

DEFINITIONS

Manhole

An underground vault with ground level entrance cover designed to provide access for splicing, testing and maintenance of cable facilities.

Measured Rate Service

A grade of exchange service under which a charge is applicable for each local message, in addition to the specified monthly rate for the exchange service; the local message charge may apply only on messages in excess of an established allowance. (Business Services, Call Plan 400, Call Plan 400 Extended) (C)

Message Toll Service

The transmission of 2-way interactive switched communication between local calling areas. Toll service does not include individually negotiated contracts for similar telecommunication services or wide area telecommunications services.

Move

The transfer of telephone equipment from one location to another location within the customer's premises.

PAYMENTS, DEPOSITS, ADJUSTMENTS AND CREDITS (cont'd)

Late Payment Charge - Business

For Business customers, a late payment charge of 2.5% of the unpaid balance or \$15.00, whichever is greater, shall apply to amounts for basic local exchange services, toll, end user access charges, unregulated services such as custom calling and voice mail, and various surcharges for services such as 911 and local number portability, shown on a monthly bill which remain unpaid after the due date.

This charge does not apply to:

- amounts which are in dispute at the time the late payment charge would otherwise be applied
- federal excise tax or any other taxes levied by law directly on the customer
- accounts of the federal, state, county or local government

Credit, deposit and collection procedures outlined elsewhere in this Guidebook or the tariff are not waived or foreclosed by the application of a late payment charge.

Late Payment Charge - Residence

For Residence customers, a late payment charge of \$6.50 shall apply to amounts for toll, end user access charges, basic local exchange services, unregulated services such as custom calling and voice mail, and various surcharges for services such as 911 and local number portability, shown on the monthly bill which remain unpaid after the due date.

This charge does not apply to:

- interzone calling
- amounts which are in dispute at the time the late payment charge would otherwise be applied
- federal excise tax or any other taxes levied by law directly on the customer
- accounts of the federal, state, county or local government

(D)

Credit, deposit and collection procedures outlined elsewhere in this guidebook are not waived or foreclosed by the application of a late payment charge.

Checks Returned on Customer Accounts

A charge will apply whenever a check or draft presented for payment of service is not accepted by the institution on which it was written. In case of error by the institution on which the check or draft is written, the charge will be waived by the Company.

AT&T Business Local Calling Promotion

A promotional period will be established from September 1, 2010, through August 31, 2014. During this promotional period eligible business customers who subscribe to a new, minimum 24-month term agreement for AT&T Business Local Calling with 6 to 19 initial lines will receive a 10% discount on the monthly rate for lines subscribed to Options A or B.

Eligible customers include those business customers with 6 to 19 business lines who have their business network access lines with another competitive local exchange carrier within the AT&T Illinois, AT&T Indiana, AT&T Michigan, AT&T Ohio, or AT&T Wisconsin service areas and who now wish to establish their business network access line service with the Company. Save customers, existing business customers who have received a competitive offer and are considering switching their business network access lines to another carrier (proof of competitive offer may be required), with 6 to 19 business lines, are also eligible. Eligible customers may only receive discounts for a maximum of 19 lines subscribed to either Options A or B.

Existing business customers currently subscribed to AT&T Business Local Calling Assurance who transfer these lines to this Program are also eligible.

All other terms and conditions applicable to AT&T Business Local Calling, as appropriate, will apply. This promotion may not be combined with any other promotional offers with the exception of the Welcoming Rewards promotion for Win/Winback customers, where applicable, which can be combined with this promotion.

Message Voice Promotion^{/1/}

(C)

A retail promotional period will be established from April 1, 2010 through September 30, 2011. Eligible customers are residence customers who request to disconnect their access line and agree to retain their access line and subscribe to Call Plan 50. Eligible customers will receive a \$3 monthly bill credit. Eligible customers must subscribe to Call Plan 50 and retain it for at least 30 days to receive the credit. This offer cannot be combined with any other access line retention offers. Effective October 15, 2015, the benefit of this offer ends.

(N)

AT&T Business Local Calling Promotion II

A promotional period will be established from May 25, 2011, through August 31, 2014. During this promotional period eligible business customers who subscribe to a new 36-month term agreement for AT&T Business Local Calling with 5 to 19 initial lines will receive a 6% discount on the monthly rate for lines subscribed to Options A or B.

Eligible customers include those existing business customers with 5 to 19 business lines which are not on a Company voice package term agreement or which have less than 90 days remaining on a Company voice package term plan. Eligible customers may only receive discounts for a maximum of 19 lines subscribed to either Options A or B.

All other terms and conditions applicable to AT&T Business Local Calling, as appropriate, will apply. This promotion may not be combined with any other offers for business access lines.

/1/ Effective October 15, 2015, the Call Plan 50 is discontinued.

(N)

\$5 Residence Access Line Retention Promotion

A retail promotional period shall be extended from February 1, 2009 through March 9, 2009. Eligible residence customers who call to disconnect their access line(s) and decide to retain the line(s) will receive a \$5.00 bill credit per line for up to two access lines, for as long as the line(s) are retained.

Effective March 10, 2009 and through October 31, 2010 eligible customers will receive a \$5 bill credit for a maximum of 24 months, provided the access line(s) are retained.

This offer is not available to subscribers of Complete Choice Basic or Complete Choice Enhanced. Eligible customers may only receive this offer once during the offer period. This offer may not be combined with other AT&T Michigan residence retention offers that provide a monthly discount. Customer bills will be credited \$5.00 each month per line that the access line(s) are retained, up to 24 months. Customers must keep the required services for 30 days to receive the benefit of this offer. If the customer disconnects the line(s) or moves from their current location, the remaining benefits will cease.

\$10 Voice Offer ^{/1/}

(C)

A residential \$10 Voice Offer will be made available during the promotional period from November 15, 2008 through March 31, 2010. Residential customers who agree to retain their access line or who are switching to AT&T and subscribe to Call Plan 50 may be eligible to receive monthly bill credits to achieve a \$10 monthly rate for Call Plan 50. Eligible customers are those residence customers who request to disconnect their network access line and agree to retain their network access line. Eligible customers must subscribe to Call Plan 50 and retain it for at least 30 days to receive the credit. This offer cannot be combined with any other competitive acquisition cash back or retention offers. Effective October 15, 2015, the benefit of this offer ends.

(N)

^{/1/} Effective October 15, 2015, the Call Plan 50 is discontinued.

(N)

RATES OR SERVICES NO LONGER OFFERED FOR NEW INSTALLATIONS

A. General

The following services may be retained at the rates shown below under the conditions specified herein under "grandfathering":

1. Existing rotary business service has been grandfathered.
2. Existing one-Party rotary residence service has been grandfathered.

B. Exchange Rates

Following are monthly rates for exchange service

Residence Services^{/1/}

Rate Groups	A	B	C	D	E	F	G
Access Lines	1 to 12,000	12,001 to 36,000	36,001 to 80,000	80,001 to 200,000	200,001 to 320,000	320,001 to 520,000	- Over 520,000

Access Areas	A	B1	B2	C1	C2	C3	C4	C5
Call Plan 400 ^{/3/}	25.00	25.00	25.00	25.00	25.00	25.00	25.00	25.00
Call Plan 400 Ext ^{/3/}	30.00	30.00	30.00	30.00	30.00	30.00	30.00	30.00

(D)
(D)

/1/ Local Message Charges for residence services are specified on Part 4 Section 2 Sheet 4 and 4.1.

/2/ Effective September 1, 2007, the separate \$2.43 monthly credit for rotary dial customers is eliminated. Rotary dial customers may retain their rotary dial telephones.

/3/ Effective June 1, 2013 Call Plan 400 and Call Plan 400 Ext are no longer available for new installations. Existing subscribers may retain these plans at their current location. In the event these plans are discontinued for any reason, they will not be re-established. (C)

HOME SERVICES PACKAGES

A. DESCRIPTION

Home services Packages offer residence customers a combination of services that include a network access line, local call plan, intraLATA toll calling plan, Custom Calling, Advanced Custom Calling and Complementary Network Services at a package rate.

B. DEFINITIONS

Home services Packages consist of the following services:

Basic Value 33^{/3/}

- Area Wide Calling Preferred^{/2/}
- Call Waiting^{/1/}
- Three Way Calling^{/1/}
- Call Forwarding^{/1/}
- Repeat Dialing^{/1/}
- Automatic Callback^{/1/}

Value Plus 33^{/3/}

- Area Wide Calling Preferred^{/2/}
- Call Waiting^{/1/}
- Three Way Calling^{/1/}
- Call Forwarding^{/1/}
- Repeat Dialing^{/1/}
- Automatic Callback^{/1/}
- Caller ID^{/1/}
- Caller ID with Name^{/1/}

/1/ Unregulated Services
 /2/ Grandfathered service effective October 30, 1998. See Part 20, Section 9. (C)
 /3/ All packages require the purchase of a Residence Individual Network Access Line with Call Plan 400 at the existing guidebook rate. (C)
 /4/ Effective October 15, 2015, Call Plan 50 is discontinued. (N)

HOME SERVICES PACKAGES (cont'd)

B. DEFINITIONS (cont'd)

Home services Packages consist of the following services:

Basic Value^{2/}

Call Waiting^{1/}
Three Way Calling^{1/}
Call Forwarding^{1/}
Repeat Dialing^{1/}
Automatic Callback^{1/}

Value Plus^{2/}

Call Waiting^{1/}
Three Way Calling^{1/}
Call Forwarding^{1/}
Repeat Dialing^{1/}
Automatic Callback^{1/}
Caller ID^{1/}
Caller ID with Name^{1/}

/1/ Unregulated Services

/2/ All packages require the purchase of a Residence Individual Network Access Line with Call Plan 400 at the existing guidebook rate.

HOME SERVICES PACKAGES (cont'd)

D. PRICES

The rates specified for the Home services Packages are in addition to applicable Service Connection Charges for the establishment of services with which they are associated. No Service Charges are applicable when existing residence network access line customers add services, other than an access line, to establish Home services Packages.

1. Service Elements

Description	Monthly Price Per Line
Value Plus 33	34.29
Basic Value	22.79
Value Plus	28.29
Best Value ^{/2/}	29.79

References:

<i>Service</i>	<i>Reference</i>
Area Wide Calling Preferred ^{/1/}	Part 20, Section 9
Residence Exchange Access Service with Call Plan 400 ^{/2/}	Part 4, Section 2
End User Common Line Charge	Ameritech Operating Companies Tariff F.C.C. No. 2, Section 4

(C)

/1/ Grandfathered service effective October 30, 1998.

/2/ When Best Value Package is purchased with Anytime Rate Calling Plan, shown in M.P.S.C. No. 20R, Part 9, Section 3, the monthly price associated with the Anytime Rate Calling Plan does not apply.

HOME SERVICES PACKAGES (cont'd)

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References:

<i>Service</i>	<i>Reference</i>
Residence Exchange Access Service	Part 4, Section 2
End User Common Line Charge	F.C.C. No. 2, Section 4