

4.5 OTHER EXCHANGE ACCESS SERVICES

4.5 MILEAGE CHARGES

4.5.1 EXTENSION LINES

A. APPLICABILITY

1. Applicable to off-premises mileage rates within all exchanges and between contiguous exchanges.

B. REGULATIONS

1. Mileage rates and local loop rates apply to Company or customer-provided extension station lines, PBX station lines, order receiving equipment station lines and key equipment station lines located within the exchange areas between contiguous exchange areas and off the customer's premises on which the primary service is located, in addition to the other rates applicable to the service involved.
2. When any line under Rate C.2. or C.4. below involves more than two terminals, the number of quarter miles will be computed separately for each leg (this distance between a pair of terminals), fractional quarter miles being considered as whole quarter miles. The number of legs on which the total charge is based will be one less than the number of terminals but must include all terminals involved.

The total mileage to which the mileage rates apply is the combination of leg mileages as computed above in whole quarter miles which results in the lower monthly charge to the customer.

No mileage charge applies to an extension station line from an off-premises extension or PBX station line located on the same premises as that off-premises extension or PBX station line.

3. In this Guidebook, terminals mean the stations or station and telephone answering equipments, switchboard, or Horizon common equipment between which the off-premises line is connected. (C)
When the contiguous exchange is served by another company, the nearest point on the common boundary, measured from the off-premises service to the boundary, is considered as a terminal.

4.5 OTHER EXCHANGE ACCESS SERVICES

4.5 MILEAGE CHARGES (Cont'd)

4.5.1 EXTENSION LINES (Cont'd)

B. REGULATIONS (Cont'd)

4. An off-premises extension station or PBX station lines may be installed on the premises of another customer to an individual lines, part line or BPX service. A residence extension line or residence PBX station line will not be installed on a business premises except that residence extension station service in connection with residence individual line or two-party line primary stations service from a dial central office will be installed on a business premises for answering purposes only and will be equipped to prevent outgoing calls.
5. Mileage rates apply to extension station and PBX station lines located off the premises on which the primary station is located, and in an exchange area contiguous to that in which the primary station is located, in addition to the rates for extension station lines and PBX station lines on the premises on which the primary station is located. The application of this rate is in accordance with the conditions governing foreign exchange service as shown in Part 4, Section 3 of this Guidebook.
6. When two or more off-premises station services are furnished on the premises of one or more other customers, such other customers shall not use these off-premises station services for communicating with each other.
7. The Company, as offered in C.1. and C.2 under Rates below, will not provide lines between terminals associated with customer-provided terminal equipment, or between customer-provided communications systems and customer-provided terminal equipment, or between terminals associate with customer-provided terminal equipment or communications systems and Utility-provided stations in different buildings on continuous property.
8. In accordance with the Federal Communications Commission Order in CC Docket 79-143 amending Part 68 of the Commission's Rules and Regulations, the direct connection of terminal equipment and multiline terminating systems to certain Category III private line services is permitted. The following is required in addition to Rate item C.3. and C.4. below, at no increase in rate:

Signaling Arrangements (except for continuous property)

For off-premises station channels is used with PBX, CENTREX-CU or similar multiline terminating systems arranged for dial signaling.

4.5 OTHER EXCHANGE ACCESS SERVICES

4.5 MILEAGE CHARGES (Cont'd)

4.5.1 EXTENSION LINES (Cont'd)

B. REGULATIONS (Cont'd)

Type A - Furnished for use with Class A Station ports capable of operation over channels with a station port resistance in the range of 0-100 ohms. (USOC-SAU)

Type B - Furnished for use with Class B Station ports capable of operation over channels with a station port resistance in the range of 200-899 ohms. (USOC-SAL)

Type C - Furnished for use with Class C Station ports capable of operation over channels with a station port resistance in the range of 900 ohms or more. (USOC-SAY)

9. Refer to Part 2, Section 9 of this Guidebook for jacks associated with Category III services.

C. RATES AND CHARGES

Apply to each extension, PBX, order receiving equipment and key equipment station line.

1. No mileage charge applies where the terminals are in different buildings on continuous property where the remote building is within 300 feet from the primary station or PBX switchboard. See B.7. above.
2. Terminals are in different buildings on continuous property and located beyond 300 feet from the primary stations. See B.7. above.

	<u>Monthly Rate</u>	<u>USOC</u>
Each one-quarter mile or fraction thereof-		
- Each extension station	\$ 2.10	1LLBG
- Each PBX station	2.10	1LVBG

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4.5 OTHER EXCHANGE ACCESS SERVICES

4.5 MILEAGE CHARGES (Cont'd)

4.5.1 EXTENSION LINES (Cont'd)

C. RATES AND CHARGES (Cont'd)

3. Terminals are on noncontinuous property within the same exchanges. See B.8., B.9. above.

	<u>Monthly Rate</u>	<u>USOC</u>
- Each extension station line or key equipment station line, per local loop (1 required per line)	\$32.25	1LLBP
- Each private branch exchange station line or order receiving equipment lines, per local loop (2 required per line)	21.00	1LVDP

4. Terminals are on noncontinuous property between contiguous exchanges, See B.8., B.9. above.

	<u>Monthly Rate</u>	<u>USOC</u>
Each one-quarter mile or fraction thereof-		
- Each PBX station	\$ 6.40	1LVBR
- Each extension station	6.40	1LLBR
	<u>Monthly Rate</u>	<u>USOC</u>
Each additional one-quarter mile or fraction thereof-		
- Each PBX station	\$ 3.00	1LVBR
- Each extension station	3.00	1LLBR

4.5 OTHER EXCHANGE ACCESS SERVICES

4.5 MILEAGE CHARGES (Cont'd)

4.5.1 EXTENSION LINE (Cont'd)

C. RATES AND CHARGES (Cont'd)

- C. Where all of the following conditions prevail, cable charge based on estimate cost may be applied in lieu of mileage charges:

For one customer;

Served by dedicated cable between premises of same customer on noncontinuous property;

Minimum cable capacity of 100 pairs and less than one airline mile in length.

	Basic Termination Charge 1	Rate Per Month
a. Each dedicated cable	Based On Estimated Cost	Based On Estimated Cost
	Installation Charge	Rate Estimated Cost
b. Service Area Transmission Equipment	Based On Estimated Cost	Based On Estimated Cost
Expense incurred by the Utility to meet transmission and/or signaling requirements.		

Note 1: Reduces 1/60 for each full month the facilities are retained in service between the same premises.

4.5 OTHER EXCHANGE ACCESS SERVICES

4.5.4 PREMIUM EXCHANGE SERVICES

4.5.4.1 EXTENSION SERVICE

A. DESCRIPTION

Applies to extension service to business and residence individual and party line service.

Extension station service provides the capability of originating or receiving calls from locations equipped with instruments in addition to the location of the main station.

B. TERRITORY

Within the base rate area or special rate area of a listed exchange.

C. REGULATIONS

Extension station line services located off-premises will be provided at the rates shown in Part 3 Section 1 of this Guidebook and mileage rates as shown in Part 4, Section 5 of this Guidebook..

4.5 OTHER EXCHANGE ACCESS SERVICES

4.5.6 JOINT USER AND CONCESSION SERVICE

4.5.6.1 JOINT USER SERVICE

A. DESCRIPTION

Joint user service is an arrangement whereby a firm, corporation, association or individual other than an employee, member or offices of the concern which is the customer, shares in the user of a customer's business telephone service.

B.. REGULATIONS

1. Joint user service is applicable and will be furnished upon application by the customer as follows:

- a. Application for the use of the customer's service by any individual, firm, company, corporation, or association occupying jointly or in part the premises on which the primary service is located or the premises on which the customer's off-premises service is located.
- b. Application for the use of the customer's service for another business conducted separately by the customer and differing in character and name from that for which the facilities are provided.

2. The customer's facilities are not to be extended off the premises on which the primary service is located to provide joint user service only.

3. A listing will be provided for each joint user without additional charge.

(C)

4. The following rates apply in addition to the rates and charges for the facilities and all other service provided. The minimum charge for joint user service is one month.

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(D)

4.5 OTHER EXCHANGE ACCESS SERVICES

4.5.6 JOINT USER AND CONCESSION SERVICE (Cont'd)

4.5.6.1 JOINT USER SERVICE (Cont'd)

B. REGULATIONS (Cont'd)

5. Joint user service is not furnished in connection with residence telephone service or farmer line services.

C. TERRITORY

Within the exchange area of all exchanges.

D. RATES AND CHARGES

Rate per month for each joint user service:

	<u>Monthly Rate</u>	
	Individual Party or Answering Line <u>Service</u>	PBX or Cord-Operated Answering <u>Service</u>
- Austin	\$2.65	\$4.80
- Baker	3.30	6.00
- Battle Mountain	2.65	4.80
- Beatty	2.65	4.80
- Carson City/Dayton-Extended Flat	4.00	6.95
- Carson City/Dayton-Extended Msg.	2.40	NO
- Crescent Valley	2.65	4.80
- Crystal Bay-Extended Flat	4.00	6.95
- Crystal Bay-Extended	2.40	NO
- Duckwater/Currant	2.65	4.80
- Ely-Extended	3.20	5.90
- Empire	2.65	4.80
- Eureka	2.65	4.80
- Fernley/Wadsworth-Extended	2.65	4.80

4.5 OTHER EXCHANGE ACCESS SERVICES

4.5 JOINT USER AND CONCESSION SERVICE (Cont'd)

4.5.1 JOINT USER SERVICE (Cont'd)

D. RATES AND CHARGES (Cont'd)

	Monthly Rate	
	Individual Party or Answering Line Service	PBX or Cord-Operated Answering Service
- Fish Lake Valley	\$2.65	\$4.80
- Gabbs	2.65	4.80
- Hawthorne	2.95	5.35
- Indian Springs	2.65	4.80
- Imlay	2.65	4.80
- Lathrop Wells	2.65	4.80
- Lovelock	2.95	5.35
- Lund	2.65	4.80
- McGill - Extended	3.20	5.90
- Mina	2.65	4.80
- Nixon - Extended	2.65	4.80
- Pahrump ¹	2.65	4.80
- Reno/Sparks – Extended Flat	4.00	6.95
- Reno/Sparks – Extended Msg.	2.40	NO
- Round Mountain	2.65	4.80
- Sandy Valley	2.65	4.80
- Schurz	2.65	4.80
- Silver Springs – Extended	2.65	4.80
- Spring Valley/Cherry Creek	2.65	4.80
- Stagecoach – Extended	2.65	4.80
- Sutcliffe – Extended	2.65	4.80
- Virginia City – Extended Flat	4.00	6.95
- Virginia City – Extended Msg.	2.40	NO
- Winnemucca	3.20	5.90

4.5 OTHER EXCHANGE ACCESS SERVICES

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4.5 OTHER EXCHANGE ACCESS SERVICES

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(D)

4.5 OTHER EXCHANGE ACCESS SERVICES

(D)

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BUSINESS LOCAL CALLING ASSURANCE**A. Description**

Business Local Calling Assurance is an optional business package available to business customers with up to 5 business lines who agree to a 12^{/2/} or 24 month^{/1/} term (i.e., an oral agreement) and commit to the Access Line Service, Unlimited Local Usage Service, Caller ID, and Call Forwarding Service at the package rate. Customers may also subscribe to Business Local Calling Assurance on a Month-to-Month basis at prices shown in paragraph C. (C) (C)

B. Regulations

1. A customer may have up to 5 lines maximum per location subscribed to a Business Local Calling Assurance agreement.

Eligible customers are existing Business customers who have received a competitive offer and are considering switching their Business Local Exchange Access Line service to another carrier (proof of competitive offer may be required), as well as Business customers who have their local exchange access line service with another competitive local exchange carrier within the AT&T service area, and who now wish to establish their business local exchange access line service with the Company. This eligibility requirement is not applicable to customers with existing AT&T Business Local Calling Assurance service prior to September 1, 2016.

2. Business Local Calling Assurance is not available on FX Service, Remote Switching Service, WATS access lines, PBX Trunks, Centrex or Semi-Public Coin Services.
3. Customers will receive a waiver of normally applicable Service Ordering and Line Connection nonrecurring charges (NRCs) associated with the establishment of local exchange access lines that are ordered at the time of initial subscription to Business Local Calling Assurance. Standard NRCs will apply to services added after the initial order.
4. Prior to January 2, 2015, the 12-month term^{/1/} was available as an oral re-subscribe agreement. Under the 12-month re-subscribe agreement the customer has the right to re-subscribe to a new 12-month term at the same terms and conditions^{/1/} upon expiration of the term. The customer may elect to re-subscribe for a maximum of two additional 12-month terms^{/1/}. The customer will receive a written confirmation of service upon initial installation of the service. In addition, the customer will be notified prior to the expiration of their 12-month agreement that upon expiration the rates will revert to month-to-month rates, or they have the option to re-subscribe for a new 12-month term^{/1/}. Customers are under no obligation to re-subscribe after completion of any 12-month term.

^{/1/} Effective January 2, 2015, the 24-Month term option, and the 12-month re-subscription option are Grandfathered and no longer available to new subscribers. Customers cannot subscribe to a new 24-month term, or a new 12-month term that includes a re-subscription option. Customers with an existing 12-month re-subscription agreement remain eligible for the options described in paragraph B.5.

^{/2/} Effective March 1, 2017, the 12-Month term option is grandfathered and no longer available.

BUSINESS LOCAL CALLING ASSURANCE (Cont'd)

B. Regulations (Cont'd)

5. Upon the expiration of the agreed to terms, rates will revert to the applicable individual guidebook rates for each package component.
6. This offer cannot be combined with other access line, feature, or usage discount offers.
7. As of February 15, 2010, termination charges will no longer apply to either new or existing agreements.
8. Effective with new subscriptions as of January 17, 2011, the fixed monthly rate provided with this service continues after the end of the term. All lines under these subscriptions will no longer be price protected after the expiration of the term, unless the customer agrees to a new 12-month term.

C. Rates

	<u>Monthly Rate</u>	
Package Rate per Line:	\$110.00	(l)

EASY RATE PACKAGE

A. Description

Easy Rate is an optional business package that includes a network access line, customer selected optional features, optional Hunting and unlimited local calling. Customers must subscribe to and maintain a minimum of 40^{/1/} Easy Rate Lines.

B. Terms and Conditions

Easy Rate is available to business customers with a minimum of 40^{/1/} business exchange access lines. Line counts may be combined from any state where an AT&T ILEC provides local service and where the Easy Rate plan is also available to meet the 40^{/1/} line minimum requirement.

All lines on the account must be subscribed to Easy Rate. If the customer requires other types or classes of service they must be established on a separate account. Customers must request Easy Rate on their lines to be eligible for this offer.

Easy rate is available only on Business Access lines (1MB) only. Easy Rate is not available on Foreign Exchange Service, Remote Call Forwarding Service, WATS/800 Service, PBX Trunks, DID, Centrex, ISDN Service or Semi-Public Coin Service.

Easy Rate includes optional Custom Calling Features and Hunting listed below and free, unlimited local calling.

Standard nonrecurring charges apply to establish and change lines, hunting and features unless otherwise specified.

If the Easy Rate account falls below a total of 40^{/1/} eligible lines per account for a given month, rates for the remaining access lines, features and hunting will revert to their applicable month to month guidebook rates.

Easy Rate Subscribers who terminate their term plan prior to the end of the term will revert to month-to-month rates. There is no other early termination fee.

Unless otherwise specified, Easy Rate services may not be combined with any other discount offer or promotion.

Except as provided below, Non-Recurring Charges (NRCs) shall be waived for Easy Rate Customers for 1) the establishment of all local exchange access lines and associated vertical features ordered at the time of initial subscription to Easy Rate; and 2) NRCs shall also be waived for Easy Rate Customers changing to/from hunting service. NRCs will apply to stand alone features added to an existing Easy Rate account when such features are added subsequent to the initial subscription. NRCs shall not be waived for Customers subscribing to a Month-to-Month plan.

/1/ The minimum line requirement for Easy Rate agreements established between September 9, 2013 and June 20, 2018 shall be reduced to 10. (C)
(C)

EASY RATE PACKAGE (Cont'd)

C. Available Features

Each Easy rate line includes the following option features:

Caller ID	Hunting	Call Return
Call Waiting	Call Screen	Three-Way Calling
Call Forwarding	Repeat Dialing	Speed Call 30
Three-Way calling		

Customers may add or remove any of the included features at the time of installation or any time during subscription. Unless otherwise specified, normal installation charges will apply.

D. Rates and Charges

	<u>Monthly Rates</u>	<u>Nonrecurring Charges</u>	
Month-to-Month Per Access Line	\$50.00	RR	
12 Month Term Plan Per Access Line	\$50.00	RR	
24 Month Term Plan Per Access Line	\$50.00	RR	
36 Month Term Plan Per Access Line	\$50.00	RR	
48 ^{/1/} Month Term Plan Per Access Line	\$50.00	RR	(C)
60 ^{/1/} Month Term Plan Per Access Line	\$50.00	RR	(C)

/1/ Easy Rate Agreements with 48 & 60 month terms may not be established on or after September 9, 2013. (N)
(N)

AT&T BUSINESS LOCAL CALLING (BLC)**A. Description**

AT&T Business Local Calling (BLC) is an optional business package offer that provides multiple line option packages which include varying combinations of a network access line, choice of local usage plans, select vertical features, and hunting (optional). Additional vertical feature options are also available.

B. Terms and Conditions

1. AT&T Business Local Calling is available to business customers who agree to a 12-Month, 24-Month, 36-Month term and who commit to the line option packages and prices as shown in *F. Prices* following. Effective May 2, 2011 customers may, also, subscribe to AT&T Business Local Calling on a Month-to-Month basis at prices as shown in *F. Prices* following. (D)
2. AT&T Business Local Calling is not available on Foreign Exchange Service, PBX Trunks, Centrex, ISDN, PRI, Inmate service, Hotel/Motel Service, 800/900 Service, Warm line, or COPT/Coin services. (D)
3. AT&T Business Local Calling is only available where facilities and equipment are available.
4. All lines in an AT&T Business Local Calling account must be subscribed to a line option package as listed in *F. Prices* following. Multiple options per account are permissible.
5. Lines subscribed to AT&T Business Local Calling cannot be subscribed to any other optional local calling plans.
6. An AT&T Business Local Calling plan is not transferable to, nor may it be assumed by, a customer or customers other than the customer of record.
7. Volume Price Level rates as listed in *F. Prices* will apply for the life of the term plan based on the number of lines subscribed to on the initial order.
8. AT&T Business Local Calling line option packages contain certain core components as well as a variety of optional components. Optional components are included in the AT&T Business Local Calling line option prices and are activated at the customer's discretion. There is no reduction in price for any optional feature not activated. Optional features selected for activation by the customer are provided on a per line basis. Core components are not optional and cannot be removed from the package.
9. Certain stand alone vertical features not designated as either core or optional components in any line option package may be added on an a la carte basis at the rate listed in *F. Prices* following. These stand alone vertical features are limited to Three-Way Calling, Call Forwarding, Remote Access To Call Forwarding, Call Waiting, Speed Calling 30, Repeat Dialing, Call Return, and Call Screen. Other stand alone features may be added on an a la carte basis at their individual Guidebook rates (see Part 7). WirePro service is also available with any package for the additional charge listed in *F. Prices* following.

/1/ Effective September 1, 2014, customers with 1-19 lines may not establish new terms plans greater than 1-year for Business Local Calling, and existing term plans for customers with 1-19 lines may not be renewed or extended for a term greater than 1 year.

AT&T BUSINESS LOCAL CALLING (BLC) (Cont'd)

B. Terms and Conditions (cont'd)

- 10. A customer may subscribe to multiple agreements for AT&T Business Local Calling at the same time, but a telephone number may only be included under one agreement.
- 11. There is no nonrecurring service charge or set-up charge to establish an AT&T Business Local Calling account.
- 12. Customers will receive a waiver of normally applicable nonrecurring charges (NRCs) service charges associated with the establishment of all local exchange access lines that are subscribed to AT&T Business Local Calling, as well as a waiver of NRCs, if applicable, associated with vertical features ordered at the time of initial subscription to AT&T Business Local Calling. Service charges associated with changing to/from hunting service, if applicable, will also be waived for AT&T Business Local Calling customers. Standard NRCs will apply to stand alone features added to an existing AT&T Business Local Calling account when such features are added subsequent to the initial subscription. This waiver of NRCs is not applicable for customers subscribing to a Month-to-Month.

- 13. Customer may purchase Business Local Calling 1-19 line package for a 12-month term via a written or oral agreement. The agreement will automatically renew in successive 12-month terms unless, prior to expiration of the then-existing term, either party (Customer or Company) provides the other 30-days written notice that it does not wish to renew the agreement. Absent such notification, a new 12-month agreement subject to the same rates, terms and conditions will commence on the expiration date of the then-current term. /2/
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/2/

When Business Local Calling 1-19 line package is purchased as part of a Bundle Offer (i.e. an offer for the purchase of multiple AT&T services at a discount), the customer agrees to maintain the Bundle Offer for the applicable term. The price of the Business Local Calling service portion of the Bundle is valid until one of the following events occurs, at which time the price will increase: (1) the term of the Bundle Offer expires; (2) customer changes the Business Local Calling service address; or (3) customer drops one of the AT&T services in the Bundle Offer. If the customer is no longer eligible for the Bundle Offer price for the reasons described above, but has time remaining on the Bundle Offer term, the price for the Business Local Calling service will increase to the then-existing 12-month term price.

- 14. Applicable local, state, and federal charges, taxes, 911 fees, and the End User Common Line charge are in addition to the line option prices listed in *F. Prices* following.
- 15. If a customer does not commit to a new term plan or an alternate plan by the last date of the existing term plan, the customer's existing AT&T Business Local Calling plan, discounts and rates will terminate and the customer's services will be billed at the Month-to-Month rates as shown in *F. Prices* following^{/1/}. /3/

/1/ Effective 5/2/2011 AT&T Business Local Calling will be available on a Month-to-Month basis without having previously subscribed to a term plan. Month-to-Month prices will be subject to Company-initiated price adjustments.

/2/ Effective 6/19/2019, new 12-month terms will no longer automatically renew. 12-month term plans existing prior to 6/19/2019 will auto-renew until such time as either party (Customer or Company) provides the other 30-days written notice that it does not wish to renew the agreement, per paragraph B.13. (N)
|
(N)

/3/ Material now appears on Sheet 19.

AT&T BUSINESS LOCAL CALLING (BLC) (Cont'd)**B. Terms and Conditions (cont'd)**

16. Lines subscribed to an AT&T Business Local Calling account cannot be placed on customer initiated Temporary Suspension. /1/
/1/

17. This paragraph is applicable only to AT&T Business Local Calling lines without the AT&T All for Less offer (see Paragraph 20 for AT&T Business Local Calling lines with the All for Less offer).

Existing customers who are not on a voice package term plan or who have less than six (6) months remaining on their voice package term plan, who communicate a desire to disconnect their lines then reconsider and keep the lines, and who subscribe to a new AT&T Business Local Calling agreement for at least a 1-year term will receive a monthly credit as follows:

- a. For Service Agreements entered into prior to June 2, 2016, the credit is \$3.00 per eligible access line, up to a maximum of 19 lines, for 12 months. At no time will these credits rendered exceed \$684.00 per customer.
- b. For Service Agreements entered into on or after June 2, 2016, the credit is \$6.00 per eligible access line, up to a maximum of 19 lines, for 12 months. At no time will these credits rendered exceed \$1,368.00 per customer.

The customer must agree to subscribe all their lines to AT&T Business Local Calling in order to receive the credit. If any lines are disconnected during the call then the remaining lines are not eligible for this credit. Those customers who initially refuse a new AT&T Business Local Calling offer will be eligible to receive a monthly credit as follows:

- a. For Service Agreements entered into prior to June 2, 2016, the credit is \$6.00 per eligible access line, up to a maximum of 19 lines, for 12 months. At no time will these credits rendered exceed \$1,368.00 per customer.
- b. For Service Agreements entered into on or after June 2, 2016, the credit is \$12.00 per eligible access line, up to a maximum of 19 lines, for 12 months. At no time will these credits rendered exceed \$2,736.00 per customer.

Customers cannot call back at a subsequent date and receive additional credits for lines targeted for disconnection. This offer cannot be combined with any other promotional offers for access lines, including Win/Winback offers.

18. AT&T Business Local Calling customers may combine subscribed lines from any state where an AT&T ILEC provides local service and where the AT&T Business Local Calling plan is available, into one agreement to meet line commitments.

19. Effective for new agreements established on or after October 26, 2012, each business customer may establish multiple 1-19 line AT&T Business Local Calling agreements, but, will be limited to a maximum of one 20+ line AT&T Business Local Calling agreement at any given time. The total number of lines subscribed under all agreement types combined is limited to 35,000 per customer. This limitation applies for each business customer across all states where an AT&T ILEC provides local service and where AT&T Business Local Calling is also available.

20.

/1/ Material previously appeared on Sheet 18.

(N)

AT&T BUSINESS LOCAL CALLING (BLC) (Cont'd)

B. Terms and Conditions (cont'd)

20. This paragraph is applicable only to AT&T Business Local Calling lines with AT&T All for Less offer (see Paragraph 17 for AT&T Business Local Calling lines without the All for Less offer.)

(N)

Eligible customers may receive a monthly credit as follows. Eligible customers are those customers who:

- are existing customers who are not on a voice package term plan or who have less than six (6) months remaining on their voice package term plan, and
- who communicate a desire to disconnect their lines then reconsider and keep the lines (i.e. "save"), or who have their local exchange access line service with another competitive local exchange carrier within the Company service area and who now wish to establish their local exchange access line service with the Company (i.e. "win/winback"), and
- who subscribe to a new AT&T Business Local Calling agreement for at least a 1-year term.

For Service Agreements entered into on or after April 1, 2017, the credit is \$6.00 off of the All for Less rate on the first line only, for 12 months. The customer must agree to subscribe all their lines to AT&T Business Local Calling in order to receive the credit.

Those customers who initially refuse the above mentioned offer will be eligible to receive a monthly credit, as follows:

For Service Agreements entered on or after April 1, 2017, the credit is \$12.00 off of the All for Less rate on the first line only, for 12 months.

Customers cannot call back at a subsequent date and receive additional credits for lines targeted for disconnection.

(N)

AT&T BUSINESS LOCAL CALLING (BLC) (Cont'd)

C. Line Option Packages

1. "Unlimited A" (Option A)

Core Components: network access line, unlimited local usage, Caller ID, Three-Way Calling, Call Forwarding.

Optional Components: Call Waiting, Remote Access To Call Forwarding, Speed Calling 30, Repeat Dialing, Call Return, Call Screen, Busy Call Forwarding, Delayed Call Forwarding, Message Waiting Indicator, and Hunting¹.

2. "Unlimited B" (Option B)

Core Components: network access line, unlimited local usage, Caller ID.

Optional Components: Busy Call Forwarding, Delayed Call Forwarding, Message Waiting Indicator, and Hunting¹.

3. "Block Of Time 150" (Option C)^{/3/}

(N)

Core Components: network access line, local usage 150 minute Block Of Time (BOT), Caller ID. Local minutes of use in excess of the 150 minute allowance are charged at the rate listed in 2.12.19 Prices following. Minutes used will be rounded up to the next whole minute per call.

Optional Components: Call Forward Don't Answer, Call Forward Busy Line, Message Waiting Indication, Touch Tone, and Hunting¹.

4. "Measured" (Option D)^{/2//3/}

(N)

Core Components: network access line, local usage measured on a per minute basis, Caller ID.

Optional Components: Busy Call Forwarding, Delayed Call Forwarding, Message Waiting Indicator, and Hunting¹.

- /1/ Effective 5/02/2011 Hunting will no longer be included as an available Optional Component for Month-to-Month service. It will be available on an a la carte basis at standard Guidebook rates. (C)
- /2. Lines newly subscribed to this Option on or after June 1, 2010 will receive the first 30 local usage minutes of use per month with no local usage per minute of use charge. (C)
- /3/ Effective September 1, 2014, "Block of Time 150" (Option C) and "Measured" (Option D) are not available for new Business Local Calling installations, and existing Option C and D agreements may not be renewed. Existing Option C and D customers may continue with these options on existing lines. Existing customers that reach the end of their current term may select from available term offers or choose month-to-month rates. (N)

AT&T BUSINESS LOCAL CALLING (BLC) (Cont'd)

D. Termination Liability and Shortfall

1. Except as provided for elsewhere in this Guidebook, customers who terminate their entire AT&T Business Local Calling account prior to completion of the selected term period are subject to termination charges. Termination charges are equal to \$15.00 times the number of months remaining on the term commitment times the number of lines subscribed to on the initial order.

2. Termination charges are not applicable if, during the term period:
 - a. the customer converts to another Company access and local usage plan with a term equal to or greater than the time remaining on the AT&T Business Local Calling term plan. For 20+ line agreements established on or after October 26, 2012 the customer must also establish a new line commitment at least as great as in their initial subscription in order to qualify; or

 - b. the customer converts to an upgraded technology with the Company (e.g., network access lines to PBX Trunks, Centrex, ISDN Prime) and commits to a term equal to or greater than the time remaining on the AT&T Business Local Calling term plan. It is at the Company's sole determination whether a product change satisfies the requirements for waiver of the termination liability under this clause; or

 - c. the customer chooses to terminate their agreement and to negotiate a new AT&T Business Local Calling agreement with a term period greater than the time remaining on the existing AT&T Business Local Calling agreement. The new service agreement will be based on the term plan rates in effect at the time of establishing the new agreement. For 20+ line agreements established on or after October 26, 2012 the customer must also establish a new line commitment at least as great as in their initial subscription in order to qualify.

 - d. a customer chooses to migrate from an AT&T ILEC Service (referred to as the "Terminated ILEC Service") provided under a Business Local Calling Agreement to a qualifying AT&T Business Voice over IP (BVoIP) Service or to a qualifying AT&T Mobility Service (referred to collectively as the "Replacement Service"), then the Early Termination Charge associated with the Terminated ILEC Service will be waived, provided:
 1. the Terminated ILEC Service has been installed at the Customer site for no fewer than 3 months;
 2. the term of the Replacement Service agreement is equal to or greater than the remaining term for the Terminated ILEC Service;
 3. the Replacement Service is installed or available at the same Customer sites as the Terminated ILEC Service;
 4. the Replacement Service is contracted for in the same relative quantity(ies) as those Terminated ILEC Services being displaced, and
 5. activation of the Replacement Service at the Customer sites or for Customer use at such Customer Sites occurs within 90 days of termination of the ILEC Service at that site.

It is at the Company's sole determination whether a product change satisfies these requirements.

(N)
|
(N)

/1/

/1/ Material now appears on Sheet 22 of this section.

AT&T BUSINESS LOCAL CALLING (BLC) (Cont'd)

D. Termination Liability and Shortfall (Cont'd)

- 3. For customers who initially subscribe to 20+ lines: in any month during the term of an AT&T Business Local Calling agreement if the customer's total number of subscribed lines falls below 80% of the number of lines subscribed to on the agreement, then a shortfall adjustment charge will be applicable and will appear on the customer's bill for each of those months. This shortfall adjustment charge is equal to \$10.00 times the number of lines below the 80% requirement.

/1/

E. References

The AT&T Business Local Calling plan components are provided in accordance with the Terms and Conditions of this Guidebook except as noted in Sections B. and F. of this Section.

Subject

Reference

Business Network Access Lines
Business Local Usage
Custom Calling Features

Part 4, Section 2
Part 4, Section 2
Part 7, Section 1

/1/

/2/

/1/ Material formerly appeared on Sheet 21 of this section.

/2/ Material now appears on Sheet 23 of this section.

AT&T BUSINESS LOCAL CALLING (BLC) (Cont'd)

F. Prices

1. Service Elements

		Term & Volume Monthly Prices*			
		Per Line			
Volume Price Level	Line Option	1-Year	2-Year^{/1/}	3-Year^{/1/}	
For Accounts Established Between 5/2/2011 and 8/31/2014					
1-19 Lines	Option A	\$35.00	\$34.00	\$33.00	
	Option B	30.00	29.00	28.00	
	Option C ^{/2/}	29.00	28.00	27.00	
	Option D ^{/2/}	26.00	25.00	24.00	
20+ Lines	Option A	34.00	33.00	32.00	
	Option B	29.00	28.00	27.00	
	Option C ^{/2/}	28.00	27.00	26.00	(C)
	Option D ^{/2/}	25.00	24.00	23.00	(C)
For Accounts Established between 9/1/2014 and 5/31/2015					
1-19 Lines	Option A	40.00	-	-	
	Option B	35.00	-	-	
20+ Lines	Option A	34.00	33.00	32.00	
	Option B	29.00	28.00	27.00	
For Accounts Established between 6/1/2015 and 6/14/2016					
1-19 Lines	Option A	50.00	-	-	
	Option B	45.00	-	-	
20+ Lines	Option A	34.00	33.00	32.00	
	Option B	29.00	28.00	27.00	
For Accounts Established between 6/15/2016 and 3/14/18					
1-19 Lines	Option A	60.00	-	-	(C)
	Option B	55.00	-	-	
20+ Lines	Option A	34.00	33.00	32.00	
	Option B	29.00	28.00	27.00	

* If WirePro service is selected each Line Option monthly price will increase by \$5.00.

/1/ Effective September 1, 2014, customers with 1-19 lines may not establish new term plans greater than 1-year for Business Local Calling, and existing term plans for customers with 1-19 lines may not be renewed or extended for a term greater than 1 year.

/2/ Effective September 1, 2014, "Block of Time 150" (Option C) and "Measured" (Option D) are not available for new Business Local Calling installations, and existing Option C and D agreements may not be renewed. Existing Option C and D customers may continue with these options on existing lines. Existing customers that reach the end of their current term may select from available term offers or choose month-to-month rates.

AT&T BUSINESS LOCAL CALLING (BLC) (Cont'd)

F. Prices (Cont'd)

1. Service Elements (Cont'd)

Volume Price Level	Line Option	Term & Volume Monthly Prices* Per Line			
		1-Year	2-Year ^{/1/}	3-Year ^{/1/}	
For Accounts Established between 3/15/2018 and 5/31/2018					
1-19 Lines	Option A	\$ 60.00	-	-	
	Option B	55.00	-	-	
20+ Lines	Option A	39.00	38.00	37.00	
	Option B	34.00	33.00	32.00	
For Accounts Established between 6/1/2018 and 7/1/2019					
1-19 Lines	Option A	\$ 70.00	-	-	
	Option B	65.00	-	-	
20+ Lines	Option A	39.00	38.00	37.00	
	Option B	34.00	33.00	32.00	
For Accounts Established between 7/2/2019 and 8/22/2019					
1-19 Lines	Option A	\$ 80.00	-	-	
	Option B	75.00	-	-	
20+ Lines	Option A	39.00	38.00	37.00	
	Option B	34.00	33.00	32.00	
For Accounts Established between 8/23/2019 and 6/15/2022 (C)					
1-19 Lines	Option A	\$ 80.00	-	-	
	Option B	75.00	-	-	
20+ Lines	Option A	44.00	38.00	37.00	
	Option B	39.00	33.00	32.00	
For Accounts Established on or after 6/16/2022 (N)					
1-19 Lines	Option A	\$100.00	-	-	
	Option B	95.00	-	-	
20+ Lines	Option A	54.00	48.00	47.00	
	Option B	49.00	43.00	42.00	(N)

* If WirePro service is selected each Line Option monthly price will increase by \$5.00. (N)

/1/ Effective September 1, 2014, customers with 1-19 lines may not establish new term plans greater than 1-year for Business Local Calling, and existing term plans for customers with 1-19 lines may not be renewed or extended for a term greater than 1 year. (D)

AT&T BUSINESS LOCAL CALLING (BLC) (Cont'd)

F. Prices (Cont'd)

1. Service Elements (Cont'd)

	<u>Monthly Rate</u>	
Vertical Features Listed in B.9, per feature, per line	\$ 5.00	
Month-to-Month Prices: Option A	190.00	(l)
Option B	190.00	
Option C	209.00	
Option D	202.00	(l)
Option C Local Usage Per Minute of Use Charge in Excess of 150 Minutes	0.024	
Option D Local Usage Per Minute of Use Charge for lines subscribed prior to and including May 31, 2010 only	(Standard Local Usage Rates)	
Option D Local Usage Per Minute of Use Charge in Excess of 30 Minutes	\$0.030	

* If WirePro service is selected each Line Option monthly price will increase by \$5.00.

\$6 FOR 12 ACCESS LINE 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. (N)
(N)

Eligible residence customers with flat rate service who call to disconnect their access line(s) and then decide to retain the flat rate line(s) and have, or newly subscribe to a Custom Calling feature per line, will receive a \$6.00 bill credit per month, per line.

Eligible customers will receive a \$6.00 bill credit per month, per line for up to two flat rate access lines, for a maximum of 12 months. Eligible customers must keep the required services for 30 days to receive the benefit of the offer.

The customer's bill will be credited \$6.00 each month per line that both the access line(s) and the Custom Calling feature(s) are retained. If the customer disconnects the line(s) or the required feature(s) or moves from their current location, the remaining benefits will cease.

This offer may not be combined with any other Company residence retention offers that provide a monthly discount. Customers subscribing to Complete Choice Enhanced must have the access line in service for a minimum of 60 days, before becoming eligible for this offer.

(D)

(D)