

**TARIFF DISTRIBUTION**

FILE PACKAGE NO.: NC-15-0033

DATE: April 1, 2015

STATE: NORTH CAROLINA

EFFECTIVE DATE: 04/01/2015

TYPE OF DISTRIBUTION: Approved

PURPOSE: \$6x12 Access Line Retention Offer

**TARIFF SECTION**

**PAGE NUMBER**

**PAGE REVISION**

G003

1

0001

## A3. BASIC LOCAL EXCHANGE SERVICE

### A3.1 General

#### A3.1.1 Regulations

- A. Individual line residence and business Basic Local Exchange service is comprised of exchange access lines defined as follows:  
Exchange Access Line - The serving central office line equipment and all the Company plant facilities up to the demarcation point. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for message toll service and for local calling appropriate to the offering selected by the customer. (T)
- B. Exchange access lines and station sets are subject to the nonrecurring charges specified in Section A4.
- C. Rates for Basic Local Exchange service may be related to the total number of exchange access lines and PBX trunks in the local calling area.
- D. Exchange Service Areas for each exchange are identified on maps as a supplement to this *Guidebook*. (T)
- E. Rates specified in Section A23. apply for Basic Local Exchange service which is extended by the subscriber to patrons of hotels and motels or to occupants of time share or condominium complexes serving primarily transient tenants.
- F. The rates for service and equipment not specifically shown in this section are presented in other sections of this *Guidebook*. (T)
- G. In all sections of this *Guidebook*, the *Private Line Guidebook*, the *Access Guidebook* and the Access Service Tariff, any reference to business line rates refer to the complex business individual line rates as provided in this section when both simple and complex business individual line rates exist. (T)
- H. **(DELETED)** (D)
- I. On operator assisted calls, the usage charges applicable to the calling number, not the billed number, will apply. Operator assisted service charges as specified in A3.9 will also apply. (T)
- J. Verification and Emergency Interrupt service charges as specified in A3.10 apply for verification and emergency interruption of telephone numbers in the expanded service area as specified in A3.5.2. (T)
- K. The minimum contract period for expanded local service is one month.
- L. Customers may subscribe to Local Usage Detail as specified in A3.22 to receive an itemized list of billed local calls in lieu of the usual summary of local measured rate calls. (T)
- M. Coin telephone services offered in Section A7. are excluded from these plans. (T)
- N. For services that are excluded from Expanded Local Service and whose rates are based on the individual line flat rate, use the applicable Community Caller Plus rate.
- O. Residence Access Line Retention Offer (N)  
Existing residential customers who call to disconnect service with AT&T and elect to stay and have one (or up to a maximum of two) access line(s) may be eligible to receive a \$6 per month bill credit for 12 months. The following conditions apply: (N)
  - 1. Customers must keep the required services for 30 days to receive the benefit of this offer. (N)
  - 2. Customers subscribing to Complete Choice Enhanced or Complete Choice Basic must have the access line in service for a minimum of 60 days before the customer becomes eligible for this offer. (N)
  - 3. If the customer disconnects the line(s) or moves from their current location, the remaining benefits will cease. (N)
  - 4. AT&T employees are not eligible for this offer. (N)
  - 5. Customer must be calling into AT&T to disconnect their local service. (N)
  - 6. This offer is available on a maximum of two (2) lines (a maximum monthly reward of \$12). (N)
  - 7. Not stackable with any other regulated retention offer that provides a monthly discount. (N)
  - 8. Eligible customers are existing AT&T residential customers who have a primary access line, or a primary access line with an additional access line(s), and are calling to disconnect one or more access lines. (N)
  - 9. This offer is only available for retention purposes. (N)
  - 10. The monthly bill credit stays in effect as long as the customer remains at the same address and is limited to a maximum of 12 months. (N)
  - 11. Eligible customers may only receive this offer once during the offer benefit period. (N)

#### A3.1.2 Description

- A. Community Caller Plus service provides unlimited free calling within the basic service area. Calls to the expanded service area are rated based on the usage schedule specified in A3.3.3. The basic and expanded service areas for each exchange are as specified in A3.5.2. A fixed monthly charge is applicable for this calling option as specified in A3.3.1. Community Caller Plus service is available to residence and business subscribers. (T)