

AT&T MISSOURI GUIDEBOOK

PART 7 - Central Office Optional Features
 SECTION 5 - Other Central Office Optional Features

19th Revised Sheet 7
 Replacing 18th Revised Sheet 7

COMPLETE CHOICE® ENHANCED (cont'd)

A. Description (cont'd)

- 16. Standard nonrecurring charges associated with ordering and/or installing the access line may apply.
- 17. Residential ADL Retention Offer - Beginning January 1, 2009, a discount of \$10.00 per month per account shall be established for residence customers who have more than one access line, call to disconnect the additional line, then decide to retain the additional line. Customers must already subscribe to or newly purchase Complete Choice® Enhanced. Customers must keep the required services for 30 days to receive the benefit of this offer. Applicable nonrecurring installation charges associated with feature installation and package installation will also be waived if the package is purchased. The customer's bill will be credited each month that the additional line and package are retained. If the customer disconnects the additional line or the package before the next bill period date in which a credit is due, any further discounts will cease. If the customer moves from their current location, any further discounts will cease. This discount is available on a maximum of one additional line and cannot be combined with any other access line retention offers that provide a monthly recurring discount.

B. Rates and Charges

The following discounted charges include the monthly recurring rates for local exchange service and will apply to Complete Choice® Enhanced. Additional Service Equipment Charges associated with local exchange service may apply.

| | <u>USOC</u> | <u>Monthly</u> <u>Rate</u> | <u>Installation</u> <u>Charge,</u> <u>per line</u> | |
|---------------------------------|-------------|-------------------------------|--|-----|
| Complete Choice® Enhanced | SM7FF | | \$5.00 | |
| - with basic access line | PGOC4 | \$65.00 | | (l) |

COMPLETE CHOICE® BASIC^{/1/} (cont'd)

A. Description (cont'd)

- 9. Complete Choice Basic may be included in other packages and bundles that are marketed under other names. Complete Choice Basic may also be bundled with other additional services at a combined price that exceeds the Complete Choice Basic guidebook price.
- 10. Complete Choice Basic may be ordered on one or more one access lines.
- 11. Complete Choice Basic is only available with flat rate 1-Party exchange access line service.
- 12. A nonrecurring charge will apply to the installation of Complete Choice Basic the first time a new or existing customer subscribes to the package, except that the nonrecurring Complete Choice Basic installation charge will not apply to existing customers who convert to Complete Choice Basic from Select FeatureSM Package or Complete Choice® Enhanced. Payment of the Complete Choice Basic Installation charge ensures that no subsequent nonrecurring charges will apply if the customer de-selects or re-selects one or more features for as long as the customer maintains Complete Choice Basic on that line. If a customer disconnects Complete Choice Basic from a line, the Complete Choice Basic Installation charge would apply again to re-establish Complete Choice Basic on that line. The Complete Choice Basic Installation charge is a line-level charge. If the customer subscribes to Complete Choice Basic on any additional access line, the nonrecurring feature and package Installation charges will be assessed to each such line.
- 13. Standard non-recurring charges associated with ordering and/or installing the access line may apply.

B. Rates and Charges

The following discounted charges include the monthly recurring rates for local exchange service and will apply to Complete Choice Basic. Additional Service Equipment Charges associated with local exchange service may apply.

| | <u>USOC</u> | <u>Monthly Rate</u> | <u>Installation Charge, per line</u> | |
|--------------------------------|-------------|-------------------------|--|-----|
| Complete Choice® Basic | SM7FF | | \$5.00 | |
| - with basic access line | PGOC3 | \$58.75 | | (l) |

/1/ Effective February 1, 2021, Complete Choice Basic Package is no longer available to new customers. Existing customers may keep the package until they move or make changes to their service.

SELECT FEATURE PACKAGE (cont'd)

B. Rates and Charges

The following discounted charges include the monthly recurring rates for local exchange service and will apply to Select Feature Package. Additional Service Equipment Charges associated with local exchange service may apply.

| | <u>USOC</u> | <u>Monthly Rate</u> | <u>Installation Charge</u> | |
|--------------------------|-------------|-------------------------|--------------------------------|-----|
| Select Feature Package | SM7FF | | \$5.00 | |
| - with basic access line | PGO36 | \$69.00 | | (l) |
| - without Caller ID | PGO36 | 69.00 ^{/1/} | | (l) |

C. Additional Discounts

Residential ADL Retention Offer - On July 27, 2008, a retail discount of \$10.00 per month shall be established for residence customers who have more than one access line, call to disconnect an additional line, then decide to retain the additional line. Customers must already subscribe to or newly purchase Select Feature Package. Customers must keep the required services for 30 days to receive the benefit of this offer. On or after January 1, 2009, the customer may qualify for this offer by maintaining their existing Select Feature Package or newly purchase Complete Choice® Enhanced. Applicable nonrecurring installation charges associated with feature installation and package installation will also be waived. The customer's bill will be credited each month that the line and package are retained. If the customer disconnects the additional line, the package, or the additional line and package before the next bill period date in which a credit is due, any further discounts will cease. If the customer moves from their current location, any further discounts will cease. This discount is available on a maximum of one additional line and cannot be combined with any other access line retention offers that provide a monthly recurring discount.^{/2/}

/1/ The difference between this price and the Select Feature Package with Caller ID price may be reflected on the customer's bill as a credit. No credit is given if the customer deselects Caller ID.

/2/ Effective October 1, 2014, the Additional Line Retention \$10 Offering will no longer be available. Customers receiving the benefit of this offer as of September 30, 2014, may continue to receive the benefit as long as they maintain the required components