

TARIFF DISTRIBUTION

FILE PACKAGE NO.: NC-22-0038

DATE: October 13, 2022

STATE: NORTH CAROLINA

EFFECTIVE DATE: 10/15/2022

TYPE OF DISTRIBUTION: Approved

PURPOSE: Increase the following Residence Voice Packages Rates: Complete Choice Basic, Complete Choice Enhanced, Feature Package Service, 2-Pack Plan, Preferred Pack Plan, Complete Choice, Complete Choice-2 Line Package, Complete Choice-3 Line Package, Area Plus Service-Per Line without Complete Choice Option, Area Plus Service-Per Line with Complete Choice Option, Area Plus Service-Per Line with Complete Choice-2 Line Option, and Area Plus Service-Per Line with Complete Choice-3 Line Option.

<u>TARIFF SECTION</u>	<u>PAGE NUMBER</u>	<u>PAGE REVISION</u>
G003	12	0016
G003	44	0012
G103	4	0015
G103	5	0010
G103	6	0006
G103	15	0010
G113	11	0011

A3. BASIC LOCAL EXCHANGE SERVICE

A3.3 Monthly Exchange Rates (Cont'd)

A3.3.5 Preferred Pack Plan (Obsoleted, See Section A103)

A3.3.6 2 Pack Plan (Obsoleted, See Section A103)

A3.3.7 Reserved for Future Use

A3.3.8 Reserved for Future Use

A3.3.9 Complete Choice Enhanced Service

A. Description of Service

1. Complete Choice Enhanced service provides the features/services specified following and a flat rate access line with Touch-Tone capability.
2. The rate specified herein entitles a residence subscriber to unlimited calling to all exchange access lines within the subscriber's local calling area as defined in A3.6.1.
3. The rate specified herein also entitles a residence subscriber to unlimited use of the following services/features in the sections specified:
 - A13.9 Custom Calling Services excluding Customer Control¹ and Multipath¹ versions of the Call Forwarding features
 - A13.19 TouchStar services excluding Personalized Ring 6¹ and Calling Number Delivery Blocking-Permanent¹
 - A13.34 RingMaster service
 - A13.47 Message Waiting Indication

A subscriber may select an unlimited number of compatible services or features from the services/features listed above. All terms, conditions and limitations specified in the sections listed apply to the respective services/features requested as part of this service. Service charges specified in Section A4 do not apply for transactions involving only additions, deletions or changes to the services/features requested as part of this service.

4. All features/services are furnished only from central offices that have been arranged to provide these services. The features/services are provided subject to availability of facilities.
5. Existing customers of Complete Choice Enhanced service cannot take advantage of special promotions for Complete Choice Enhanced service or any of the services/features specified in 3, unless specifically allowed by the terms of the special promotion.
6. Complete Choice Enhanced service can be suspended as specified in A2.3.16. During the period of suspension, the rate specified following applies.

B. Rates and Charges

1. Individual line service

(a) Per plan package

Suspend Rate	Monthly Rate	USOC
\$7.50	\$52.00 (I)	PAMA8

C. Complete Choice Enhanced Retention Offer

Effective January 1, 2021, this offer is no longer available to new subscribers. Existing subscribers may retain the 12-month credit through the end of their promotion period.

Existing residential customers who call to disconnect their local telephone service may be eligible to receive an \$8 monthly bill credit for 12 months on a maximum of 2 access lines. The following conditions apply:

1. Customer must have or newly subscribe to Complete Choice Enhanced to be eligible for this offer.
2. Complete Choice Enhanced is required on each line receiving the discount.
3. The access line(s) must be in service for a minimum of 60 days before the customer is eligible for this offer.
4. AT&T employees are not eligible for this offer.
5. This offer is available on a maximum of two (2) lines (a maximum monthly reward of \$16).
6. This offer may not be combined with other residence line retention offers, including but not limited to the \$6 x 12 Mo. Residence Access Line Retention Offer.
7. 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.
8. This offer is only available for retention purposes.
9. Customers must retain the required services for 30 days to receive the benefit of this offer.
10. The monthly bill credit will cease if the customer disconnects the line or the package or moves from their current location.
11. Eligible customers may only receive this offer once during the offer benefit period.
12. AT&T may discontinue this offer upon 14-day notice or less.

Note 1: These features are available separately as specified in A13.9 or A13.19.

Pages 12.1, 12.2 and 12.3 are hereby deleted in their entirety and removed from this Guidebook

A3. BASIC LOCAL EXCHANGE

A3.37 Reserved For Future Use

A3.38 Back-Up Line (Obsoleted, See Section A103)

A3.39 Reserved For Future Use

A3.40 Reserved For Future Use

A3.41 Complete Choice Service (Obsoleted, See Section A103)

A3.42 Area Plus Service

A3.42.1 General

- A. Area Plus service provides residence subscribers a flat rate access line with unlimited calling to all access lines within the serving exchange, the associated basic service area exchanges specified in A3.5.2 and all other exchanges in the subscriber's LATA. The LATA for each exchange is indicated in A3.5.2 and the exchanges in each LATA are listed in A3.5.3. The access line includes Touch-Tone capability.
- B. Calls originated from an Area Plus service line which are completed within the basic and expanded service area exchanges with operator assistance will be billed the appropriate operator-assisted local call surcharges. Area Plus service does not include any calls which are not originated from an Area Plus service line.
- C. Residence customers may also subscribe to Area Plus service with the Complete Choice option. All services/features specified in A103.41 as available with Complete Choice service are available with this option of Area Plus service. Terms, conditions and limitations specified in A103.41 for Complete Choice service apply to this option of Area Plus service¹.
- D. Residence customers may also subscribe to the Two-Line Plan or the Three-Line Plan for Area Plus service with the Complete Choice option. Both plans offer rotary line service at no additional charge as specified in A103.41. All services/features specified in A103.41 as available with Complete Choice service are available with each line of a multi-line package. The subscriber may select different services/features for each line in the package. Terms, conditions and limitations specified in A103.41 for Complete Choice service apply to each line of a multi-line package with the Complete Choice option. All lines in each multi-line package must be billed to the same account and located at the same premises¹.
- E. Service charges specified in Section A4 do not apply for conversion of existing service to/from Area Plus service or Area Plus service with the Complete Choice option¹.
- F. Existing customers of Area Plus service with the Complete Choice option cannot take advantage of special promotions for Complete Choice service or Area Plus service with the Complete Choice option or any of the services/features specified in A103.41 unless specifically allowed by the terms of the special promotion.
- G. Upon customer request, temporary suspension of this service will be provided as specified in A2.3.16 at the rates specified following.

A3.42.2 Rates and Charges

- A. The following monthly rates apply for Area Plus services.
 - 1. Residence individual line service

	Suspend Rate	Monthly Rate	USOC
(a) Per line (without the Complete Choice option)	\$10.00	\$68.00 (I)	ARO
(b) Obsoleted, See Section A103			
(c) Obsoleted, See Section A103			
(d) Obsoleted, See Section A103			

A3.43 BellSouth Business Plus Service (Obsoleted, See Section A103)

A3.44 (DELETED)

A3.45 Complete Choice For Business Package (Obsoleted, See Section A103)

Note 1: Complete Choice Obsoleted February 19, 2009, Type 4 (See Section A103)

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE

A103.3 Monthly Exchange Rates (Cont'd)

A103.3.3 Expanded Service Area Usage Rates (Cont'd)

D. Rates for Hearing or Speech Impaired Persons (Cont'd)

3. Rates for certain Expanded Service Area Usage calls are reduced for individuals equipped with TDDs for communicating with hearing of speech impaired persons under the following conditions:
 - a. The customer uses a TDD or other non-voice equipment for communicating with other TDDs or non-voice equipment.
 - b. The customer makes a one-time written application for eligibility to the Company for reduced Expanded Service Area Usage rates.
 - c. The reduced rates are given as a credit on a subsequent bill.
 - d. The reduced rates specified in 4 apply for all calls placed between TDDs.
4. A qualified call receives an additional 50% discount over the Company's standard time of day rates (including normal discounts).

A103.3.4 Reserved for Future Use

A103.3.5 PreferredPack Plan

(Obsoleted January 27, 2009, Type 4. Not available for new installations, additions or on transfers of service to a new location. Customers may add or remove features within the package.)

A. Description of Service

1. The PreferredPack plan provides the features/services specified following and a flat rate access line with Touch-Tone capability.
2. The rate specified herein entitles a residence subscriber to unlimited calling to all exchange access lines within the subscriber's local calling area as defined in A3.5.2.
3. The rate specified herein also entitles a residence subscriber to unlimited use of the features/services specified following from the listed sections:
 - A13.9 Call Waiting ID, Three-Way Calling, Call Forwarding Busy Line, Call Forwarding Don't Answer (with or without Ring Control), Star 98 Access
 - A13.19 Caller ID, Call Return
 - A13.47 Message Waiting Indication

B. Terms, Conditions and Limitations of Service

1. The PreferredPack plan is only available to residence subscribers. A residence subscriber may select any suitable combination of the features/services listed in A103.3.5.A.3.
2. All terms, conditions and limitations specified in the Guidebook sections listed in A103.3.5.A.3 apply to the respective features/services requested as part of this package.
3. All features/services are furnished only from central offices that have been arranged to provide these services. The features/services are provided subject to availability of facilities.
4. Service charges specified in Section A4 do not apply for transactions in which a subscriber only modifies an existing PreferredPack plan package by adding, deleting or changing features/services requested as part of the package.
5. Existing customers of the PreferredPack plan cannot take advantage of special promotions for the PreferredPack plan or any of the features/services specified in A103.3.5.A.3 unless specifically allowed by the terms of the special promotion.
6. The PreferredPack plan can be suspended as specified in A2.3.16. During the period of suspension, the rate specified following applies.

C. Rates and Charges

1. The following monthly rates apply for the PreferredPack plan.

	Suspend Rate	Monthly Rate	USOC
(a) Per plan package	\$6.50	\$64.00 (I)	PAMA5

Pages 4.1 through 4.3 are hereby deleted in their entirety and removed from this Guidebook.

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE

A103.3 Monthly Exchange Rates (Cont'd)

A103.3.6 2 Pack Plan

(Obsoleted January 27, 2009, Type 4. Not available for new installations, additions or on transfers of service to a new location. Customers may add or remove features within the package.)

A. Description of Service

1. The 2 Pack Plan provides the features/services specified following and a flat rate access line with Touch-Tone capability.
2. The rate specified herein entitles a residence subscriber to unlimited calling to all exchange access lines within the subscriber's local calling area as defined in A3.5.2.
3. The rate specified herein also entitles a residence subscriber to unlimited use of the features/services specified following from the listed sections:
 - A13.9 Call Waiting ID, Call Forwarding Busy Line, Call Forwarding Don't Answer (with or without Ring Control), Star 98 Access
 - A13.19 Caller ID
 - A13.47 Message Waiting Indication

B. Terms, Conditions and Limitations of Service

1. The 2 Pack Plan is only available to residence subscribers. A residence subscriber may select any suitable combination of the features/services listed in A103.3.6.A.3, but the customer must select Call Waiting ID and Caller ID.
2. All terms, conditions and limitations specified in the sections listed in A103.3.6.A.3 apply to the respective features/services requested as part of this package.
3. All features/services are furnished only from central offices that have been arranged to provide these services. The features/services are provided subject to availability of facilities.
4. Service charges specified in Section A4 do not apply for transactions in which a subscriber only modifies an existing 2 Pack Plan package by adding, deleting or changing features/services requested as part of the package.
5. Existing customers of the 2 Pack Plan cannot take advantage of special promotions for the 2 Pack Plan or any of the features/services specified in A103.3.6.A.3, unless specifically allowed by the terms of the special promotion.
6. The 2 Pack Plan can be suspended as specified in A2.3.16. During the period of suspension, the rate specified following applies.

C. Rates and Charges

1. The following monthly rates apply for the 2 Pack Plan.

(a) Per plan package

Suspend Rate	Monthly Rate	USOC
\$6.50	\$56.00 (I)	PAMA6

A103.3.7 Reserved for Future Use

A103.3.8 Reserved for Future Use

A103.3.9 Reserved for Future Use

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE

A103. BASIC LOCAL EXCHANGE SERVICE

A103.3 Monthly Exchange Rates (Cont'd)

A103.3.10 Complete Choice Basic Service

A. Description of Service

1. The Complete Choice Basic service provides the features/services specified following and a flat rate access line with Touch-Tone capability.
2. The rate specified herein entitles a residence subscriber to unlimited calling to all exchange access lines within the subscriber's local calling area as defined in A3.6.1.
3. The rate specified herein also entitles a residence subscriber to unlimited use of the features/services specified following from the listed sections:

- A13.9 Call Waiting ID
- A13.19 Caller ID

A subscriber must select Caller ID and, in addition, may select Call Waiting ID. All Terms, Conditions and limitations specified in the sections listed apply to the respective services/features requested as part of this service. Service charges specified in Section A4 do not apply for transactions involving only additions, deletions or changes to the services/features requested as part of this service.

4. All features/services are furnished only from central offices that have been arranged to provide these services. The features/services are provided subject to availability of facilities.
5. Existing subscribers of the Complete Choice Basic service cannot take advantage of special promotions for the Complete Choice Basic service or any of the features/services specified in A103.3.10.A.3, unless specifically allowed by the terms of the special promotion.
6. Complete Choice Basic service can be suspended as specified in A2.3.16. During the period of suspension, the rate specified following applies.

B. Rates and Charges

1. Individual line service

(a) Per plan package

Suspend Rate	Monthly Rate	USOC
\$7.50	\$46.00 (I)	PAMA7

C. (DELETED)

A103.4 Local Exceptions

- A103.4.1 Reserved for Future Use
- A103.4.2 Reserved for Future Use
- A103.4.3 Reserved for Future Use
- A103.4.4 Reserved for Future Use
- A103.4.5 Reserved for Future Use
- A103.4.6 Reserved for Future Use
- A103.4.7 Reserved for Future Use
- A103.4.8 Reserved for Future Use
- A103.4.9 Reserved for Future Use
- A103.4.10 Reserved for Future Use
- A103.4.11 Reserved for Future Use
- A103.4.12 (DELETED)

Page 6.1 is hereby deleted in its entirety and removed from this Guidebook.

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE

A103.39 Reserved for Future Use

A103.40 Reserved for Future Use

A103.41 Complete Choice Service

(Obsoleted February 19, 2009 Type D) Not available for new installations, additions, or on transfers of service to new location. Customers may add or remove features within the package.

A103.41.1 General

- A. Complete Choice service provides the features specified following and an exchange service access line. The line includes Touch-Tone capability.
- B. The rate specified herein entitles a residence subscriber to unlimited flat rate calling to all access lines within the basic service area defined in A3.5, and usage based calling to all access lines within the expanded service area defined in A3.5. Usage rates specified in A3.3.3 apply for calls to the expanded service area.
- C. The rates specified herein also entitle a residence subscriber to unlimited use of the services/features specified in the following sections:
 - A13.9 Custom Calling Services
 - A13.19 TouchStar Service
 - A13.20 Customized Code Restriction
 - A13.34 RingMaster Service
 - A13.47 Message Waiting Indication

A subscriber may select an unlimited number of compatible services or features from the sections listed above. All Terms, Conditions and limitations specified in the sections listed (except as indicated above) apply to the respective services/features requested as part of this service. Service charges specified in Section A4 do not apply for transactions involving only additions, deletions or changes to the services or features requested as part of this service.

- D. Residence customers may also subscribe to the Two-Line Plan or the Three-Line Plan for Complete Choice service. Both plans offer rotary line service as specified in A13.8 at no additional charge in addition to the features listed in C. All services/features specified as available with Complete Choice service are available with each line of a multi-line package. The subscriber may select different services/features for each line in the package. All lines in each multi-line package must be billed to the same account and located at the same premises.
- E. Service charges specified in Section A4 do not apply for conversion of an existing line to/from Complete Choice service.
- F. Existing customers of Complete Choice service may not take advantage of any special promotion for Complete Choice service or Area Plus service with the Complete Choice option or any of the services or features specified in D, unless specifically allowed by the terms of the special promotion.
- G. Upon customer request, temporary suspension of this service will be provided as specified in A2.3.16 at the rates specified following.

A103.41.2 Rates and Charges

- A. The following monthly rates apply for Complete Choice service.

	Suspend Rate	Monthly Rate	USOC
1. Residence individual line service			
(a) Per line (USOCs VRO and the VSB must both be used to provide this service.)	\$ 6.50	\$ 65.00 (I)	NA
(b) Per Two-Line Plan package or Credit for two individual lines qualifying as Two-Line Plan package	13.00	118.95 (I) -	CCML2 CRD2C
(c) Per Three-Line Plan package	19.50	153.95 (I)	CCML3
2. Residence individual line service for Area Plus services.			
(a) Per line with the Complete Choice option (USOCs ACO and the VSB must both be used to provide this service.)	10.00	81.00 (I)	NA
(b) Per Two-Line Plan package with the Complete Choice option or Credit for two individual lines qualifying as Two-Line Plan package	20.00	134.95 (I) 0.00	ACML2 CRD2A
(c) Per Three-Line Plan package with the Complete Choice option	30.00	181.95 (I)	ACML3

A103.42 Reserved For Future Use

A113. OBSOLETE SERVICE OFFERINGS - MISCELLANEOUS SERVICE ARRANGEMENTS

A113.17 Feature Packages

A113.17.1 The Feature Package

(Obsoleted January 9, 2004, Type 4. Not available for new installations, additions or on transfers of service to a new location.)

A. Description of Service

1. This feature package provides a package of Custom Calling Services, TouchStar services, and other network features/services for residence customers.
2. The rate specified herein entitles a residence subscriber to unlimited use of the features/services specified following from the listed sections:

- A13.9 Call Waiting ID, Three-Way Calling, Call Forwarding Busy Line¹, Call Forwarding Don't Answer¹ (with or without Ring Control), Star 98 Access¹
- A13.19 Caller ID, Call Return
- A13.47 Message Waiting Indication¹ (Audible or Audible/Visual)

B. Terms, Conditions and Limitations of Service

1. This feature package is only available to residence subscribers. A residence subscriber may select any compatible combination of the features/services listed in A113.17.1.A.2.
2. This feature package is not available with a line provided as part of any Complete Choice service or plan.
3. All features/services are furnished only from central offices that have been arranged to provide these services. The features/services are provided subject to availability of facilities.
4. All terms, conditions and limitations specified in the sections listed in A113.17.1.A.2 apply to the respective features/services provided as part of this package.
5. The Multi-Feature Discount Plan (MFDP) specified in A13.33 applies for MFDP-eligible features/services provided as part of this feature package.
6. Service charges specified in Section A4 do not apply for transactions in which a subscriber only modifies an existing unit of this feature package by adding, deleting or changing features/services requested as part of the package.
7. Existing customers of this feature package cannot take advantage of special promotions for this feature package or any of the features/services specified in A113.17.1.A.2 unless specifically allowed by the terms of the special promotion.
8. This feature package can be suspended as specified in A2.3.16. During the period of suspension, no recurring charge applies.

C. Rates and Charges

1. The following monthly rate applies for this feature package.

	Monthly Rate	USOC	
(a) Per feature package, per line	\$34.00	PAMA1¹ or PAMA2	(1)

Note 1: The PAMA1 USOC must be used to provision the plan when one or more of the features/services footnoted in A113.17.1.A.2 are included in this feature package.