Access to reach the long distance network for outbound calling and to receive calls from the long distance network for TFS and subscribes to AT&T Connecticut for the provision of outbound intrastate calling on each access line<sup>#</sup> and meet a minimum of one (1) of the following conditions:
- .b subscribes to the Company for interLATA (interstate and intrastate) and intraLATA (local toll) Service for outbound long distance calling on each access line<sup>\*</sup>, and may also subscribe to the Company's TFS for inbound long distance calling;
- .c currently subscribe to local dial tone service<sup>\*</sup> from an Affiliate ILEC of the Company (including where that Affiliate is operating as a CLEC) and state an intention to change local carriers for economic reasons and/or in response to a competitive offer;
- .d newly subscribe to or re-start 1-Year term agreement to AT&T Business Local Calling<sup>SM<sup>#</sup></sup> or Custom BizSaver II<sup>#</sup> from an Affiliated ILEC of the Company (including where that Affiliate is operating as a CLEC) on at least six (6), but no more than ten (10) business access lines<sup>#</sup> (*i.e.*, WTNs) on a single BTN;
- .e currently subscribe to one of the following wireless Services from an Affiliate of the Company: a) Wireless Voice<sup>#</sup>; (b) Wireless Data<sup>#</sup>; (c) Wireless Voice and Data<sup>#</sup>; or (d) Wireless Laptop card; or currently subscribe to one of the following services from an Affiliate of the Company for a 1-Year term: (a) AT&T U-Verse High Speed Internet-Business Edition<sup>#</sup>; (b) AT&T High Speed Internet – Business Edition Express Static or Dynamic<sup>#</sup>; (c) AT&T High Speed Internet Business Edition Pro Static or Dynamic; (d) AT&T High Speed Internet Business Edition Elite, Static or Dynamic<sup>#</sup>; or
- .f newly subscribe to: (a) AT&T U-Verse High Speed Internet-Business Edition<sup>#</sup>; (b) AT&T High Speed Internet – Business Edition Express Static or Dynamic<sup>#</sup>; (c) AT&T High Speed Internet Business Edition Pro Static or Dynamic; or (d) AT&T High Speed Internet Business Edition Elite, Static or Dynamic<sup>#</sup> for a 1-Year term or newly subscribes (for a minimum 2-Year term) to one of the following wireless services from an Affiliate of the Company : (a) Wireless Voice<sup>#</sup>; (b) Wireless Data<sup>#</sup>; (c) Wireless Voice and Data<sup>#</sup>; or (d) Wireless Laptop card;
- .g agree the Company may combine the Affiliate of the Company's wireless billing with the Company's wireline billing except when participating in the Affiliate of the Company's SBS Wireless Deposit Waiver Program<sup>#</sup>; and,
- .h commit to subscribe to this plan for a one (1) year term

(N)

(N)



INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(M) AT&T Business Unlimited Calling<sup>SM</sup> IV (continued)

.3 A single business entity with more than one BTN at that business entity's physical service location is eligible for this plan on one (1) BTN only, provided that total number of AT&T business access lines<sup>#</sup> do not exceed ten (10) at that location. Additionally, service under this plan is limited to one BTN with one (1) to five (5) business access lines<sup>#</sup> per legal business entity.

.4 The Customer may subscribe to this plan for outbound Service, only, or for both outbound Service and inbound toll free calling. Customers subscribing to the plan receive unlimited domestic 1+ direct-dialed outbound calling. Where a Customer subscribes to toll free service, inbound toll free calls may originate on any type of access and are terminated via Switched Access to the Customer's location. See Section 3.6 of this Guidebook for optional feature, rules and regulations, and general information regarding TFS .

.5 Inbound switched toll free are not included in the unlimited MOUs. Toll free calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of thirty (30) seconds. Toll free calls per minute rates and per call charges associated with this plan are subject to change with prior notification to the customer.

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INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(M) AT&T Business Unlimited Calling<sup>SM</sup> IV

.6 Term Agreements

- .a 1-Year term agreements are oral agreements and do not require a signed agreement.
- .b Customers who continue to subscribe to this service at the end of their term will be billed on a month-to-month basis at the rates defined in this Guidebook. (C)
- .c This plan will remain in effect and the term will automatically renew until either: (a) canceled or changed by the Customer; (b) the Customer terminates Service with the Company; (c) the Company no longer offers this plan to new Customers or existing Customers moving to new locations or changing the number of access lines# under the BTN(s) to which this plan applies; or (d) the Company notifies the Customer this plan is no longer available; whichever occurs first. (N)  
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(N)
- .d The Customer is under no obligation to re-subscribe to this plan after completion of the initial term period. (C)

<sup>#</sup>This service not offered under this Guidebook

(N)

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(M) AT&T Business Unlimited Calling<sup>SM</sup> IV (continued)

.7 Early Termination Fee/Under Utilization Fee (ETF/UUF)

- |     |   |                                    |
|-----|---|------------------------------------|
| .a  | Customers that subscribe to this plan combined with a term plan agreement, and who wish to: (a) change the length of a term plan agreement; or (b) change to another calling plan; must cancel their current term plan agreement and agree to a new term plan agreement with new begin/end dates unless otherwise indicated in this Guidebook.  | (N)<br> <br> <br> <br>(N)          |
|     | Customers who cancel this plan prior to the expiration date of their current term plan agreement and who do not qualify under item numbers .i and .ii below will be required to pay an ETF/UUF. The ETF/UUF shall be 50% of the full MRC rate in effect for this plan at the time of termination multiplied by the number of months remaining in the term.  | (N)<br> <br>(N)<br>(1)<br> <br>(1) |
| .b  | The Company will not charge an ETF/UUF when the Customer cancels an existing term plan agreement if at the same time the Customer agrees to a new term plan agreement for a different Business calling plan with an MRC or MMC from the Company.  | (N)<br> <br> <br>(N)               |
| .c  | The Company will adjust to zero any ETF/UUF when:   | (1/C)                              |
| .i  | the Customer cancels an existing term plan agreement with an MRC or MMC if at the same time the Customer agrees to replace some or all of their existing service with Internet Protocol (IP) service, Wireless, or any functionally equivalent service from an affiliate of the Company for the purpose of placing outbound and/or inbound live voice communications outside of the Customer's local calling area; or | (N)<br> <br> <br> <br> <br>(N)     |
| .ii | the Customer provides notice to the Company of its intent to terminate this plan within thirty (30) calendar days prior to or thirty (30) calendar days after the automatic renewal of the term.  | (1/C)<br>(1/C)<br>(1)<br>(1)       |

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(M) AT&T Business Unlimited Calling<sup>SM</sup> IV (continued)

(C)

.8 Restrictions

- .a All business access lines\* and/or WTN's under the participating BTN must be provisioned on this plan.
- .b This plan is provided for standard voice calling involving live dialog between individuals. This plan is not intended for use as a substitute for dedicated or open circuits, or similar applications. This plan may not be used for data connections, including but not limited to, modem to modem calls, remote access applications, Internet access, or Intranet access, including access to corporate LANs. Additionally, this plan may not be used for dedicated point-to-point connections between equipment that leaves a circuit connected without a contemporary, continuous voice communication. This plan may not be used for auto dialers; PBX trunks; ground start line or trunks; ISDN service, including PRI; foreign exchange services; Remote Call Forwarding/Telebranch Service; public telephone service; public access smart-pay phones; analog to digital conversion digital PBX service, including local access provisioned via T-1 facilities; WATS service; PBX/PABX/EABX services; nonsquare electronic key telephone systems; hybrid key telephone systems; predictive calling/dialing systems; automatic outbound dialing systems; any type of automatic call distribution system; or the functional equivalent of any such systems listed above. This plan may be used for fax transmissions, excluding broadcast fax applications. If the Company determines that the Customer is in violation of the above listed restrictions, the Customer shall forfeit eligibility for rates under this plan and will be moved to Business MTS unless an alternative plan is selected by the Customer. Where the customer has more than 10 calls to any single number of a duration of more than 3 hours each during a billing cycle of any single call of greater than 10 hours of duration, the Customer will be presumed to be in violation of these restrictions. In such case, Customer may be asked to provide reasonable proof to the Company that it is not using the Service for a prohibited purpose. Failure to provide such proof to the Company shall be treated as a violation of the terms and conditions of this Plan.
- .c If the Company determines that the Customer is in violation of any of the restrictions listed above and/or the total number of Access Lines\* exceeds the maximum of ten (10), the Customer shall forfeit eligibility for rates under this plan and will be moved to Business MTS unless an alternative plan is selected by the Customer. If moved to Business MTS, the rates associated with Business MTS will apply in lieu of the rates specified in Section 3.5.1 of this Guidebook.

#This service not offered under this Guidebook

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(M) AT&T Business Unlimited Calling<sup>SM</sup> IV (continued)

(C)

.9 Rates and Charges

.a The MRC for outbound long distance calling is as follows:

- .i 1-Year Term \$5.00 per access line#
- .ii Month-to-Month \$10.00 per access line#

.b The inbound toll free service per minute usage rate is \$0.055. See Section 3.6 of this Guidebook for the TFS MRC.

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#This service not offered under this Guidebook

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTIONS AND RATES

3.6 AT&T Long Distance Toll Free<sup>SM</sup> Service formerly known as Toll Free Service, 800 Service, 800 CustomLink and 800 CustomLink Plus

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3.6.1 AT&T Long Distance Toll Free<sup>SM</sup> Service

This Service provides the Customer with one or more 800-NNX-XXXX numbers which, when dialed from stations in the interstate public switched network, shall terminate on Customer-designated facilities or equipment. All charges accruing in connection with usage of the Customer assigned 800 numbers are billed to the Customer rather than to the party originating the call. Calls may originate from all points within the United States.

The Area Code Selection feature allows calls to an 800 number based on the originating area code (NPA) of the caller. A default selection is required for this service. Permissible area codes include all area codes in the contiguous United States, Puerto Rico, Guam, Northern Mariana Islands, U.S. Virgin Islands, America Samoa, Alaska and Hawaii. On request, the Company shall update the Customer 800 area code selection at no charge if the update is due to an area code split or to a new area code being added to the North American Numbering Plan. Otherwise, a fee of \$100 will be charged each time a Customer requests an area code blocked or added.

(A) Availability

- .1 TFS is available to Business Customers that subscribe either to the Company (where available) or another long distance carrier as the presubscribed provider of 1+ long distance Service for the POTS telephone number associated with TFS.
- .2 If a Business Customer with a single POTS telephone number has combined Services, i.e. outbound and TFS, and chooses to move the outbound long distance service to another long distance carrier leaving only TFS, the Customer's TFS plan must be transferred to the Company's direct bill method. Otherwise, the Company may terminate Service pursuant to Section 2.9 of this Guidebook.

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTIONS AND RATES

3.6 AT&T Long Distance Toll Free<sup>SM</sup> Service formerly known as Toll Free Service, 800 Service, 800 CustomLink and 800 CustomLink Plus (continued)

3.6.1 AT&T Long Distance Toll Free<sup>SM</sup> Service (continued)

(B) Optional Features

.1 Service Establishment

.a AT&T Long Distance Toll Free<sup>SM</sup> Service formerly known as 800 CustomLink<sup>#</sup>

Option 1	Business
MRC	\$8.00
Non-Recurring Charge	\$50.00
Option 2	Business
MRC	\$15.00
Non-Recurring Charge	\$50.00

.b AT&T Long Distance Toll Free<sup>SM</sup> Service formerly known as 800 CustomLink Plus

Switched Access	Business
MRC	\$14.00
Non-Recurring Charge	\$0.00

.c Per-minute Usage Rates and Charges

Peak	Off-Peak
\$0.9900	\$0.9900

.2 Reserved for Future Use

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<sup>#</sup>Grandfathered to existing Customers at existing locations.

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTIONS AND RATES

3.6 AT&T Long Distance Toll Free<sup>SM</sup> Service formerly known as Toll Free Service, 800 Service, 800 CustomLink and 800 CustomLink Plus (continued)

3.6.1 AT&T Long Distance Toll Free<sup>SM</sup> Service (continued)

(B) Optional Features (continued)

.3 Reserved for Future Use

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.4 Reserved for Future Use

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(D)

.5 Reserved for Future Use

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INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTIONS AND RATES

3.6 AT&T Long Distance Toll Free<sup>SM</sup> Service formerly known as Toll Free Service, 800 Service, 800 CustomLink and 800 CustomLink Plus (continued)

3.6.1 AT&T Long Distance Toll Free<sup>SM</sup> Service (continued)

(B) Optional Features (continued)

.6 Enhanced Routing Features<sup>1</sup>

The following features are available on Switched for an additional one time and monthly charge: (a) time of day routing; (b) day of week routing; (c) day of year routing; (d) area code routing; (e) area code/exchange routing; (f) call allocation routing; and (g) command routing. (C)

.a Time of Day Routing

This feature allows the Customer to have calls to the same 800 number routed to different locations during various times of the day. Routing shall follow national observance of daylight savings time and the day may be divided into fifteen (15) minute increments, with up to ninety-six (96) intervals per a twenty-four (24) hour period. All intervals must begin on the quarter clock hour and the time of day schedule must include the entire twenty-four hour day.

.b Day of Week Routing

This feature allows the Customer to have calls to the same 800 number routed to different locations based upon the day of the week. Day of Week routing shall follow the national observance of daylight savings time.

.c Day of Year Routing

This feature allows the Customer to have calls to the same 800 number routed to different locations on specified days of the year. Dates are stored in a month/day format. It is the responsibility of the Customer to revise day of year routing schedules annually.

<sup>1</sup>This optional feature is no longer available to: (a) new Customers; (b) existing Customers at new locations; or (c) on new toll free numbers effective November 12, 2013. Existing customers may retain current enhanced routing features but adds, moves, or changes will not be permitted.

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(N)

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTIONS AND RATES

3.6 AT&T Long Distance Toll Free<sup>SM</sup> Service formerly known as Toll Free Service, 800 Service, 800 CustomLink and 800 CustomLink Plus (continued)

C  
C

3.6.1 AT&T Long Distance Toll Free<sup>SM</sup> Service (continued)

(B) Optional Features (continued)

.6 Enhanced Routing Features (continued)

.d Area Code Routing

This feature allows the Customer to have calls to the same 800 number routed differently based upon the originating area code (NPA) of the caller. A default routing is required for this feature. Permissible area codes include all area codes in the continental United States, Puerto Rico, U.S. Virgin Islands, Alaska, Hawaii, Guam, and Northern Mariana Islands. Updates to a Customer's Area Code Routing feature due to an area code split or new area code being added to the North American Numbering Plan will be completed by the Company at no charge. Usage rates apply based on the point of call origination.

.e Call Allocation Routing

This feature permits the Customer to define routing of calls made to the same 800 number on a percentage basis so that calls can be allocated to multiple locations. Percentages must be defined in whole numbers, with 1% (one percent) as the smallest allocation percentage to any location. The total of all percentage allocations must be 100%.

.f Command Routing

This feature allows the Customer to activate a different Enhanced 800 routing plan on command by placing one telephone call to the Company. The customer may define up to ninety-nine (99) separate routing plans per 800 numbers. Routing plans must be loaded into the Company's network before they are available for activation on command. The customer must have a minimum of two (2) routing plans in order to use this feature. Command routing charges will not apply when the Customer uses the normal service order process to activate routing plans.

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTIONS AND RATES

3.6 AT&T Long Distance Toll Free<sup>SM</sup> Service formerly known as Toll Free Service, 800 Service, 800 CustomLink and 800 CustomLink Plus (continued)

C  
C

3.6.1 AT&T Long Distance Toll Free<sup>SM</sup> Service (continued)

(B) Optional Features (continued)

.6 Enhanced Routing Features (continued)

.g Rates and Charges

.i Nonrecurring Charges

- Installation \$100.00
- Service Change \$50.00
- Command Routing Activation \$50.00

.ii MRC

- 1-3 Routing Plans \$100.00
- 4-12 Routing Plans \$50.00
- 13-99 Routing Plans \$50.00

.7 Originating Station Blocking

Originating Station Blocking is an optional Toll Free Service feature which allows the Subscriber to block calls to their toll free service number based on ANI II digits designated by the Subscriber. Originating Station Blocking is dependent upon valid ANI II digits presented to the Network. Automatic Number Identification (ANI) II digits are not dialed by the calling party. Rather, ANI II digits are two-digit pairs sent with the originating telephone number as part of the signaling that takes place during the setup phase of a call. These digits identify the type of originating station. For blocked calls, the calling party will hear a default network intercept announcement.

.a Non-Recurring Charges

- Installation (per TFS number) \$100.00
- change ANI II digits (per TFS Number) \$100.00

.b MRC

The MRC is determined on an Individual Case Basis (ICB) per TFS Number.

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

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SECTION 3 - SERVICE DESCRIPTIONS AND RATES

- 3.6 AT&T Long Distance Toll Free<sup>SM</sup> Service formerly known as Toll Free Service, 800 Service, 800 CustomLink and 800 CustomLink Plus (continued) C  
C
- 3.6.2 Alternative Services C
- (A) General
- .1 Toll Free Service is a reverse billed Service that allows the Customer to pay for incoming calls. It permits calls to be completed to the Customer's location without charge to the calling party.
  - .2 TFS includes: (1) a TFS Number that can be selected by the Customer or randomly generated by the SMS/800 database; (2) an Area of Service selected by the Customer; and (3) various optional features.
  - .3 If the Customer does not advise the Company of its choice of a specific Resp Org, the Company will determine which Resp Org will be used.

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTIONS AND RATES

3.6 AT&T Long Distance Toll Free<sup>SM</sup> Service formerly known as Toll Free Service, 800 Service, 800 CustomLink and 800 CustomLink Plus (continued)

3.6.2 Alternative Services (continued)

(B) Availability

.1 Area of Service

Area of Service allows a TFS Customer to block or allow calls to a given TFS Number based on the originating area of the caller. The originating area may include the United States and the territories of Puerto Rico, the U.S. Virgin Islands, Guam, America Samoa and Commonwealth of Northern Mariana Islands as well as Canada. The Customer may select this maximum Area of Service or may selectively block an area. Area of Service blocking is dependent on valid ANI being delivered in the network. Calls placed from outside the Customer's Area of Service will receive an announcement informing the caller that calls cannot be completed from the caller's location. The call will then be terminated.

.2 Originating and Terminating Access

Toll Free calls may originate on any type of access but are terminated Switched Access lines to the Customer's location. (C)

.3 Termination of TFS

TFS may terminate in the United States where Switched Access are available. (C)

(C) Optional Features

.1 Availability

Unless otherwise indicated in this Guidebook, the optional features described below are available with all TFS offerings.

.2 Originating Station Blocking

This feature is available only on an ICB. Originating station blocking is an optional Toll Free Service feature which allows the Customer to block calls to their Toll Free Service number based on ANI II digits designated by the Customer. Originating station blocking is dependent upon valid ANI II digits presented to the network.

ANI II digits are not dialed by the calling party. Rather, ANI II digits are two-digit pairs sent with the originating telephone number as part of the signaling that takes place during the setup phase of a call. These digits identify the type of originating station.

For blocked calls, the calling party will hear a default network intercept announcement.

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTIONS AND RATES

3.6 AT&T Long Distance Toll Free<sup>SM</sup> Service formerly known as Toll Free Service, 800 Service, 800 CustomLink and 800 CustomLink Plus (continued) C  
C

3.6.2 Alternative Services (continued) C

(C) Optional Features (continued)

.3 TFS National Directory Assistance Listing (800-555-1212)

This feature enables a Customer to list a TFS Number in the national toll free directory assistance database which is accessed by calling 1+ (800) + 555-1212. In addition to the primary listing, up to three variations of the listing may be provided. This feature is only available where the Company is the Resp Org.. This feature is provided through a third party which governs the listing rules.

.4 Toll Free Call Routing

Toll Free Call Routing enables a TFS Customer to route or block calls to a single TFS Number to multiple locations based on several routing variables. The routing features may be combined to create a customized routing plan for a given TFS Number. The Toll Free Call Routing features that may be combined in any routing plan are: Area Code Routing, Area Code/Exchange Routing, Time of Day Routing, Day of Week Routing, Day of Year Routing, and Percent Allocation. Toll Free Alternate Routing plans may be activated by placing a call to Company-designated personnel.

.a Area Code Routing

This feature allows the Customer to have calls to the same 800 number routed differently based upon the originating area code (NPA) of the caller. A default routing is required for this feature. Permissible area codes include all area codes in the continental United States, Puerto Rico, U.S. Virgin Islands, Alaska, Hawaii, Guam, and Northern Mariana Islands. Updates to a Customer's Area Code Routing feature due to an area code split or new area code being added to the North American Numbering Plan will be completed by the Company at no charge. Usage rates apply based on the point of call origination.

.b Area Code/Exchange Routing

This feature allows the Customer to have calls to the same TFS Number routed differently based upon the originating NPA and NXX of the caller. Exchanges cannot be divided for routing purposes. Permissible area codes include all area code/exchanges in the United States and the U.S. territories of Puerto Rico, the U.S. Virgin Islands, Guam, and Commonwealth of Northern Mariana Islands. This feature supports default routing on an area code basis only for calls originating from Canada.

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTIONS AND RATES

3.6	AT&T Long Distance Toll Free <sup>SM</sup> Service formerly known as Toll Free Service, 800 Service, 800 CustomLink and 800 CustomLink Plus (continued)	C C
3.6.2	Alternative Services (continued)	C
(C)	Optional Features (continued)	
.4	Toll Free Call Routing (continued)	
.c	Time of Day Routing	
	<p>This feature allows the Customer to have calls to the same 800 number routed to different locations during various times of the day. Routing shall follow national observance of daylight savings time and the day may be divided into fifteen (15) minute increments, with up to ninety-six (96) intervals per a twenty-four (24) hour period. All intervals must begin on the quarter clock hour and the time of day schedule must include the entire twenty-four hour day.</p>	
.d	Day of Week Routing	
	<p>This feature allows the Customer to have calls to the same 800 number routed to different locations based upon the day of the week. Day of Week routing shall follow the national observance of daylight savings time.</p>	
.e	Day of Year Routing	
	<p>This feature allows the Customer to have calls to the same TFS Number routed to different locations on specified days of the year. Dates are stored in a month/day format. It is the responsibility of the Customer to revise day of year routing schedules annually. Day of Year Routing is limited to sixty (60) days to be identified.</p>	
.f	Percent Allocation	
	<p>This feature allows the Customer to define routing of calls made to the same TFS Number on a percentage basis so that calls can be allocated to multiple locations. Percentages must be defined in whole numbers, with 1% (one percent) as the smallest allocation percentage to any location. The total of all percentages must be 100%. The algorithm used to allocate calls to different destinations is based on random number generation, so allocation will be less accurate over a small number of calls. Over a larger number of calls, allocation will be close to the defined percentages.</p>	

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTIONS AND RATES

3.6 AT&T Long Distance Toll Free<sup>SM</sup> Service formerly known as Toll Free Service, 800 Service, 800 CustomLink and 800 CustomLink Plus (continued)

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C

3.6.2 Alternative Services (continued)

C

(C) Optional Features (continued)

.4 Toll Free Call Routing (continued)

.g Toll Free Alternate Routing

.i This feature allows a Customer to define one or more alternate call routing profiles as defined above. The Customer may define up to ninety-nine (99) separate routing plans per TFS Number. Routing plans must be loaded in the network before they are available for activation on request. Toll Free Alternate Routing allows the Customer to activate a different routing plan on request by placing one telephone call to Company-designated personnel. This feature is available to any Customer with a TFS Number with more than one routing plan.

.h Rates and Charges

.i Non-Recurring Charges

- installation (per TFS number) \$100.00
- change call routing (per TFS Number) \$100.00
- change call routing plan (per TFS Number) \$100.00

.ii MRC

The MRC is charged per TFS number and is charged as follows:

No. of Routing Plans	MRC
1 – 3	\$00.00
4 – 99	\$50.00

.iii Miscellaneous Charges

Toll Free Alternate Routing – a \$50.00 fee is charged each time and alternate route is selected and given a TFS num ber.



INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTIONS AND RATES

3.6 AT&T Long Distance Toll Free<sup>SM</sup> Service formerly known as Toll Free Service, 800 Service, 800 CustomLink and 800 CustomLink Plus (continued)

3.6.2 Alternative Services (continued)

(C) Optional Features (continued)

.5 Reserved for Future Use

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.6 Real-Time ANI Delivery

.a This feature delivers the caller's 10-digit telephone number to the Customer's Premise at approximately the same moment the incoming call is received. The Customer must compatible hardware to accept the ANI.

(C)

.b When a call is delivered from a non-Equal Access end office, the network delivers only the NPA to the Customer. This feature cannot be blocked by the calling party. A call originating from an International location, with the exception of Canada, will deliver a pseudo ANI. The pseudo ANI is presented in the format 999-ccc, where ccc is a value which identifies the country of origin. Calls originating from Canada will deliver the full 10-digit telephone number.

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTIONS AND RATES

3.6 AT&T Long Distance Toll Free<sup>SM</sup> Service formerly known as Toll Free Service, 800 Service, 800 CustomLink and 800 CustomLink Plus (continued) C  
C

3.6.2 Alternative Services (continued) C

(C) Optional Features (continued)

.6 Real-Time ANI Delivery (continued)

.c Customer Obligations

The Customer must comply with federal rules concerning the use of the ANI which include but are not limited to the following:

- .i The Customer is permitted to use the ANI for billing and collections, routing, screening, and completion of the originating telephone End-User's call or transaction, or for services directly related to the originating telephone End-User's call or transaction only.
- .ii The Customer is prohibited from reusing or selling the telephone number or billing information without first (1) notifying the originating telephone subscriber and, (2) obtaining the affirmative consent of the caller for such re-use or sale.
- .iii The Customer is prohibited from disclosing any information derived from the ANI for any purpose other than (1) performing services or transactions that are the subject of the caller's call; (2) ensuring network performance security, and the effectiveness of call delivery; (3) compiling, using and disclosing aggregate information; or (4) complying with applicable law or legal process.

.d Rates and Charges

.i Non-recurring Charges

The one-time charge to add ANI delivery is \$50.00 per Toll Free Number, but not to exceed a maximum of \$200.00 per ANI Delivery Service Order.

.ii MRC

The Monthly Recurring Charge is \$00.00 per Toll Free Number.

.iii Per ANI Delivery Charge

The per ANI Delivery Charge is \$0.0000 per ANI Delivery.

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTIONS AND RATES

3.6 AT&T Long Distance Toll Free<sup>SM</sup> Service formerly known as Toll Free Service, 800 Service, 800 CustomLink and 800 CustomLink Plus (continued)

3.6.2 Alternative Services (continued)

(C) Optional Features (continued)

.7 DNIS

.a This feature provides a custom outpulse digit string to the Customer's terminating equipment, that is other than the ten (10) digit terminating station number. A typical use for this feature is to outpulse the dialed Toll Free Number. The custom digit string must be comprised of numeric values (zero through nine) and may range in length from between one (1) to twenty-four (24) digits. The Customer's equipment must be configured to process the DNIS digits. DNIS terminating on a Centrex or Plexar is not available.

.b Reserved for Future Use

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.c Rates and Charges

The one-time charge to install DNIS is \$250.00 per trunk group. The one-time charge to change DNIS is \$50.00 per trunk group. The change charge will apply to any reconfiguration of outpulsed digits.

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTIONS AND RATES

3.6 AT&T Long Distance Toll Free<sup>SM</sup> Service formerly known as Toll Free Service, 800 Service, 800 CustomLink and 800 CustomLink Plus (continued)

C  
C

3.6.2 Alternative Services (continued)

C

(C) Optional Features (continued)

.8 Multi-Carrier Routing

Multi-carrier routing allows Toll Free Service Customers to split their incoming toll free traffic between two or more service providers. Multi-Carrier Routing is an optional feature of Toll Free Services available on an ICB basis. When traffic is routed to the Company's network, the Customer will be able to utilize call routing functionality provided through standard Toll Free Services as well as Enhanced Toll Free Services features as described in Section 6.5.1 of this Guidebook. In a multi-carrier routing arrangement, the Customer may specify one of the following parties to be the Control Resp Org for the Toll Free Service number: (a) The Company, or; (b) Another Services Provider

Control Resp Org is a term used within the national SMS/800 system to indicate the responsible organization. The control Resp Org has sole authority to create or modify customer records within the national SMS/800 system.

.a The Company as Resp Org

When the Company is selected as the Resp Org, the Company will design and manage the routing of traffic for the Customer's Toll Free Number to other interexchange carriers as directed by the Customer. The Company will provision the Customer's record within the SMS/800 system.

The following SMS/800 set of routing parameters can be utilized by the Customer to create complex routing record within the SMS/800 system. The features allow for call routing on a single Toll Free Number to multiple-carriers based on inherent functionality of each feature as implemented by the Customer.

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3.6 AT&T Long Distance Toll Free<sup>SM</sup> Service formerly known as Toll Free Service, 800 Service, 800 CustomLink and 800 CustomLink Plus (continued)

C  
C

3.6.2 Alternative Services (continued)

C

(C) Optional Features (continued)

.8 Multi-Carrier Routing (continued)

.a (continued)

Routing Parameter	Description
State	Based on call origination, allows calls to be routed to Involved Carrier(s) by state(s).
LATA	Based on call origination, allows calls to be routed to Involved Carrier(s) by LATA(s).
Area Code (NPA)	Based on call origination, allows calls to be routed to Involved Carrier(s) based on area code (NPA) of the calling party. This feature cannot be used on the same call routing record with area code/exchange (NPA/NXX).
Area Code Exchange	Based on call origination, allows calls to be routed to Involved Carrier(s) based on area code/exchange (NPA/NXX) of the calling party. This feature cannot be used on the same call routing record with area code (NPA).
ANI (ten digits)	Based on call origination, allows calls to be routed to Involved Carrier(s) based on specific 10-digit phone numbers of the calling party.
Day-of-Week	Based on call origination, allows calls to be routed to Involved Carrier(s) based on the day(s)-of-week when calls are made.
Day-of-Year	Based on call origination, allows calls to be routed to Involved Carrier(s) based on the day(s)-of the year when calls are made.
Time-of-Day	Based on call origination, allows calls to be routed to Involved Carrier(s) based on the time(s)-of the day when calls are made.
Percentage Allocation	Based on call origination, allows calls to be routed to Involved Carrier(s) based on percentage allocation.
SMS/800 Alternate Route Switch	<p>Allows the Customer to activate a previously-built alternate route using the routing functionalities listed above.</p> <p>The alternate route may change the call routing parameters or change the amount of traffic allocated to one carrier or another.</p> <p>The Customer will call their Resp Org when they want to enact a change. The Resp Org will be responsible for notifying the other carriers that the Customer has changed its traffic assignment. The stored routing record is normally pre-approved by Involved Carriers.</p>

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3.6 AT&T Long Distance Toll Free<sup>SM</sup> Service formerly known as Toll Free Service, 800 Service, 800 CustomLink and 800 CustomLink Plus (continued)

3.6.2 Alternative Toll Free Service (continued)

(D)

(C) Optional Features (continued)

.8 Multi-Carrier Routing (continued)

.b Another Service Provider is the Resp Org

When another Service Provider is the Resp Org for the Customer's Toll Free Number, the Company will provide multi-carrier routing as an Involved Carrier. As an Involved Carrier, the Company will be responsible for routing some or all toll free calls which are dialed to the Toll Free Number and sent to the Company's network.

The Company will not have access to control or modify the Customer's SMS/800 Customer record. The Customer will be directed to the Resp Org to make any changes to the SMS/800 record.

The Company will not have a business relationship with the other carriers as an Involved Carrier. The Customer must notify the Company of all requirements in order to appropriately set up the Company's routing service.

.9 TFS Reporting

Web tool access available to Customers subscribing to any High Volume Calling Business Optional Calling Plan for call detail reports at the Toll Free Service number level, where available. Call detail information provided via the Toll Free Service reporting tool is not comparable to billing detail and will differ from billing record information.

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3.6 AT&T Long Distance Toll Free<sup>SM</sup> Service formerly known as Toll Free Service, 800 Service, 800 CustomLink and 800 CustomLink Plus (continued)

C  
C

3.6.2 Alternative Services (continued)

C

(C) Optional Features (continued)

.10 Enterprise Billing

Enterprise Billing is a billing service available to Customers that subscribe to any of the Company's Toll Free Services. Enterprise Billing enables a Customer to have all or a portion of a Toll Free call billed to the termination point (telephone line) to which a Toll Free call is routed. The Customer of record for the termination point telephone line may be the Customer, or another entity or individual. To subscribe to this billing option, the Company must be the Resp Org for all Toll Free Numbers of the Primary Customer and the Secondary Customer enrolled in Enterprise Billing.

The Primary Customer and the Secondary Customer are responsible for reserving their own Toll Free Number. The Primary Customer subscribes to Enterprise Billing. Only the Primary Customer is charged the MRC. The MRC is per Toll Free Number that is subscribed to Enterprise Billing. There is no limitation on the number of Toll Free Numbers which may subscribe to Enterprise Billing per Customer account. Both the Primary Customer and Secondary Customer must establish credit pursuant to Section 2.11 of this Guidebook, prior to the establishment of Enterprise Billing, both the Primary Customer and Secondary Customer are responsible for all terms and conditions for their Toll Free Service.

.11 Area of Service Selections

- .a The originating area may include the United States and the territories of Puerto Rico, the U.S. Virgin Islands, Guam, American Samoa and Commonwealth of Northern Mariana Islands, as well as Canada. The Customer may select this maximum Area of Service or may selectively block an area. Area of Service blocking is dependent on valid ANI being delivered in the network. The Customer's minimum Area of Service must include at least one interstate area.
- .b Calls placed from outside the Customer's Area of Service will receive an announcement informing the caller that calls cannot be completed from the caller's location. The call will then be terminated.
- .c Calls placed from outside the Customer's Area of Service will receive an announcement informing the caller that calls cannot be completed from the caller's location. The call will then be terminated.

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3.6 AT&T Long Distance Toll Free<sup>SM</sup> Service formerly known as Toll Free Service, 800 Service, 800 CustomLink and 800 CustomLink Plus (continued)

3.6.2 Alternative Toll Free Service (continued)

(D)

(D) Rules and Regulations

.1 General

If any of the rules and regulations contained in Section 3.5 of this Guidebook, conflict with the rules and regulations contained in Section 2 of this Guidebook, the rules and regulations contained in Section 3.5 of this Guidebook will apply in lieu of the rules and regulations contained in Section 2 of this Guidebook.

.2 Limitations on Service

- .a TFS is furnished upon the condition that the Customer contracts for adequate facilities to permit the use of this Service without injurious effect upon the Company or any service rendered by Third Party Vendors on behalf of the Company.
- .b The availability of TFS Numbers from the Company is limited by the Company's ability to obtain TFS Numbers requested by the Customer from the national SMS database.
- .c If the Company learns that an Applicant or Customer is attempting to sell, barter, trade, or otherwise transfer a TFS Number to another person, the Company may refuse to establish Service or may cancel Service without liability.
- .d If a Customer's TFS Number is not used by callers other than for test calls to reach the Customer or Customer's designee within ninety (90) days of activation of the TFS Number or within any subsequent ninety (90) day period, the Company may, upon written notice, release the TFS Number without liability. Test calling does not constitute use.
- .e If a TFS Customer is found to be non compliant in passing back appropriate answer supervision, the Company reserves the right to suspend Service temporarily and/or deny requests for additional Service without liability. The Company will give the Customer ten (10) calendar days' written notice via certified U.S. Mail of intent to suspend or deny Service due to such non compliance.
- .f The Company may terminate or refuse to furnish TFS to any Applicant or Customer, without incurring any liability, if the use of the Service would interfere with or impair any Service offered by the Company.



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3.6 AT&T Long Distance Toll Free<sup>SM</sup> Service formerly known as Toll Free Service, 800 Service, 800 CustomLink and 800 CustomLink Plus (continued)

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C

3.6.2 Alternative Services (continued)

C

(D) Rules and Regulations (continued)

.3 Use of Service

Nothing herein, or in any other provision of this Guidebook, or in any marketing materials issued by the Company shall give any person any ownership, interest, or proprietary right in any code or TFS Number issued by the Company to its Customers.

.4 Obligations of the Customer

.a The Company reserves the right to require Customer(s) requesting TFS to supply the following information when requesting Service: an initial traffic forecast, identification of anticipated busy hour, identification of its geographical marketing target areas, and a schedule of marketing and promotional activities. A new traffic forecast may be required quarterly after Service is initiated.

.b A TFS Customer will provide not less than ten (10) business days' notice prior to implementation of special advertising or other new promotions likely to stimulate usage. The Company reserves the right to request traffic data, which depending on the forecast, may delay Service due to the addition of facilities.

.c With respect to any Resp Org service or SMS Resp Org changes the Company provides to the TFS Customer, the Customer will indemnify and hold the Company harmless against any third party claims arising out of the execution of changes requested by the Customer.

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3.6 AT&T Long Distance Toll Free<sup>SM</sup> Service formerly known as Toll Free Service, 800 Service, 800 CustomLink and 800 CustomLink Plus (continued)

3.6.2 Alternative Toll Free Service (continued)

(D)

(D) Rules and Regulations (continued)

.5 Reservation of Number(s) for Toll Free Service

- .a The Company will accept a prospective TFS Customer's request for a particular TFS Number and will reserve such number on a first come, first serve basis. A TFS Number so requested, if found to be available, will be reserved for and furnished to the eligible Customer, providing the Customer:
  - .i subscribes to Toll Free Service within forty-five (45) days of the reservation of said number; and
  - .ii provides acceptable credit information; and
  - .iii uses the Service within an additional ninety (90) day period.

If a Customer who has received a Toll Free Number does not subscribe to and use the Service within the ninety (90) day period specified above, the Company reserves the right to make the number available for use by another Customer in accordance with the terms in this section.

- .b If a TFS Number is changed by the Company for conditions beyond its reasonable control, nothing in any provision of this Guidebook or in any marketing materials issued by the Company or in any agreement between the Customer and the Company shall give any Customer, Applicant, assignee or transferees any ownership interest or proprietary right in any given TFS Number. An Applicant includes a prospective customer who has reserved a toll free telephone number hereunder.
- .c A Customer who sells an ongoing operating business for which a TFS Number has been in use may transfer the right to continue to use the TFS Number(s) as long as (1) the Company is able to transfer such number under the Company's servicing agreement with vendors who provide a portion of the Service the Company offers to its Customer and (2) the transferee establishes credit pursuant to Section 2.15 of this Guidebook.

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- 3.6 AT&T Long Distance Toll Free<sup>SM</sup> Service formerly known as Toll Free Service, 800 Service, 800 CustomLink and 800 CustomLink Plus (continued) C  
C
- 3.6.2 Alternative Services (continued) C
- (D) Rules and Regulations (continued)
- .6 Release By the Company of Customer's TFS Number(s) for Porting to Other Carriers
- .a A Customer may request that the Company release its TFS Number(s) so that another long distance service provider may provide toll free service to a Customer. The Company will release a Customer's TFS Number(s) only upon the following occurrences:
- .1 there are no outstanding unpaid, unresolved or disputed payments or any other payments or indebtedness due and payable to the Company by the Customer or its successors or assignees relative to any communications service(s) or Services(s) provided by the Company; and
- .2 there are no unsatisfied liens or claims for property against which payment for such communications service(s) or Service(s) have been guaranteed or otherwise collateralized.
- .b The Company reserves the right to withhold its authorization of such transfer of such Customer's TFS Number(s) until the Customer's indebtedness is resolved to the satisfaction of the terms and conditions of this Guidebook and any agreement(s) between the Customer and the Company.
- .c The failure of the Customer to fulfill the terms and conditions of any agreement with the Company or the attempt to process a change of long distance service provider for the Customer's TFS Number(s) prior to the completion of a contract's terms and conditions (and/or before all payments and indebtedness have been paid or satisfied) shall cause the ownership of the TFS Number(s) to revert from the Customer to the Company, whereupon such Customer shall no longer possess the right to transfer such TFS Number(s) to any other long distance service provider and whereupon the Company shall have the right to reissue said number(s) at its sole discretion to any other party.
- .d At the discretion of the Company, a cancelled TFS Number may be reestablished for the same Customer within four (4) months and; therefore, it cannot be selected by another Customer during that four (4) month period. After four (4) months, the TFS Number is returned to the pool where it can be selected by another customer under any Resp Org.

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3.6 AT&T Long Distance Toll Free<sup>SM</sup> Service formerly known as Toll Free Service, 800 Service, 800 CustomLink and 800 CustomLink Plus (continued)

3.6.2 Alternative Services (continued)

(D) Rules and Regulations (continued)

.7 Minimum Service Period

For Customers subscribing to TFS and making a MMC, the minimum Service period is one month. For Customers subscribing to TFS and making a MAC, the minimum Service period is the length of the term plan commitment.

.8 Termination of TFS By Company

.a If Service is terminated by the Company for violation of this Guidebook, the national SMS/800 data base allows the Company to retain control of all TFS Numbers disconnected for up to a 4-month period. If the Customer rectifies the violation to the satisfaction of the Company, the Company may, in its sole discretion, return the number to the control of the Customer. If the Customer does not rectify the violation within three (3) months, the Company may refuse to:

.i reconnect the disconnected number for the previous Customer;

.ii transfer disconnected Customer to a third party identified by the Customer; and

.iii process any request to change the Resp Org from the disconnected Customer except as indicated in Section 3.6.2(D)(6) of this Guidebook.

(b) Customers that are direct-billed must provide the Company updated information within fifteen (15) days of a change in billing address and/or contact information. If the Customer fails to timely provide such updated information, the Company reserves the right to terminate Service on ten (10) days written notice, and the Customer shall be responsible for any and all early termination charges.

.9 Application of Charges

Rates and charges are associated with the Customer's BTN. For an existing Customer who subscribes to TFS in the middle of a billing cycle, monthly recurring charges are prorated based on the amount of time the plan is in effect prior to the first bill. Calls terminating to Switched Access will be rated with switched rates.

Actual rates will vary based on the plan selected by the Customer.

(D)

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3.6 AT&T Long Distance Toll Free<sup>SM</sup> Service formerly known as Toll Free Service, 800 Service, 800 CustomLink and 800 CustomLink Plus (continued)

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C

3.6.2 Alternative Services (continued)

C

(E) Toll Free Service – Switched

.1 General

.a Toll free calls may be originated on any type of access but are terminated via Switched Access lines to the Customer's location. The Customer's TFS Number terminates on the Customer's POTS number.

.b Service(s) are available to Customers who utilize Switched Access to reach the long distance network and whose terminating location has a ten (10) digit voice-grade telephone number.

.2 Availability

.a TFS is available to Customers that subscribe either to the Company (where available) or another long distance carrier as the presubscribed provider of 1+ long distance Service for the POTS telephone number associated with TFS.

.b If a Customer with a single POTS telephone number has combined Services, i.e. outbound and TFS, and chooses to move the outbound long distance service to another long distance carrier leaving only TFS, the Customer's TFS plan must be transferred to the Company's direct bill method. Otherwise, the Company may terminate Service pursuant to Section 2 of this Guidebook.

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- 3.6 AT&T Long Distance Toll Free<sup>SM</sup> Service formerly known as Toll Free Service, 800 Service, 800 CustomLink and 800 CustomLink Plus (continued) C  
C
- 3.6.2 Alternative Services (continued) C
- (E) Toll Free Service – Switched (continued)
- .3 Billing
- .a Customer Subscribes to any of the Company's High Volume Toll Free Calling Plans.
- Customers subscribing to any of the Company's High Volume Toll Free Calling Plans will be direct-billed.
- .b Customer Subscribes to All Other TFS Requiring Switched Access To Reach the Long Distance Network
- .i To enable the Company to bill the Customer for TFS on a LEC or CLEC bill, at least one of the Customer's WTN's associated with the Customer's TFS must be presubscribed to the Company for the provision of 1+ outbound long distance Service and the BAN for the TFS must be the same BAN as the WTN's associated with TFS.
- .ii The Customer will be LEC-billed if the Customer's local service is provided by an Affiliated LEC and CLEC billed if the Customer's local service is provided by an Affiliated CLEC. The Customer will be direct-billed if the Customer's local service is provided by a non-Affiliated LEC or a non-Affiliated CLEC or if TFS is the only Service the Customer has.

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SECTION 3 - SERVICE DESCRIPTIONS AND RATES

3.7 Reserved for Future Use

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3.8 Non-Coin Payphone Access Line (NPAL) Service

Non-Coin Payphone Access Line (NPAL) Service is an outbound service that utilizes presubscribed Switched Access Lines. NPAL calls are billed in one (1) minute increments with a one (1) minute minimum Initial Period. There is no monthly or yearly minimum required for this service. The Intrastate and International Usage will be billed at the per minute rates defined in the specific Interstate Product Reference and Pricing Guidebook and the Company's International Product Reference and Pricing Guidebook.

Rate and Charges

Monthly Minutes of Use	Rate Per Minute
0 - 299,999	\$0.2200
300,000 - 599,999	\$0.2100
600,000 - +	\$0.2000

The International Usage Rates for the NPAL service are defined in the Company's International Product Reference and Pricing Guidebook, Section 3.7.

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

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3.9 Miscellaneous Interstate Service Information

(1)

3.9.1 Timing of Calls

- (A) Unless otherwise indicated in this Guidebook, on Station-to-Station calls and on Direct-Dialed calls chargeable time begins when the called station answers and the connection is established between the calling station and the called station, miscellaneous common carrier, mobile radio system, or PBX system. Answer detection is determined based on standard industry answer detection methods, including hardware and software answer detection. However, when Services are directly connected to a Customer-provided communications systems at the Customer's or End User's premises, chargeable time begins when a call terminates in, or passes through, the first Customer equipment on that Customer-provided communications system. It is the Customer's responsibility to furnish appropriate answer supervision to the point of interface with the Company's Service so that chargeable time may begin.
- (B) On Person-to-Person calls, chargeable time begins when connection is established between the calling person and the particular person or station specified or an agreed alternate.
- (C) Unless otherwise indicated in this Guidebook, chargeable time ends when the calling station hangs up thereby releasing the network connection. If the called station hangs up but the calling station does not, chargeable time ends when the network connection is released either by the automatic timing equipment in the telecommunications network or by the operator.

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INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTIONS AND RATES

3.9 Miscellaneous Interstate Service Information

3.9.2 The AT&T Upromise Program

AT&T Long Distance East will make the contributions specified below to eligible Customers' Upromise college savings accounts when Customers purchase qualifying services. All contributions are subject to the terms and conditions of the Upromise program. Customers may view the Upromise complete terms and conditions as well as sign-up for the program at <http://www.upromise.com/welcome>

(A) General

- .1 Customers must enroll in the Upromise program or be a Upromise member and be a resident of the United States and reside in an eligible state (Arkansas, California, Connecticut, Indiana, Illinois, Kansas, Michigan, Missouri, Nevada, Ohio, Oklahoma, Texas and Wisconsin). (In certain locations, all or some Qualifying AT&T Services are not available.)
- .2 Customers participating in the Upromise must subscribe to an AT&T affiliate's local residential telephone service. Upromise members must remain AT&T Residential Long Distance subscribers to be eligible to receive AT&T Upromise Program contributions and is limited to two (2) residential billing telephone numbers.
- .3 Qualifying Services must be billed to the customer's AT&T residential local telephone bill. Customers may participate in only one AT&T loyalty program per Residential Billing Telephone Number for qualifying AT&T Service charges. Once a Residential Billing Telephone Number is registered with Upromise, customers will no longer be eligible to receive benefits from any other AT&T loyalty programs and will forfeit any unredeemed points.

(B) Eligibility AT&T Long Distance residential interstate long distance service or optional calling plan, as follows.

If the AT&T Long Distance service is: (a) one out of two AT&T Long Distance and its Affiliate's qualifying services, then AT&T Long Distance will contribute \$0.25 per month to the eligible customer's Upromise account; (b) one out of three AT&T Long Distance and its Affiliate's qualifying services, then AT&T Long Distance will contribute \$0.67 per month to the eligible customer's Upromise account; or (c) One out of four AT&TC Long Distance and its affiliate's qualifying services, then AT&T Long Distance will contribute \$1.25 per month to the eligible customer's Upromise account.

(C) Contributions to the Customer's Upromise account

If a customer has already subscribed to qualifying AT&T Services, they will begin to earn contributions once they register for the AT&T Upromise Program and their registration has been processed. Processing may take 7 to 10 business days. Contributions will be posted to the customer's Upromise account 30 to 60 days from completion of enrollment. Customers may view account balances online at [www.upromise.com/att](http://www.upromise.com/att). If a customer discontinues enrollment in the AT&T Upromise Program, they will forfeit any accrued contributions that have not been deposited into their Upromise account.

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 3 - SERVICE DESCRIPTIONS AND RATES

3.10 Default Plan for Hierarchical Billing

Default Plan for Hierarchical Billing, as described in Section 1, is an intercity long distance Service available to Customers seven (7) days per week, twenty-four (24) hours per day, 365 days per year. With Default Plan for Hierarchical Billing calls are originated from other than a public or semipublic coin telephone. The desired telephone number is dialed, the call is completed without the assistance of a live or automated operator, and the call is not billed to a number other than the originating number. Calls originate on switched facilities provided by LECs, CLECs or authorized access providers. Default Plan for Hierarchical Billing is available to Business Customers that presubscribe to the Company for long distance Service and have a Hierarchical Billing Account. If a Customer presubscribes to the Company for the provision of outbound long distance Service, requests a Hierarchical Billing account and does not select one of the Company's optional calling plans, the Company will provision Default Plan for Hierarchical Billing Service on the Customer's initial order for Service. Charges are usage sensitive and vary by day-of week and time-of-day. Calls are rated with a 30 second initial period and 6 second subsequent periods. Peak and off peak rates apply. The peak rate period is 8:00 a.m. to but not including 5:00 p.m., Monday through Friday. The off-peak rate period is all other times. The off-peak rates apply on the following holidays: New Year's Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. Usage rates for Default Plan for Hierarchical Billing vary depending on whether calls are placed over a presubscribed line. With Default Plan for Hierarchical Billing, there is no minimum monthly billing. Calls billed under this Service offering will not qualify for promotional rates.

3.10.1 Per Minute Usage Rates

	<b>Initial 30 Seconds</b>	<b>Each Add'l 6 Seconds</b>
Switched Access	\$0.0750	\$0.0150

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