

**AT&T MISSOURI GUIDEBOOK**

PART 20 - Grandfathered Services  
SECTION 4 - Exchange Access Services

2nd Revised Sheet 1  
Replacing 1st Revised Sheet 1

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**AT&T MISSOURI GUIDEBOOK**

PART 20 - Grandfathered Services  
SECTION 4 - Exchange Access Services

7th Revised Sheet 2  
Replacing 6th Revised Sheet 2

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**SIMPLELINK<sup>SM/1/</sup>****A. General**

SimpleLink is an optional access and usage volume discount plan for AT&T Missouri business customers. Customers subscribing to SimpleLink receive monthly discounts on selected services based on the customer's Minimum Annual Revenue Commitment (MARC) as well as discounts on selected usage services. SimpleLink requires AT&T Missouri to be the local access line provider.

**B. Definitions**Minimum Annual Revenue Commitment (MARC)

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

Contributory Services

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

Eligible Services

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

**C. Terms and Conditions**

## 1. Minimum Annual Revenue Commitment

MARC revenue is the sum total of the customer's annual billed charges, for services specified in the Company's SimpleLink guidebook, for all eligible business accounts located in the state, before discounts are applied.

Services contributing towards the MARC include all AT&T Missouri regulated services.

SimpleLink service is available with one year, two year, or three year term plans. The one year term also has a 1-year renewable option. If the customer selects the 1-year renewable option, the plan will automatically renew for a subsequent 1-year term unless the customer advises AT&T Missouri prior to the expiration of the term that it does not wish to renew. A maximum of two 1-year renewal terms are available after the first 1-year term. The customer will be sent written notification of the term selected and subsequent notifications regarding renewal options prior to the expiration of each 1-year term. Additionally, three MARC levels will be available for customers to choose from: \$500, \$1,000, and \$2,500. Customers subscribing to a 2- or 3-year SimpleLink term plan will be required to sign a written order confirmation form, in order to qualify for the applicable plan discounts.

/1/ The SimpleLink Plan is obsolete for business customers, except for existing installations at existing locations for existing business customers for the remainder of their term who subscribed to the plan prior to July 15, 2010.

**SIMPLELINK<sup>SM/1/</sup> (cont'd)**

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

1. Minimum Annual Revenue Commitment (cont'd)

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

The following eligible services will receive a discount using the price schedules listed below:  
(A) = Minimum Annual Revenue Commitment (MARC) Discount; (B) = Monthly Toll Discount:

Business Exchange Access Service (A)  
Business Trunks (Analog PBX) (A)  
Intrastate IntraLATA toll usage (B)  
Toll-free 800/888 (Maximizer 800) usage (B)

(D)  
(D)

Remote Access to Call Forwarding (A)  
Call Forwarding Busy Line No Answer (A)  
Call Forwarding (A) Call Waiting (A)  
Caller ID name (A) Caller ID number (A)  
3-way calling (A) Call Return (A)  
Auto Redial (A) Call Blocking (A)

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

All of the accounts on a SimpleLink agreement must reside in AT&T Missouri's service area. An eligible SimpleLink customer may include up to, but not exceed, 10 of its accounts under one SimpleLink agreement. A customer may have only one SimpleLink agreement in AT&T Missouri's service area.

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

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

/1/ The SimpleLink Plan is obsolete for business customers, except for existing installations at existing locations for existing business customers for the remainder of their term who subscribed to the plan prior to July 15, 2010.

**SIMPLELINK<sup>SM/1/</sup> (cont'd)**

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

1. Minimum Annual Revenue Commitment (cont'd)

Any account with an existing product agreement for a service which is included as a SimpleLink eligible Service, or on an optional calling plan (including but not limited to BizSaver, Business Access Line Term Pricing, CompleteLink BASIC or CompleteLink, Local Plus, or Single Saver) may not be included in a new SimpleLink agreement. (C)

**D. Prices**

1. MARC Discount

<u>Description</u>	<u>Annual Minimum</u>	<u>MARC Discount % on Eligible Services</u>			<u>Maximum Annual MARC Discount</u>
		<u>1 Year</u>	<u>2 Years</u>	<u>3 Years</u>	
Discount for all eligible SimpleLink customers:	\$ 500.00	12.0%	13.0%	14.0%	\$1,000.00
	1,000.00	12.5%	13.5%	14.5%	\$1,000.00
	2,500.00	13.0%	14.0%	15.0%	\$1,000.00

A customer's MARC volume discount may not exceed the above maximums per plan, per year. The percentage discounts, specified above, are subject to these maximum discount amounts.

2. Monthly Toll

SimpleLink customers will, also, receive discounted intrastate intraLATA toll usage, toll-free 800/888 (Maximizer 800) usage rates. The applicable usage rate for these usage types when associated with a SimpleLink agreement is \$0.10 per MOU. The MARC discount (A) is, then, applied to these rates.

3. Revenue Growth Incentive

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

/1/ The SimpleLink Plan is obsolete for business customers, except for existing installations at existing locations for existing business customers for the remainder of their term who subscribed to the plan prior to July 15, 2010.

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**SIMPLELINK<sup>SM/1/</sup> (cont'd)**

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

4. Other Applicable Charges and Payments

Service Connection Charges are not applicable when establishing or changing to SimpleLink, but service connection charges shall apply to new or additional services.

5. Termination Charges

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

If a customer's partial year revenue is less than the MARC, the customer is liable for 50% of the difference between the MARC and the actual billed revenue. The termination charge will be billed in a lump sum to customer's designated main billing telephone number.

Termination liability charges are not applicable if during the SimpleLink term period the customer converts to another Company access or usage plan with a term equal to or greater than the existing SimpleLink plan, and a revenue commitment<sup>/2/</sup> equal to or greater than the SimpleLink MARC.

6. Service Guarantee

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

/1/ The SimpleLink Plan is obsolete for business customers, except for existing installations at existing locations for existing business customers for the remainder of their term who subscribed to the plan prior to July 15, 2010.

/2/ Effective July 15, 2010, conversion to a new plan with an equal or greater revenue commitment is no longer a requirement to waive termination charges per this clause.

**SIMPLELINK ENHANCED<sup>SM/1/</sup> (cont'd)****A. General**

SimpleLink Enhanced is an optional access and usage volume discount plan for AT&T Missouri business customers which is available in all rate groups except Rate Group A. Customers subscribing to SimpleLink Enhanced receive monthly discounts on selected services based on the customer's Minimum Monthly Revenue Commitment (MMRC). SimpleLink Enhanced also provides an optional access line with Caller ID bundle at a flat rate.

**B. Definitions**Minimum Monthly Revenue Commitment (MMRC)

The minimum monthly revenue commitment that the customer must commit to, per month, based on their selected term in order to receive the volume discount.

Contributory Services

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

Eligible Services

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

Maximum Monthly Allowable Discount

The maximum monthly allowable discount that the customer can receive in a given month based on their selected MMRC.

**C. Terms and Conditions**

## 1. Minimum Monthly Revenue Commitment

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

Services contributing towards the MMRC include all AT&T Missouri regulated services except stand alone Business Flat Rate 1-Party access lines and Business Multiline) service (See Section C. 2 for bundle options).

/1/ The SimpleLink Enhanced Plan is obsolete for business customers, except for existing installations at existing locations for existing business customers for the remainder of their term who subscribed to the plan prior to July 15, 2010.

**SIMPLELINK ENHANCED<sup>SM/1/</sup> (cont'd)**

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

1. Minimum Monthly Revenue Commitment (cont'd)

SimpleLink Enhanced service is available with one-year, two-year or three-year term plans. The one-year term also has a one-year renewable option. If the customer selects the one-year renewable option, the plan will automatically renew for a subsequent one-year term unless the customer advises AT&T Missouri prior to the expiration of the term that it does not wish to renew. A maximum of two one-year renewal terms are available after the first one-year term. The customer will be sent written notification of the term selected and subsequent notifications regarding renewal options prior to the expiration of each one-year term. Additionally, three MMRC levels will be available for customers to choose from: \$45.00, \$85.00, and \$200.00. Customers subscribing to a two- or three-year SimpleLink Enhanced term plan will be required to sign a written order confirmation form, in order to qualify for the applicable plan discounts.

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

The following eligible services will receive a discount using the Price schedule listed below.

SimpleLink Enhanced Access Line Bundle	Priority Call*	
Business Trunks (Analog PBX)	(D)	(C)
Remote Access to Call Forwarding*	Selective Call Forwarding*	
Call Forwarding Busy Line No Answer*	Speed Dialing 30*	
Call Forwarding*	Speed Dialing 8*	
3-way Calling*	Personal Ring*	
Auto Redial*	Simultaneous Call Forwarding*	
Call Waiting*		
Call Return*		
Call Blocking*		
Anonymous Call Rejection*		
Call Forward Don't Answer*		
Call Forward Busy Line*		
Call Transfer Disconnect*		
Call Waiting ID*		
Caller ID Name*		
Caller ID Number*		
Caller ID Name and Number*#		

/1/ The SimpleLink Enhanced Plan is obsolete for business customers, except for existing installations at existing locations for existing business customers for the remainder of their term who subscribed to the plan prior to July 15, 2010.



**SIMPLELINK ENHANCED<sup>SM/1/</sup> (cont'd)**

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

1. Minimum Monthly Revenue Commitment (cont'd)

Nonrecurring charges for the above services are not eligible for discounts or waivers unless specifically stated in the SimpleLink Enhanced guidebook.

\* An additional 30% discount will be applied to the Company calling features as indicated above and will apply in addition to Total Volume Discount percentage listed in D.1 *Prices*.

# Caller ID Name and Number will not receive the additional 30% discount when part of the Simple Link Enhanced Access Line Bundle package.

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

An eligible SimpleLink Enhanced customer may include up to, but not exceed, ten of its accounts under one SimpleLink Enhanced agreement. A customer may have only one SimpleLink Enhanced agreement in AT&T Missouri's service area.

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

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

Any account with an existing product agreement for a service which is included as a SimpleLink Enhanced eligible service, or on an optional calling plan (including but not limited to, BizSaver, Business Access Line Term Pricing, Custom BizSaver, Feature Select or CompleteLink) may not be included in a new SimpleLink Enhanced agreement. (C) (C)

/1/ The SimpleLink Enhanced Plan is obsolete for business customers, except for existing installations at existing locations for existing business customers for the remainder of their term who subscribed to the plan prior to July 15, 2010.

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**SIMPLELINK ENHANCED<sup>SM/1/</sup> (cont'd)**

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

2. SimpleLink Enhanced Access Line Bundles

SimpleLink Enhanced customers are eligible to subscribe to an Access Line Bundle that consists of a business access line and Caller ID Name and Number at a flat rate as described in this guidebook. Customers must subscribe to a minimum of two bundles to receive the SimpleLink Enhanced Access Line Bundle flat rate.

The SimpleLink Enhanced Access Line Bundle is eligible for the SimpleLink Enhanced discounts outlined in this guidebook.

The SimpleLink Enhanced Access Line Bundle flat rate is available for the duration of the SimpleLink Enhanced term plan selected by the customer. At the end of the SimpleLink Enhanced term plan, the customer will be billed for the components that make up the bundle at their individual month to month guidebook rates unless the customer renews their SimpleLink Enhanced term agreement.

Standard service and equipment and/or installation charges apply to install Simple Link Enhanced Access Line bundles.

SimpleLink Enhanced Access Line Bundled Options consist of the following:

*SimpleLink Enhanced Access Line Bundle 1*

Business Flat Rate 1-Party Access Line  
Calling Number  
Calling Name

*SimpleLink Enhanced Access Line Bundle 2*

Business Multiline  
Calling Number  
Calling Name

/1/ The SimpleLink Enhanced Plan is obsolete for business customers, except for existing installations at existing locations for existing business customers for the remainder of their term who subscribed to the plan prior to July 15, 2010.

**SIMPLELINK ENHANCED<sup>SM/1/</sup> (cont'd)**

**D. Prices**

1. MMRC Discount

<u>Description</u>	MMRC Discount % on Eligible Service				<u>Maximum Monthly Allowable Discount</u>
	<u>Monthly Minimum</u>	<u>1 Year</u>	<u>2 Years</u>	<u>3 Years</u>	
Discount for all	\$ 45.00	7%	8%	9%	\$85.00
Eligible SimpleLink	85.00	8%	9%	10%	85.00
Enhanced Customers	200.00	9%	10%	11%	85.00

A customer's MMRC volume discount may not exceed the above maximums per plan, per month. The percentage discounts, specified above, are subject to these maximum discount amounts.

2. SimpleLink Enhanced Business Access Line Bundle Rates:

<u>Description</u>	<u>Rate</u>
SimpleLink Enhanced Access Flat Rate 1-Party – Bundle 1	\$32.00
SimpleLink Enhanced Access Multiline – Bundle 2	32.00

/1/ The SimpleLink Enhanced Plan is obsolete for business customers, except for existing installations at existing locations for existing business customers for the remainder of their term who subscribed to the plan prior to July 15, 2010.

**SIMPLELINK ENHANCED<sup>SM/1/</sup> (cont'd)**

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

3. Win/Winback MMRC Credit and Waivers

Customers coming from other carriers who subscribe to SimpleLink Enhanced are eligible for nonrecurring charge waivers and credits during their term based on the MMRC and the term selected. Standard service, equipment and installation nonrecurring charges for lines/trunks and features are waived at the time of subscription.

Credits are based on the following schedule:

	Payment Schedule		
	<u>Month 4</u>	<u>Month 16</u>	<u>Month 28</u>
<i>Term selected with \$45.00 MMRC:</i>			
One-Year Term	\$ 45.00	X	X
Two-Year Term	45.00	\$ 45.00	X
Three-Year Term	45.00	45.00	\$ 45.00
<i>Term selected with \$85.00 MMRC:</i>			
One-Year Term	85.00	X	X
Two-Year Term	85.00	85.00	X
Three-Year Term	85.00	85.00	85.00
<i>Term selected with \$200.00 MMRC:</i>			
One-Year Term	200.00	X	X
Two-Year Term	200.00	200.00	X
Three-Year Term	200.00	200.00	200.00

/1/ The SimpleLink Enhanced Plan is obsolete for business customers, except for existing installations at existing locations for existing business customers for the remainder of their term who subscribed to the plan prior to July 15, 2010.

**SIMPLELINK ENHANCED<sup>SM/1/</sup> (cont'd)****D. Prices (cont'd)**

## 4. Other Applicable Charges and Payments

Unique Service Connection Charges are not applicable when establishing or changing to SimpleLink Enhanced, but service connection charges shall apply to new or additional services.

## 5. Early Termination Charges

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

Early termination charges are equal to 50% of the Minimum Monthly Revenue Commitment (MMRC) multiplied by the number of months remaining in the customer's term period. If a customer's partial monthly revenue is less than the MMRC, the customer is liable for 50% of the difference between the MMRC and the actual billed revenue. The early termination charge will be billed in a lump sum to customer's designated main billing telephone number.

Early termination liability charges are not applicable if during the SimpleLink Enhanced term period the customer converts to another Company access or usage plan with a term equal to or greater than the existing SimpleLink Enhanced plan, and a revenue commitment<sup>/2/</sup> equal to or greater than the SimpleLink Enhanced MMRC.

## 6. Service Guarantee

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

/1/ The SimpleLink Enhanced Plan is obsolete for business customers, except for existing installations at existing locations for existing business customers for the remainder of their term who subscribed to the plan prior to July 15, 2010.

/2/ Effective July 15, 2010, conversion to a new plan with an equal or greater revenue commitment is no longer a requirement to waive termination charges per this clause.

**COMPLETELINK<sup>/1/</sup>**

**A. General**

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

**B. Definitions**

Minimum Annual Revenue Commitment (MARC)

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

Contributory Services

Those services whose revenue is counted towards achievement of the customers selected MARC.

Eligible Services

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

Maximum Annual MARC Discount

The maximum total allowable annual discount per term year for all eligible services.

Volume Discount

The percentage discount, applicable to eligible services listed in Section C.1, based upon the customer's MARC selection.

**C. Terms and Conditions**

1. Minimum Annual Revenue Commitment

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

MARC revenue is the sum total of the customer's annual billed charges, for services specified in CompleteLink guidebooks, for all eligible business accounts located in the AT&T Arkansas, AT&T Kansas, AT&T Missouri, AT&T Oklahoma and AT&T Texas areas (collectively AT&T Southwest) before discounts are applied.

Services contributing towards the MARC include all AT&T Southwest regulated services.

/1/ CompleteLink is obsolete for business customers, except for existing installations at existing locations for existing business customers for the remainder of their term who subscribed to the plan prior to December 27, 2006.

**COMPLETELINK<sup>/1/</sup> (cont'd)**

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

1. Minimum Annual Revenue Commitment (cont'd)

The CompleteLink plan is available with one, two, three, and five year term plans. Customers will be required to sign a Confirmation of Service Order to indicate their MARC level selection.

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

MARC volume discounts apply to the following eligible services:

Business Exchange Access Service  
Business Trunks (Super Trunks, Digital Loop Service, and Analog PBX)  
IntraLATA Toll  
Toll-free 800/888 (Maximizer 800) usage

Call Forwarding	Call Waiting
Caller ID name	Caller ID number
Call Forwarding Busy Line No Answer	
3-way Calling	Call Return
Auto Redial	Call Blocking
Remote access to Call Forwarding	

(D)

The following SmartTrunk Service elements if on Month-to-Month Service only:

- SmartTrunk Port
- SmartTrunk Interface (SI)

The following Smart Trunk compatible Digital Circuit Switched Voice/Circuit Switched Data B Channel Transport elements if on Month-to-Month Service only<sup>/2/</sup>:

- Primary Rate Interface-compatible, Direct Inward Dialing Service, Per Line Termination, Flat (T151X)
- Primary Rate Interface-compatible, Smart Trunk 2-way Service, Direct Inward Dialing/Direct Outward Dialing Service, Per Line Termination, Flat (T15CX)
- Primary Rate Interface-compatible, Extended Area Calling Service, Smart Trunk 2-way Service, Direct Inward Dialing/Direct Outward Dialing Service, Per Line Termination, Flat (T2ECX)

<sup>/1/</sup> CompleteLink is obsolete for business customers, except for existing installations at existing locations for existing business customers for the remainder of their term who subscribed to the plan prior to December 27, 2006.

<sup>/2/</sup> Agreements executed after June 17, 2002 may include these elements as eligible services.

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**COMPLETELINK<sup>/1/</sup> (cont'd)**

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

1. Minimum Annual Revenue Commitment (cont'd)

The following Access Advantage Plus Service, Integrated Voice Access Lines if on Month-to-Month Service only<sup>/2/</sup>;

- lines (1F7, 1D8, 1EL, and 1NK)
- trunks (P1W, P1W01, P1U, P1W2X, P11, P19, P1YAD, P1YAE, P1WEX, P1WHC, P12, P1WFO, P1WFC, P1WF2, P1WCX, P1W1X, P1WOX, and P1WLC)

The following Hunting Line Services<sup>/2/</sup>: Circle (HSHCH)

The following Plexar II Access Line Rates, if on Month-to-Month Service only<sup>/2/</sup>:

- Flat (T1M1X, T1MCX, T1MOX, TCP1X, TCPCX, and TCPOX)
- Flat, Extended (TXE1X, TXECX, and TXEOX)

/1/ CompleteLink is obsolete for business customers, except for existing installations at existing locations for existing business customers for the remainder of their term who subscribed to the plan prior to December 27, 2006.

/2/ Agreements executed after September 17, 2002 may include these elements as eligible services.



**COMPLETELINK<sup>/1/</sup> (cont'd)****C. Terms and Conditions (cont'd)**

## 1. Minimum Annual Revenue Commitment (cont'd)

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

With the exception of local access, CompleteLink customers are not required to purchase any of the MARC contributory services. Recurring and nonrecurring charges apply.

A customer's MARC volume discount may not exceed the following maximums per plan, per year. The percentage discount is specified in Section D and is subject to these maximum discount amounts.

<u>Minimum Annual Revenue</u>	<u>Maximum Annual MARC Discount</u>
\$ 700	\$ 350
1,200	700
3,000	1,000
7,000	2,000
12,000	2,500
18,000	4,300
25,000	6,300
35,000	9,300
50,000	14,300
75,000	19,500
100,000	24,000
125,000	30,000
150,000	36,000
200,000	46,000
300,000	60,000
500,000-plus	100,000

/1/ CompleteLink is obsolete for business customers, except for existing installations at existing locations for existing business customers for the remainder of their term who subscribed to the plan prior to December 27, 2006.

**COMPLETELINK<sup>/1/</sup> (cont'd)**

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

1. Minimum Annual Revenue Commitment (cont'd)

An eligible CompleteLink customer may include up to, but not exceed 3,000 of its accounts per state, under one CompleteLink Plan. A telephone number may not be included in more than one CompleteLink plan at a time.

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

The CompleteLink plan applies to all of the intraLATA services of the subscribing customer, including all business usage and message toll service for all business accounts covered by the plan.

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

CompleteLink customers will receive discounted intraLATA toll and Maximizer 800 rates based on the MARC.

Other discounts do not apply when a customer subscribes to CompleteLink.

/1/ CompleteLink is obsolete for business customers, except for existing installations at existing locations for existing business customers for the remainder of their term who subscribed to the plan prior to December 27, 2006.

**COMPLETELINK<sup>/1/</sup> (cont'd)**

**D. Prices**

<u>Description</u>	<u>Minimum Annual Revenue</u>	<u>Volume Discount on Eligible Services<sup>/2/</sup></u>			
		1 Year	2 Years	3 Years	5 Years
	\$ 700	5.0%	6.0%	7.0%	7.5%
	1,200	5.25%	6.25%	7.25%	7.75%
	3,000	5.5%	6.5%	7.5%	8.0%
	7,000	6.0%	7.0%	8.0%	8.5%
	12,000	6.5%	7.5%	8.5%	9.0%
	18,000	6.5%	7.5%	8.5%	9.0%
	25,000	7.5%	8.5%	9.5%	10.0%
	35,000	8.0%	9.0%	10.0%	10.5%
	50,000	8.5%	9.5%	10.5%	11.0%
	75,000	9.0%	10.0%	11.0%	11.5%
	100,000	9.5%	10.5%	11.5%	12.0%
	125,000	9.5%	10.5%	11.5%	12.0%
	150,000	10.0%	11.0%	12.0%	12.5%
	200,000	10.0%	11.0%	12.0%	12.5%
	300,000	10.25%	11.25%	12.25%	12.75%
	500,000-plus	10.5%	11.5%	12.5%	13.0%
IntraLATA Toll and Maximizer 800					
IntraLATA Rates, per MOU		\$ .10	\$ .10	\$ .10	\$ .10

1. Other Applicable Charges and Payments

Service Connection Charges are not applicable when establishing or changing to CompleteLink, but service connection charges shall apply to new or additional services.

Nonrecurring charges for all CompleteLink eligible services purchased at the time a CompleteLink agreement is signed will be waived for all Company's customers who have left AT&T Missouri and are returning to the Company by committing to a CompleteLink term agreement.

/1/ CompleteLink is obsolete for business customers, except for existing installations at existing locations for existing business customers for the remainder of their term who subscribed to the plan prior to December 27, 2006.

/2/ The Company's customers who have left AT&T Arkansas, AT&T Kansas, AT&T Missouri, AT&T Oklahoma, or AT&T Texas and are returning to the Company by committing to a CompleteLink term agreement will receive an additional 8% discount on recurring charges. This additional discount is not available to customers coming from an affiliate of the Company.

**COMPLETELINK<sup>/1/</sup> (cont'd)**

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

2. Termination Charge

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

If a customer's partial year revenue is less than the MARC, the customer is liable for 50% of the difference between the MARC and the actual billed revenue. For a partial year, if the partial year revenue is less than the MARC, the customer is liable for 50% of the difference between the MARC and the actual billed revenue. The termination charge will be billed in a lump sum to customer's designated main billing telephone number.

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

3. Service Guarantee

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

/1/ CompleteLink is obsolete for business customers, except for existing installations at existing locations for existing business customers for the remainder of their term who subscribed to the plan prior to December 27, 2006.

**COMPLETELINK<sup>/1/</sup> (cont'd)**

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

4. MARC Downgrade Allowance

Termination liability charges will not apply if during the term of the CompleteLink agreement the Customer disconnects one or more of the services which are specified under Column A below, and those services are contributory to their CompleteLink MARC, and replaces the service(s) with the AT&T Missouri service specified on the same line in Column B, and as a direct result of that replacement the Customer's annual spending on those services is reduced (comparing customer's current spending on the removed services and the anticipated customer spending for the replacement services), and that reduction results in a 50% or greater difference between the customer's current MARC and the next lower MARC, at the Customer's option and request, the Customer may terminate the existing CompleteLink agreement without termination liability provided: a) the Customer enters into a new CompleteLink service agreement for a time period which is equal to or greater than the time remaining on their current agreement, and b) the MARC on the new agreement is the next lower MARC. This waiver of charges as a result of replacing Column A contributory services with the associated Column B contributory service will be allowed only once per Customer, per agreement term. CompleteLink \$700.00 MARC service agreements are specifically not eligible.

For purposes of the waiver, "as a direct result" means that the newly installed product(s) must be installed at the same customer service location(s) and in the same relative quantity(ies) as those being displaced. It is at AT&T Missouri's sole determination whether a product change satisfies the requirements for waiver of the termination liability under this provision.

<u>A</u>		<u>B</u>
Analog Trunk	to	ISDN PRI, DS1, DS3, SONET, or GigaMAN
Digital Loop Service	to	ISDN PRI
SuperTrunks	to	ISDN PRI
Basic Plexar II Lines	to	EKL, ISDN BRI, or Plexar IP Lines
Plexar I	to	Plexar II or Plexar Custom
Grandfathered Centrex/Plexar	to	Plexar
Measured or Flat Business Lines	to	Plexar, ISDN PRI, DS1, DS3, SONET, or GigaMAN
DS0, ISDN BRI, or Digiline	to	DS1, DS3, SONET, or GigaMAN
DS1	to	DS3, SONET, GigaMAN
DS3	to	SONET, or GigaMAN

/1/ CompleteLink is obsolete for business customers, except for existing installations at existing locations for existing business customers for the remainder of their term who subscribed to the plan prior to December 27, 2006.

**COMPLETELINK<sup>/1/</sup> (cont'd)****D. Prices (cont'd)**

## 4. MARC Downgrade Allowance (cont'd)

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

Plexar (any type)	to	PBX
Plexar (any type)	to	ISDN PRI

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

Example: Customer has a CompleteLink \$25,000 MARC, 3 year agreement, with 18 months remaining. MARC attainment in current year is 60%. The customer replaces its Analog Trunks to ISDN PRI, which would result in an annual spending reduction of \$4,000 from what was spent for the Analog Trunks. At the time of the new contract, CompleteLink reflects the next lower MARC to be \$18,000, so the customer may terminate its \$25,000 MARC agreement without liability if it enters into a new 2-year (24 month) CompleteLink agreement at the \$18,000 MARC. The applicable discount will be that available with the \$18,000 commitment level.

/1/ CompleteLink is obsolete for business customers, except for existing installations at existing locations for existing business customers for the remainder of their term who subscribed to the plan prior to December 27, 2006.

**CUSTOM BIZSAVER<sup>/1/</sup>**

**A. Description**

Custom BizSaver (CBS) is an optional bundle offering that includes business flat rate line service or multiline service combined with popular features (as outlined below). Custom BizSaver is available at flat monthly rates for either a 12-month, 24-month or 36-month term to be selected by the customer.

Custom BizSaver allows customers to subscribe from one to ten Business Access Lines at discounted rates using any combination of four main components: 1) Flat Line Bundle, 2) Multiline Bundle and 3) Flat Line Flex Bundle and 4) Additional Lines. However, the primary Business line must either be the Flat Line Bundle, Multiline Bundle or Flat Line Flex Bundle and then up to nine additional lines/additional bundles, may be added. Only the primary line is under a term contract and price protected. However, the customer will benefit from discounted rates on all additional lines/bundles on the account based on the term duration selected on the primary line (as outlined below). While the primary line will not be subject to rate changes during the term of the agreement, prices on additional lines/bundles will be subject to such changes during the term period.

**B. Eligibility**

The bundles and additional line options contained in Custom BizSaver are generally available at the monthly rates contained in the Rate Schedule.

Standard service and equipment and/or installation charges apply to install lines and/or features to establish bundles and additional lines except as noted below.

If the customer currently has its exchange service with another carrier within AT&T Missouri's operating territory and wishes to establish exchange service with AT&T Missouri via the Custom BizSaver offer, the applicable non recurring service and equipment, installation and/or conversion charges will be waived. Applicable charges are footnoted in the guidebook.

Existing business customers who subscribe to Custom BizSaver will have applicable nonrecurring installation charges waived for any lines migrated to CBS or added at the time of subscription. In addition, applicable nonrecurring charges associated with Custom Calling Service features and hunting required to establish CBS bundles or additional lines will be waived. (C)

Existing CBS customers who subscribe to additional CBS bundles or additional lines will receive a waiver of the applicable installation charges for each additional bundle/line ordered and installed. Applicable nonrecurring charges associated with Custom Calling Service features and hunting required to establish CBS bundles or additional lines will also be waived. To qualify for the waivers, customers must have at least one year remaining on their term. (C)

Bundles

Flat Line Bundle (USOC: PGO11) consists of the following:

- |                                 |                   |
|---------------------------------|-------------------|
| Business Flat Rate 1 Party Line | Call Forwarding   |
| Calling Number Delivery         | Three Way Calling |
| Calling Name Delivery           | Call Return       |
| Call Waiting                    |                   |

<sup>/1/</sup> Custom BizSaver is obsolete for business customers, except for existing installations at existing locations for existing customers for the remainder of their agreement who subscribed to the plan prior to September 1, 2008.

**CUSTOM BIZSAVER<sup>/1/</sup> (cont'd)**

**C. Terms and Conditions**

Multiline Bundle consists (USOC: PGO12) of the following:

- Business Multiline
- Rotary Hunting
- Calling Number Delivery
- Calling Name Delivery
- Three Way Calling

Flat-Line Flex Bundle (USOC: PGO15) consists of the following:

- Business Local Exchange Access Line
- Customer Selected Feature #1
- Customer Selected Feature #2
- Customer Selected Feature #3
- Customer Selected Feature #4
- Customer Selected Feature #5

Customers that elect the Flat-Line Flex Bundle must choose five features from the following selection of Custom Calling services to establish their Flat-Line Flex Bundle: (C)

- Call Waiting
- Call Forwarding
- Remote Access to Call Forwarding
- Three-Way Calling
- Caller ID Name and Number
- Call Waiting ID
- Auto Redial
- Call Return
- Speed Calling 30
- Call Blocker

The service interactions of the individual Custom Calling services in the package apply. (C)

Flat-Line Flex Bundle is available to any business customer where at least five component services are available. The component services may be purchased individually at their standard rates.

Business customers currently subscribing to all Flat-Line Flex Bundle component services may request billing at the Flat-Line Flex Bundle price.

<sup>/1/</sup> Custom BizSaver is obsolete for business customers, except for existing installations at existing locations for existing customers for the remainder of their agreement who subscribed to the plan prior to September 1, 2008.



**CUSTOM BIZSAVER<sup>/1/</sup> (cont'd)**

**C. Terms and Conditions (Cont'd)**

The Flat-Line Flex Bundle is provided subject to the availability of Central Office capacity and facilities and the availability of each Custom Calling service in the customer's serving Central Office. (C)

The Flat-Line Flex Bundle is not available with ISDN, PBX, Coin, PRI, Centrex, PLEXAR and other non-POTS classes of services (e.g. Inmate or hotel-motel lines), 800/900, Cellular, Semi-Public Service, WATS, Foreign Exchange Service, DID, Payphone Exchange Access Service, Hot Line and Warm Line, Telebranch, and Location Routing Service.

Pay-per Use services are not available as a component of the Flat-Line Flex Bundle.

If any of the five selected components from the Flat-Line Flex Bundle are removed the remaining services will be billed at the prevailing individual feature guidebook rate.

If the customer subscribes to more than five Custom Calling services on the Flat-Line Flex Bundle Selection List, the five features to be included in the Flat-Line Flex Bundle will be the five highest priced features based on current, stand alone feature rates. Services purchased in excess of those purchased as components of the Flat-Line Flex Bundle will be charged at their standard guidebook rates. (C)

/1/ Custom BizSaver is obsolete for business customers, except for existing installations at existing locations for existing customers for the remainder of their agreement who subscribed to the plan prior to September 1, 2008.

**CUSTOM BIZSAVER<sup>/1/</sup> (cont'd)**

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

Customers must select a 12-month, 24-month or 36-month term agreement to qualify for the offer.

The 12-month term also has a 12-month renewable option. If the customer selects the 12-month renewable option, the plan will automatically renew for a subsequent 12-month term unless the customer advises AT&T Missouri prior to the expiration of the term that it does not wish to renew. A maximum of two 12-month renewal terms are available, and the service converts to a month to month basis at the applicable month-to-month rates after the expiration of the second renewal term if the customer does not terminate the service. The customer will be sent written notification of the term selected and subsequent notifications regarding renewal options prior to the expiration of each 12-month term.

Customers subscribing to Custom BizSaver have the option to install additional lines at discounted rates as outlined in the Rate Schedule. Two types of additional lines can be selected.

Additional Lines Options consist of the following:

Option 1 (USOC: PGO13)

Business Flat Rate 1 Party Line  
Calling Number Delivery  
Calling Name Delivery

Option 2 USOC: PGO14)

Business Multiline  
Rotary Hunting  
Calling Number Delivery  
Calling Name Delivery

/1/ Custom BizSaver is obsolete for business customers, except for existing installations at existing locations for existing customers for the remainder of their agreement who subscribed to the plan prior to September 1, 2008.

**CUSTOM BIZSAVER<sup>/1/</sup> (cont'd)**

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

Minimum offer requirements are to have either one Flat Line Bundle, Multiline or Flat Line Flex Bundle on the customer's primary line for the duration of the term the customer selects. The Multiline Bundle requires the customer to have the Multiline Bundle on the primary line and at least one additional line in service. Customers maintaining the minimum offer requirement may add or subtract additional lines/bundles at any time during the term. Custom BizSaver subscribers that fail to maintain the minimum offer requirement will be subject to early termination fees (ETFs). ETFs will be as follows for each month remaining on the term:

<u>Customer Type</u>	<u>12-Month</u>	<u>24-Month</u>	<u>36-Month</u>
Flat-Line Bundle	\$17.50	\$17.00	\$16.50
Multiline Bundle	29.50	28.50	27.50
Flat Line Flex Bundle	17.50	17.00	16.50

**D. Rate Application**

Beginning on October 30, 2006, termination liability charges are not applicable if, during the term period, the customer converts to another Company local exchange plan with a term equal to or greater than the period remaining on the existing term plan.

At the end of the 12-, 24-, or 36-month term, the customers discounted rates will revert to month-to-month rates as set forth in applicable guidebook and tariffs unless they renew their CBS agreement.

**E. Rate Schedule**

Flat-Line Bundle Rates

<u>State</u>	<u>Rate Group</u>	<u>12-Month</u>	<u>24-Month</u>	<u>36-Month</u>
MO	B, C, C1, D, D1, D2	\$38.99	\$37.99	\$36.99
MO	A	34.99	33.99	32.99

Multiline Bundle Rates

<u>State</u>	<u>Rate Group</u>	<u>12-Month</u>	<u>24-Month</u>	<u>36-Month</u>
MO	B, C, C1, D, D1, D2	\$38.99	\$37.99	\$36.99
MO	A	34.99	33.99	32.99

/1/ Custom BizSaver is obsolete for business customers, except for existing installations at existing locations for existing customers for the remainder of their agreement who subscribed to the plan prior to September 1, 2008.

**CUSTOM BIZSAVER<sup>/1/</sup> (cont'd)**

**E. Rate Schedule (cont'd)**

Flat Line Flex Bundle Rates

<u>State</u>	<u>Rate Group</u>	<u>12-Month</u>	<u>24-Month</u>	<u>36-Month</u>
MO	B, C, C1, D, D1, D2	\$38.99	\$37.99	\$36.99
MO	A	\$34.99	\$33.99	\$32.99

Additional Line Options (Option 1 and 2)

<u>State</u>	<u>All Rate Groups</u>	<u>12-Month</u>	<u>24-Month</u>	<u>36-Month</u>
MO	(Option 1)	\$23.99	\$22.99	\$21.99
MO	(Option 2)	\$23.99	\$22.99	\$21.99

/1/ Custom BizSaver is obsolete for business customers, except for existing installations at existing locations for existing customers for the remainder of their agreement who subscribed to the plan prior to September 1, 2008.

**BIZSAVER**<sup>SM/1,2/</sup>

**A. BizSaver "A"**<sup>/1,2/</sup>

1. Personalized Ring, plus
2. Any combination of two of the following services:
 

<ul style="list-style-type: none"> <li>- Auto Redial (monthly rate basis only)</li> <li>- Call Blocker</li> <li>- Call Forwarding</li> <li>- Call Return (monthly rate basis only)</li> <li>- Call Waiting</li> <li>- Priority Call</li> </ul>	<ul style="list-style-type: none"> <li>Remote Access to Call Forwarding</li> <li>Selective Call Forwarding</li> <li>Three-Way Calling</li> <li>Call Transfer Disconnect</li> <li>(D)</li> </ul>
--	---

(C)

**B. BizSaver "B"**<sup>/1,2/</sup>

1. Caller ID Service, (Calling Name Delivery and/or Calling Number Delivery), plus
2. Any combination of two of the following services:
 

<ul style="list-style-type: none"> <li>- Auto Redial (monthly rate basis only)</li> <li>- Call Blocker</li> <li>- Call Forwarding</li> <li>- Call Return (monthly rate basis only)</li> <li>- Call Waiting</li> <li>- Three-Way Calling (monthly rate basis only)</li> </ul>	<ul style="list-style-type: none"> <li>Priority Call</li> <li>Remote Access to Call Forwarding</li> <li>Selective Call Forwarding</li> <li>Call Transfer Disconnect</li> <li>(D)</li> </ul>
--	---

(C)

/1/ All available BizSaver arrangements are obsolete as of December 16, 2002 except for existing business customers at existing locations who subscribed to one or more arrangements prior to December 16, 2002.

/2/ The obsolete BizSaver package has been discontinued (e.g., sunset) as of 6/16/2006. Customers were notified of the discontinuation of this obsolete package and encouraged to switch to another package product. If any line still had this obsolete package on their account on 6/16/06, the obsolete package rate was removed from the account and the standard CUSTOM CALLING SERVICE month to month rates were applied to the line as shown in this guidebook. Also, any additional credits/discounts associated with the package were removed.

**BIZSAVER<sup>SM/1,2/</sup> (cont'd)**

**C. BizSaver "C"<sup>1,2/</sup>**

1. Any combination of three of the following services:
 

<ul style="list-style-type: none"> <li>- Auto Redial (monthly rate basis only)</li> <li>- Call Blocker</li> <li>- Call Forwarding</li> <li>- Call Return (monthly rate basis only)</li> <li>- Call Waiting</li> <li>- Priority Call</li> </ul>	<ul style="list-style-type: none"> <li>Remote Access to Call Forwarding</li> <li>Selective Call Forwarding</li> <li>Three-Way Calling</li> <li>Call Transfer Disconnect</li> <li>(D)</li> </ul>
--	---

(C)

**D. BizSaver "D"<sup>1,2/</sup>**

1. An Additional Listing, plus
2. Any combination of two of the following services:
 

<ul style="list-style-type: none"> <li>- Auto Redial (monthly rate basis only)</li> <li>- Call Blocker</li> <li>- Call Forwarding</li> <li>- Call Return (monthly rate basis only)</li> <li>- Call Waiting</li> <li>- Three-Way Calling</li> </ul>	<ul style="list-style-type: none"> <li>Priority Call</li> <li>Remote Access to Call Forwarding</li> <li>Selective Call Forwarding</li> <li>Call Transfer Disconnect</li> <li>(D)</li> </ul>
--	---

(C)

/1/ All available BizSaver arrangements are obsolete as of December 16, 2002 except for existing business customers at existing locations who subscribed to one or more arrangements prior to December 16, 2002.

/2/ The obsolete BizSaver package has been discontinued (e.g., sunset) as of 6/16/2006. Customers were notified of the discontinuation of this obsolete package and encouraged to switch to another package product. If any line still had this obsolete package on their account on 6/16/06, the obsolete package rate was removed from the account and the standard CUSTOM CALLING SERVICE month to month rates were applied to the line as shown in this guidebook. Also, any additional credits/discounts associated with the package were removed.

**BIZSAVER<sup>SM/1,2/</sup> (cont'd)**

**E. BizSaver "E"<sup>1,2/</sup>**

1. Call Waiting
2. Caller ID Name and Number
3. Either Call Waiting ID or Call Waiting ID with Call Waiting ID Options

**F. Rates and Charges**

1. The following discount is applicable as a credit to the customer's monthly bill.

	<u>USOC</u>	<u>Monthly Discount</u>	<u>Service and Equipment Charge</u>
- BizSaver "A" <sup>1/</sup>	NLRBO	(\$4.00)	--
- BizSaver "B" <sup>1/</sup>	NLRBN	(3.20)	--
- BizSaver "C" <sup>1/</sup>	NLRBP	(3.30)	--
- BizSaver "D" <sup>1/</sup>	NLRBB	(1.40)	--
- BizSaver "E" <sup>1/</sup>	NLR3N	(0.50)	--

2. The Service and Equipment Charge applicable to upgrading from residence to business service is waived when the customer upgrades and orders BizSaver.
3. The Service and Equipment Charge applies only to subsequent order activity. It is not applicable to initial installations.
4. When both Calling Name Delivery and Calling Number Delivery are selected as part of the BizSaver "B" package, two additional services are required to qualify for BizSaver "B" package discount.

/1/ All available BizSaver arrangements are obsolete as of December 16, 2002 except for existing business customers at existing locations who subscribed to one or more arrangements prior to December 16, 2002.

/2/ The obsolete BizSaver package has been discontinued (e.g., sunset) as of 6/16/2006. Customers were notified of the discontinuation of this obsolete package and encouraged to switch to another package product. If any line still had this obsolete package on their account on 6/16/06, the obsolete package rate was removed from the account and the standard CUSTOM CALLING SERVICE month to month rates were applied to the line as shown in this guidebook. Also, any additional credits/discounts associated with the package were removed. (C)

**MULTI-LINE DISCOUNT<sup>/1/</sup>****A. Description**

This package offers residential customers pricing discounts on selected Custom Calling Services when they subscribe to both a local exchange Primary Access Line and an Additional Access Line and a predefined group of services. There are two Multi-Line Discount options available. (C)

**1. With an intraLATA Optional Calling Plan (OCP)**

In order to qualify for the discounts, the following optional services are required on the Primary Access Line and Additional Access Line:

**a. Primary Access Line**

- a. Call Waiting ID
- b. Call Forwarding-Busy Line/Don't Answer
- c. 1+ SAVER<sup>®</sup> Single Rate Plan

**b. Additional Access Line**

- a. Caller ID Service (Calling Name and Calling Number Delivery)
- b. Call Waiting
- c. Three-Way Calling

**2. Without an OCP**

In order to qualify for the discounts, the required optional services are the same as those listed, excluding the 1+ Saver<sup>®</sup> Single Rate Plan.

**B. General**

1. The discounted rates are available only to customers who subscribe to both a Primary Access Line and an Additional Access Line, which are provided as set forth in the guidebook and must be billed on the same customer account.
2. The monthly credits for these packages, which are specified in paragraph C., following, are in addition to the monthly rates, credits and charges as specified in Part 2 and Part 9 in this Guidebook and elsewhere in this Guidebook that apply to each service contained in these packages.

/1/ The Multi-Line discount is obsolete for residential customers as of May 21, 2003. Only existing residential customers who subscribed to this package prior to May 21, 2003 may retain this package at existing locations.



**MULTI-LINE DISCOUNT<sup>/1/</sup> (cont'd)**

**C. Rates and Charges**

	<u>USOC</u>	<u>Monthly Discount</u>
<u>With IntraLATA Optional Calling Plan (OCP)</u>		
Three-Way Calling	RCRKC	(\$0.00)
Caller ID (Name and Number)	RCRKB	(0.00)
Call Waiting	RCRKA	(0.00)
<u>Without IntraLATA OCP</u>		
Three-Way Calling	RCRKF	(0.00)
Caller ID (Name and Number)	RCRKE	(0.00)
Call Waiting	RCRKD	(0.00)

/1/ The Multi-Line discount is obsolete for residential customers as of May 21, 2003. Only existing residential customers who subscribed to this package prior to May 21, 2003 may retain this package at existing locations.

**ESSENTIAL OFFICE<sup>/1/</sup>**

**A. Description**

Essential Office provides business customers subscribing to either BizSaver<sup>SM</sup> "B", or BizSaver<sup>SM</sup> "E" and either a 1+ Saver<sup>SM</sup> Optional Calling Plan (1, 5, or 10 Hour Block of Time Plan) or Local Plus<sup>®</sup> with discounts as specified in paragraph B. (C)

1. Customers must agree to a 12-month term agreement to receive the Essential Office discounts. If the customer disconnects any of the services prior to the expiration date, they will no longer be eligible for the discounts. In addition, the customer shall pay a termination charge equal to the lesser of the following:

The difference between the total rates and charges actually paid for the service before termination and the total rates and charges that would have been paid had the customer purchased the service at current rates plus interest charges based on the approved discount rate in effect at the time of termination; or the monthly payments remaining on the service team.

2. Any existing discounted or waived installation charges available with BizSaver "B", or BizSaver "E" will continue to apply with the Essential Office package. (C)

**B. Rates and Charges**

The following discount is applicable as a credit to the customer's monthly bill.

	<u>USOC</u>	<u>Monthly Discount</u>
BizSaver <sup>SM</sup> "B" or "E" with 1+Saver (1 hour Optional Calling Plan) <sup>/1/</sup>	RCRN1	(\$4.00)
BizSaver "B" or "E" with 1+Saver (5 hour Optional Calling Plan) <sup>/1/</sup>	RCRNU	(9.00)
BizSaver "B" or "E" with 1+Saver (10 hour Optional Calling Plan) <sup>/1/</sup>	RCRNV	(12.00)
BizSaver "B" or "E" with Local Plus <sup>®/1/</sup>	RCRN2	(9.00)

(D)  
|  
(D)

<sup>/1/</sup> Essential Office is obsolete for business customers as of December 16, 2002. Only existing business customers who subscribed to Essential Office prior to December 16, 2002 may retain it at existing locations.

**BUSINESS ACCESS LINE TERM VOLUME DISCOUNT (TVD) OFFER<sup>/1/</sup>****A. Description**

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

**B. Terms and Conditions**

The TVD Plan provides optional term and volume discounts for business customers from guidebook rates as provided in the Rate Section of this guidebook. Eligible services under TVD are Business Flat Rate 1-Party, Multiline, and Flat Rate Trunks and any services that rate reference these Lines/Trunks. TVD provides for 12-, 24-, 36 and 48-month term discounts for Missouri customers.

All rules, regulations, fees and surcharges normally applicable to eligible TVD services apply. Local and state additional charges, taxes, surcharges and the End-User Common Line Charge are not volume discount eligible under this offer.

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

The TVD Plan requires the customer to commit to a minimum volume of access lines. The total number of access lines within the state will apply toward the volume commitment. At any month during the term, if the total number of lines in the state is less than the minimum, an Adjustment Charge will appear on the customer's designated Master Billing Telephone Number for the state. A \$20.00 per-line Adjustment Charge will be billed for the number of lines under the minimum line volume commitment for each month the number of lines is below the minimum.

The 12-month term also has a 12-month re-subscribe option. If the customer selects the 12-month re-subscribe option, the plan will automatically re-subscribe for a subsequent 12-month term unless the customer advises AT&T Missouri prior to the expiration of the term that it does not wish to re-subscribe. A maximum of two 12-month re-subscriptions are available, and the service converts to a month to month basis at the applicable month-to-month rates after the expiration of the second re-subscription if the customer does not terminate the service. The customer will be sent written notification of the term selected and subsequent notifications regarding re-subscribe options prior to the expiration of each 12-month term.

This offer may not be combined with Custom BizSaver, Custom BizSaver II, Easy Rate, SimpleLink, SimpleLink Enhanced, CompleteLink or CompleteLink 2.0 offers.

Upon expiration of a 12-, 24-, 36- or 48-month service agreement, the service will automatically be billed at the monthly rates set forth in this Guidebook, in effect at the time the service agreement expires, unless a new service agreement is negotiated.

/1/ Effective July 4, 2012, new service agreements for the Business Access Line Term Volume Discount (TVD) service will no longer be available to new or existing customers.

**BUSINESS ACCESS LINE TERM VOLUME DISCOUNT (TVD) OFFER (cont'd)<sup>/1/</sup>****C. Prices**

TVD Monthly Recurring Charge Discount Schedule:

<u>Access Line Volume Commitment</u>	<u>12-month Term</u>	<u>24-month Term</u>	<u>36-month Term</u>	<u>48-month Term</u>
Minimum 1 line	5.0%	7.0%	9.0%	9.5%
Minimum 5 lines	5.5%	7.5%	9.5%	10.0%
Minimum 11 lines	6.0%	8.0%	10.0%	10.5%
Minimum 31 lines	7.0%	9.0%	11.0%	11.5%
Minimum 101 lines	8.0%	10.0%	12.0%	12.5%
Minimum 201 lines	9.0%	11.0%	13.0%	13.5%

/1/ Effective July 4, 2012, new service agreements for the Business Access Line Term Volume Discount (TVD) service will no longer be available to new or existing customers.

**BUSINESS ACCESS LINE TERM VOLUME DISCOUNT (TVD) OFFER (cont'd)<sup>/1/</sup>****D. Rate Application**

At the time a customer subscribes to TVD, applicable nonrecurring charges (NRCs) associated with the lines/trunks will be waived for customers coming to AT&T Missouri from other carriers. Standard NRCs will apply to lines/trunks added subsequent to the initial order.

**E. Termination Charges**

If the customer terminates the TVD agreement prior to the expiration of the 12-, 24-, 36- or 48-month service term, the customer shall pay a termination charge. Payment of the termination charge does not release the customer for amounts previously owed to the Company. The termination charge shall be:

- All unpaid special Construction charges or nonrecurring charges (excluding any waived charges); plus
- Fifty percent (50%) of all recurring charges for the remaining months of the customer's term based on the minimum access line volume commitment.

TVD customers may choose to terminate an existing service agreement before the end of the term period without paying termination charges provided they negotiate a new TVD service agreement whose term period is equal to or greater than the term period remaining on the existing TVD service agreement and retains local exchange access lines that equal or exceed the minimum access line volume commitment under the existing agreement. The new service agreement will be based upon the monthly business recurring rates in effect at the time the new service agreement is established.

Termination charges will also not apply if a customer converts to another local AT&T service agreement whose term period is equal to or greater than the term period remaining on the existing TVD service agreement and retains local exchange access lines that equal or exceed the minimum access line volume commitment under the existing agreement. Customers requesting the termination of a service agreement prior to the expiration date, excluding the circumstances mentioned above, will be charged a termination charge.

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

/1/ Effective July 4, 2012, new service agreements for the Business Access Line Term Volume Discount (TVD) service will no longer be available to new or existing customers.

**EXCHANGE LINES AND USAGE (cont'd)****A. Rates (Cont'd)**

## 1. Business (cont'd)

- a. Reserved for future use
- b. Other Exchange Discounts - Business<sup>/1/</sup>

Welcoming Rewards Win/Winback Offer

Beginning November 1, 2010, eligible business customers subscribing to new business local exchange access lines or trunks or Plexar-I will receive a one-time credit based on the number of new lines ordered. The first line will receive a credit of \$50.00. Lines 2 up to 20 will receive a credit of \$25.00 per line. Lines must be at the same location and only the first 20 lines will qualify. In addition, waivers will be provided for the normally applicable service ordering, line connection, and central office connection non-recurring charges (NRCs) associated with the installation of local exchange access lines or trunks, up to 20 lines maximum per location, for the initial order only. The one time credit(s) will be provided within the first two bill cycles. In addition, a waiver of the non-recurring service establishment charges normally associated with Custom Calling and Advanced Custom Calling Services ordered at the time of initial order placement will be provided for up to 20 lines.

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

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

This offer is only applicable at the time of placing the initial order and is not available for subsequent orders placed for additional lines or services. The bill credits are discounts. If customer disconnects their account prior to the expiration of the oral 1 year Welcoming Rewards Promotional Agreement, the customer will be liable for early termination fees equal to the bill credit discount already given. This charge is in addition to other charges that may be associated with a subscription to a qualifying term plan.

This offer can be combined only with either the AT&T Business Local Calling Trio Rewards Promo or the Centrex NRC waiver, if applicable.

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/1/ Material previously appeared in Part 4, Section 2, Sheet 4.

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