

Issued: April 29, 2016

Arizona Voice Tariff

SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

3.1 Operator Toll Assistance Services

See Section 7.1 for Operator Toll Assistance Services Rates and Charges

3.1.1 General

Callers may use Operator Toll Assistance Services to place intrastate calls from their presubscribed telephone line. Calls can originate from either tone-generating or rotary-dial instruments. Unless otherwise indicated in this Tariff, all calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute. See Section 7 for rates and charges. (D)

3.1.2 Availability

Service is available to a Customer that subscribes to any of the Company's outbound offerings.

3.1.3 Access Method

(A) Callers dialing one plus (1+) one of the Company's Toll Free Access Numbers over Switched Access lines will hear recorded messages that guide the caller. Callers may elect to use any of the billing options described in this Tariff or they may reach the operator for assistance. Callers placing a call from a tone-generating telephone may select one of the various Operator Toll Assistance Services options by pressing the appropriate key on their tone-generating telephone. The call will default to an operator for assistance if (1) the call originates from a rotary telephone or (2) the call originates from a tone-generating telephone and the caller fails to make a selection on its keypad.

(B) Unless otherwise indicated in this Tariff, callers may also place Operator Toll Assistance Services from Off-Net locations by dialing:

- .1 00 from a presubscribed telephone line and request the long distance operator to complete the call or
- .2 0+ the called number from a presubscribed telephone line

(C) Unless otherwise indicated in this Tariff, callers may also place Operator Toll Assistance Services from On-Net locations by dialing:

- .1 00 from a presubscribed telephone line and follow the prompts
- .2 0+ the called number from a presubscribed telephone line.

3.1.4 Completion Type

Station-to-Station: Any operator-handled call whereby the person originating the call does not specify a particular person to be reached, or a particular station, room number, department, or office to be reached through a PBX attendant. (D)

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3.1 Operator Toll Assistance Services (continued)

3.1.5 Billing Options

(A) Reserved for Future Use

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3.1 Operator Toll Assistance Services (continued)

3.1.5 Billing Options (continued)

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This is a billing option where the Customer originating the call pays for the call by having the call billed to the originating telephone number. This billing option will initially be restricted from coin origination.

3.1.6 Level of Automation

Operator Toll Assistance Services calls may be completed with or without assistance of an operator. There are three (3) levels of automation for Operator Toll Assistance Services. They are:

(A) Operator Dialed

An operator dialed call occurs when the person originating the call has the ability to dial all the digits necessary for call completion but instead asks the long distance operator to place the call. The operator dials the called number and the billing number. The operator dialed per call charge applies in lieu of the operator assisted per call charge.

The rates for the operator dialed per call charges Section 7 apply to Station-to-Station calls when the caller has the ability to dial all the digits necessary for call completion but instead asks the long distance operator to place the call. The operator dialed per call charge will not be applied to:

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- .1 a call that cannot be completed by the caller due to equipment failure or trouble on the long distance network or
- .2 a call placed by a party identified as disabled and as a result of that disability cannot complete the call.

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3.1 Operator Toll Assistance Services (continued)

3.1.6 Level of Automation (continued)

(B) Operator Assisted

An operator assisted call occurs when the person originating the call reaches an operator by utilizing an access method that involves dialing the called telephone number, but the operator collects the billing information to complete the call.

(C) Fully Automated

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The fully automated rate applies if a call: (a) placed by a party identified as disabled and as a result of that disability cannot complete the call and the caller requests operator assistance for call completion or; (b) cannot be completed by the caller due to equipment failure or trouble on the long distance network and the caller requests operator assistance for call completion.

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3.1.7 Application of Charges

- (A) There are two (2) rate elements which apply to Operator Toll Assistance Services, a usage charge and a per call charge. The rates for a particular call are determined by the level of automation used (operator dialed, operator assisted, or fully automated).

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For certain Operator Toll Assistance Service calls, usage rates also vary depending on whether the call is classified as residential or business. The business rate per minute applies when the call is billed to a telephone number presubscribed to the Company for a Business Service. The residential rate per minute applies when a call is billed to a telephone number presubscribed to the Company for a Residential Service.

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- (B) If a Customer, End User, or Casual Caller completes an Operator Toll Assistance Services call by dialing one plus (1+) any of the Group 2 Toll Free Access Numbers, the rates and charges contained in Section 7 apply.

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SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.7 Application of Charges (continued)

- (C) If a Customer or End User completes an Operator Toll Assistance Service call via any Operator Toll Assistance Services access method described in this Tariff, the rates and charges contained in Section 7 will apply to intrastate InterLATA calls and to intrastate IntraLATA calls.
- (D) If a Customer completes an Operator Toll Assistance Service call via any of the Group 2 Toll Free Access Numbers, this Tariff applies to both intrastate InterLATA and intrastate IntraLATA calls.

3.1.8 Reserved for Future Use

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SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

3.2 Directory Assistance Services

See Section 7.2 for Directory Assistance Services Rates and Charges

3.2.1 General

Directory Assistance Service allows the Customer, End User or Casual Caller to request the telephone number or area code of a party located within the State but outside of the Customer's local calling area. The Directory Assistance operator provides assistance in locating business, residence, and government listings. See Section 7 for rates and charges.

3.2.2 Availability

Assistance in obtaining an intrastate Directory Assistance listing is available to any Customer that has access to the Directory Assistance.

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3.2.3 Access Methods

(A) General

Calls to directory assistance may be completed on a fully automated basis or may be completed with the assistance of an operator.

- .1 Customers who presubscribe to any of the Company's outbound Service offerings may reach Directory Assistance on their presubscribed line by dialing:: (a) 1 + area code + 555-1212; (b) 0 + area code + 555-1212; (c) 00 and request the long distance operator to connect the caller to Directory Assistance; or (d) one of the Company's Toll Free Access Numbers and request the long distance operator to connect the caller to Directory Assistance or by dialing the area code + 555-1212.
- .2 Customers, End Users, and Casual Callers may also reach directory assistance by dialing one of the Company's Toll Free Access Numbers. The call may be completed on a fully automated basis by dialing the area code + 555-1212. The caller may also request the long distance operator to connect the caller to Directory Assistance.

(B) Call Originates From Off-Net Location

Unless otherwise specified in this Tariff, Customers, End Users or Casual Callers may also reach Directory Assistance via the following access methods: (a) 1+ area code + 555-1212; (b) 0+ area code + 555-1212; (c) 00 and requesting the long distance operator to connect the caller to Directory Assistance or (d) one of the Company's Toll Free Access Numbers and request the long distance operator to connect the caller to Directory Assistance or by dialing the area code + 555-1212.

(C) Call Originates From On-Net Location

Customers, End Users or Casual Callers may also reach Directory Assistance via: (a) 1+ area code + 555-1212; (b) 0+ area code + 555-1212; (c) 00 and request the long distance operator to connect the caller to Directory Assistance; or (d) one of the Company's Toll Free Access Numbers and request the long distance operator to connect the caller to Directory Assistance or by dialing the area code + 555-1212.

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3.2 Directory Assistance Services (continued)

3.2.4 Features

(A) Multiple Listings

Customers may receive up to two listings per request to Directory Assistance. Regardless of the access method used by the caller to reach Directory Assistance, the two listings requested by the caller may be for telephone numbers located within different area codes.

(B) Automated DACC

Automated DACC provides the caller an option of having an interactive automated system completes a call to the called telephone number listing received from Directory Assistance without the caller hanging up and originating a new call.

- .1 The Company will offer Automated DACC only where technical capability exists to terminate the call.
- .2 For Customers that subscribe to any of the Company's outbound Services Automated DACC is available for Directory Assistance accessed via 1 + area code + 555-1212. Automated DACC is blocked via all other access methods.
- .3 Automated DACC calls may not be completed via Group 2 Toll Free Access Numbers.
- .4 When two directory listings are requested, Automated DACC is available for completing the call to the first or second listing.
- .5 Once the caller is provided the desired telephone number, the caller is offered call completion.
- .6 Manual completion of the call from the Directory Assistance operator is not available.

(C) Call Completion by Long Distance Operator

Manual call completion may be required for disabled callers or for callers that originate calls from rotary telephones. These callers should contact the long distance operator for connection to the Directory Assistance operator and request the long distance operator stay on the line to complete the call.

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SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

3.2 Directory Assistance Services (continued)

3.2.5 Application of Charges

(A) General

- .1 Directory Assistance charges apply whether or not the Directory Assistance operator furnishes the requested telephone number(s) (e.g., the requested telephone number is unlisted, non-published or no record can be found).
- .2 Customers will be billed a charge for each request of two listings or portion thereof.

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- .3 Any calls to Directory Assistance utilizing an operator will be billed the Directory Assistance charge plus the applicable operator services per call charges. If the Customer reaches a long distance operator and the long distance operator connects the Customer to Directory Assistance the Directory Assistance charge and the Operator dialed per call charge will apply. If the long distance operator stays on the line to complete the call for the caller, usage charges also apply.

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3.3 Reserved for Future Use

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SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

3.4 Outbound Services

See Section 7.4 for Outbound Services Rates and Charges

3.4.1 MTS

(A) Business MTS

MTS is an intercity long distance Service available to Business Customers seven (7) days per week, twenty-four (24) hours per day, 365 days per year. With Business MTS, calls are originated from other than a public or semipublic coin telephone. The desired telephone number is dialed, the call is completed without the assistance of a live or automated operator, and the call is not billed to a number other than the originating number. Calls originate on switched facilities provided by LECs, CLECs or authorized access providers. Business MTS is available to Business Customers that presubscribe to the Company for long distance Service. If a Business Customer presubscribes to the Company for the provision of outbound long distance Service and does not select one of the Company's optional price plans, the Company will provision MTS Service on the Customer's initial order for Service.

Calls are billed in one (1) minute increments, with minimum call duration of one (1) minute. Calls billed under this Service offering will not qualify for promotional rates.

(B) Residential MTS

MTS is an intercity long distance Service provided to Residential Customers seven (7) days per week, twenty-four (24) hours per day, 365 days per year. The desired telephone number is dialed, the call is completed without the assistance of a live or automated operator, and the call is not billed to a number other than the originating number. Calls originate on switched facilities provided by LECs, CLECs or authorized access providers.

Customers may subscribe to MTS service for the provisions of intraLATA only calling (local toll), interLATA only calling (interstate and intrastate), or intraLATA and interLATA calling combined.

If a Customer presubscribes to the Company for the provision of outbound long distance Service and does not select one of the Company's optional price plans, the Company will provision MTS Service on the Customer's initial order for Service. Calls are billed in one (1) minute increments, with minimum call duration of one (1) minute.

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SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

3.4 Outbound Services - (continued)

3.4.2 Reserved for Future Use

3.4.3 Consumer Outbound Services

(A) Reserved for Future Use (D)(T)

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(B) AT&T Nationwide Calling 120 Preferred formerly known AT&T Nationwide Calling 90 Preferred and AT&T Nationwide Calling 60 Preferred

This Service is no longer available to new Customers or existing Customers at new locations effective February 15, 2007.

(C) AT&T Nationwide CallingSM 120

This Service is no longer available to new Customers or existing Customers at new locations effective July 12, 2009.

(D) AT&T ONE RATE[®] Nationwide 5 Cents formerly known as Value Plus Fate Rate

This Service is no longer available to new Customers or existing Customers at new locations effective April 1, 2004.

(E) AT&T ONE RATE[®] Nationwide Preferred Direct¹ (C)

AT&T ONE RATE[®] Nationwide Preferred Direct is a bundled intrastate and interstate outbound long distance calling plan that for a single MRC the Customers receive a flat per minute usage rate for both 1+ outbound direct-dialed intrastate and interstate long distance calling anytime minutes. This service is for Residential Customers with a single BTN. Multiple BTN Aggregation is not available. (C)

This plan is available to Residential Customers that: (1) Use Switched Access to reach the long distance network; (2) Subscribe to the Company for the provision of interstate, intrastate IntraLATA, and/or intrastate InterLATA Service; (3) provide the Company the same billing name and address for all Services required to subscribe to this plan; (4) limit the use of Service to that which is of a standard, domestic, Residential nature; and (5) request to be provisioned under this plan. (T)

¹ Effective February 1, 2021, AT&T ONE RATE[®] Nationwide Preferred Direct is no longer available to new subscribers. Existing subscribers may keep this plan until they move locations or make changes to their service. (N)
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SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

3.4 Outbound Services - (continued)

3.4.4 Business Default Plan for Hierarchical Billing - Switched

The Business Default Plan for Hierarchical Billing is a long distance Service available to Customers seven (7) days per week, twenty-four (24) hours per day, 365 days per year. With Business Default Plan for Hierarchical Billing, calls are originated from other than a public or semipublic coin telephone. The desired telephone number is dialed, the call is completed without assistance of a live or automated operator, and the call may not be billed to a number other than the originating number. Calls are originated on switched facilities provided by LECs, CLECs, or authorized providers.

Business Default Plan for Hierarchical Billing is available to Business Customers that presubscribe to the Company for long distance Service and subscribe to a Hierarchical Billing account, as defined in Section 1 of this Tariff. If the Customer presubscribes to the Company for the provision of outbound long distance Service and requests a Hierarchical Billing account and does not select one of the Company's Business Optional Calling Plans, the Company will provision the Business Default Plan for Hierarchical Billing Service on the Customer's initial order for Service.

3.5 Reserved for Future Use

Issued: July 12, 2022

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SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

3.6 AT&T Long Distance Toll FreeSM Services

See Section 7.6 for AT&T Long Distance Toll FreeSM Service Rates and Charges

3.6.1 General

- (A) This service is a reverse billed Service that allows the Customer to pay for incoming calls. It permits calls to be completed to the Customer's location without charge to the calling party. Customers may subscribe to TFS with or without the ability to receive intrastate IntraLATA Service from the Company.
- (B) TFS includes: (1) a TFS Number that can be selected by the Customer or randomly generated by the SMS/800 database; (2) an Area of Service selected by the Customer; and (3) various optional features.
- (C) The Company must be designated as the Resp. Org. of the TFS number.

3.6.2 Availability

(A) Area of Service

Area of Service allows a TFS Customer to block or allow calls to a given TFS Number based on the originating area of the caller. Area of Service blocking is dependent on valid ANI being delivered in the network. Calls placed from outside the Customer's Area of Service will receive an announcement informing the caller that calls cannot be completed from the caller's location. The call will then be terminated. The Customer's minimum area of service must include at least one interstate area.

(B) Originating and Terminating Access

Toll Free calls may originate on any type of access but are terminated via Switched Access lines to the Customer's location.

(C) Termination of TFS

TFS may terminate in the States where Switched Access is available.

3.6.3 Optional Features

Optional features are available. A description and the associated rates may be found in the Company's Business and Residential Product Reference and Pricing Guidebook which may be found at <https://www.att.com/servicepublications>. (T)
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SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

3.6 AT&T Long Distance Toll FreeSM Services (continued)

3.6.4 Rules and Regulations

(A) General

If any of the rules and regulations contained in Section 3.6 of this Tariff, conflict with the rules and regulations contained in Section 2 of this Tariff, the rules and regulations contained in Section 3.6 of the Tariff will apply in lieu of the rules and regulations contained in Section 2 of this Tariff.

(B) Limitations on Service

- .1 TFS is furnished upon the condition that the Customer contracts for adequate facilities to permit the use of this Service without injurious effect upon the Company or any service rendered by Third Party Vendors on behalf of the Company.
- .2 The availability of TFS Numbers from the Company is limited by the Company's ability to obtain TFS Numbers requested by the Customer from the national SMS database.
- .3 If the Company learns that an Applicant or Customer is attempting to sell, barter, trade, or otherwise transfer a TFS Number to another person, the Company may refuse to establish Service or may cancel Service without liability.
- .4 If a Customer's TFS Number is not used by callers other than for test calls to reach the Customer or Customer's designee within ninety (90) days of activation of the TFS Number or within any subsequent ninety (90) day period, the Company may, upon written notice, release the TFS Number without liability. Test calling does not constitute use.
- .5 If a TFS Customer is found to be non-compliant in passing back appropriate answer supervision, the Company reserves the right to suspend Service temporarily and/or deny requests for additional Service without liability. The Company will give the Customer ten (10) calendar days' written notice via certified U.S. Mail of intent to suspend or deny Service due to such non-compliance.
- .6 The Company may terminate or refuse to furnish TFS to any Applicant or Customer, without incurring any liability, if the use of the Service would interfere with or impair any Service offered by the Company.

(C) Use of Service

Nothing herein, or in any other provision of this Tariff, or in any marketing materials issued by the Company shall give any person any ownership, interest, or proprietary right in any code or TFS Number issued by the Company to its Customers.

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SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

3.6 AT&T Long Distance Toll FreeSM Services (continued)

3.6.4 Rules and Regulations (continued)

(D) Obligations of the Customer

- .1 The Company reserves the right to require Customer(s) requesting TFS to supply the following information when requesting Service: an initial traffic forecast, identification of anticipated busy hour, identification of its geographical marketing target areas, and a schedule of marketing and promotional activities. A new traffic forecast may be required quarterly after Service is initiated.
- .2 A TFS Customer will provide not less than ten (10) business days' notice prior to implementation of special advertising or other new promotions likely to stimulate usage. The Company reserves the right to request traffic data, which depending on the forecast, may delay Service due to the addition of facilities.
- .3 With respect to any Resp Org service or SMS Resp Org changes the Company provides to the TFS Customer, the Customer will indemnify and hold the Company harmless against any third party claims arising out of the execution of changes requested by the Customer.

(E) Reservation of Number(s) for AT&T Long Distance Toll FreeSM Service

- .1 The Company will accept a prospective TFS Customer's request for a particular TFS Number and will reserve such number on a first come, first serve basis. A TFS Number so requested, if found to be available, will be reserved for and furnished to the eligible Customer, providing the Customer:
 - .a subscribes to AT&T Long Distance Toll FreeSM Service within forty-five (45) days of the reservation of said number; and
 - .b provides acceptable credit information; and
 - .c uses the Service within an additional ninety (90) day period.

If a Customer who has received a Toll Free Number does not subscribe to and use the Service within the ninety (90) day period specified above, the Company reserves the right to make the number available for use by another Customer in accordance with the terms in this section.

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SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

3.6 AT&T Long Distance Toll FreeSM Services (continued)

3.6.4 Rules and Regulations (continued)

(E) Reservation of Number(s) for AT&T Long Distance Toll FreeSM Service (continued)

- .2 If a TFS Number is changed by the Company for conditions beyond its reasonable control, nothing in any provision of this Tariff or in any marketing materials issued by the Company or in any agreement between the Customer and the Company shall give any Customer, Applicant, assignee or transferees any ownership interest or proprietary right in any given TFS Number. An Applicant includes a prospective customer who has reserved a toll free telephone number hereunder.
- 3 A Customer who sells an ongoing operating business for which a TFS Number has been in use may transfer the right to continue to use the TFS Number(s) as long as (1) the Company is able to transfer such number under the Company's servicing agreement with vendors who provide a portion of the Service the Company offers to its Customer and (2) the transferee establishes credit pursuant to Section 2 this Tariff.

(F) Release By the Company of Customer's TFS Number(s) for Porting to Other Carriers

- .1 A Customer may request that the Company release its TFS Number(s) so that another long distance service provider may provide toll free service to a Customer. The Company will release a Customer's TFS Number(s) only upon the following occurrences:
 - .a there are no outstanding unpaid, unresolved or disputed payments or any other payments or indebtedness due and payable to the Company by the Customer or its successors or assignees relative to any communications service(s) or Services(s) provided by the Company; and
 - .b there are no unsatisfied liens or claims for property against which payment for such communications service(s) or Service(s) have been guaranteed or otherwise collateralized.
- .2 The Company reserves the right to withhold its authorization of such transfer of such Customer's TFS Number(s) until the Customer's indebtedness is resolved to the satisfaction of the terms and conditions of this Tariff and any agreement(s) between the Customer and the Company.
- .3 The failure of the Customer to fulfill the terms and conditions of any agreement with the Company or the attempt to process a change of long distance service provider for the Customer's TFS Number(s) prior to the completion of a contract's terms and conditions (and/or before all payments and indebtedness have been paid or satisfied) shall cause the ownership of the TFS Number(s) to revert from the Customer to the Company, whereupon such Customer shall no longer possess the right to transfer such TFS Number(s) to any other long distance service provider and whereupon the Company shall have the right to reissue said number(s) at its sole discretion to any other party.
- .4 At the discretion of the Company, a cancelled TFS Number may be reestablished for the same Customer within four (4) months and; therefore, it cannot be selected by another Customer during that four (4) month period. After four (4) months, the TFS Number is returned to the pool where it can be selected by another customer under any Resp Org.

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SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

3.6 AT&T Long Distance Toll FreeSM Services (continued)

3.6.4 Rules and Regulations (continued)

(G) Minimum Service Period

For Customers subscribing to TFS and making a MMC, the minimum Service period is one month. For Customers subscribing to TFS and making a MAC, the minimum Service period is the length of the term plan commitment.

(H) Termination of TFS By Company

.1 If Service is terminated by the Company for violation of this Tariff, the national SMS/800 data base allows the Company to retain control of all TFS Numbers disconnected for up to a 4-month period. If the Customer rectifies the violation to the satisfaction of the Company, the Company may, in its sole discretion, return the number to the control of the Customer. If the Customer does not rectify the violation within three (3) months, the Company may refuse to:

- .a reconnect the disconnected number for the previous Customer;
- .b transfer disconnected Customer to a third party identified by the Customer; and
- .c process any request to change the Resp Org from the disconnected Customer except as indicated in Section 3.6.4 (F) of this Tariff.

.2 Customers that are direct-billed must provide the Company updated information within fifteen (15) days of a change in billing address and/or contact information. If the Customer fails to timely provide such updated information, the Company reserves the right to terminate Service on ten (10) days verbal or written notice to last know address/contact, and the Customer shall be responsible for any and all early termination charges.

(I) Rates and charges associated with the Customer's BTN – for existing Customers who subscribe to TFS in the middle of a billing cycle, monthly recurring charges are prorated based on the amount of time the plan is in effect prior to the first bill.

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SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

3.6 AT&T Long Distance Toll FreeSM Services (continued)

3.6.4 Rules and Regulations (continued)

(J) Availability

- .1 TFS is available to Customers that subscribe either to the Company (where available) or another long distance carrier as the presubscribed provider of 1+ long distance Service for the POTS telephone number associated with TFS.
- .2 If a Customer with a single POTS telephone number has combined Services, i.e. outbound and TFS, and chooses to move the outbound long distance service to another long distance carrier leaving only TFS, the Customer's TFS plan must be transferred to the Company's direct bill method. Otherwise, the Company may terminate Service pursuant to Section 2 of this Tariff.

(K) Billing

- .1 Customer Subscribes to Any of the Company's High Volume Toll Free Calling Plans

Customers subscribing to any of the Company's High Volume Toll Free Calling plans will be direct-billed.
- .2 Customer Subscribes to All Other TFS Requiring Switched Access To Reach the Long Distance Network
 - .a To enable the Company to bill the Customer for TFS on a LEC or CLEC bill, at least one of the Customer's WTNs associated with the Customer's TFS must be presubscribed to the Company for the provision of 1+ outbound long distance Service and the BAN for the TFS must be the same BAN as the WTNs associated with TFS.
 - .b The Customer will be LEC-billed if the Customer's local service is provided by an Affiliated LEC and CLEC-billed if the Customer's local service is provided by an Affiliated CLEC. The Customer will be direct-billed if the Customer's local service is provided by a non-Affiliated LEC or a non-Affiliated CLEC or if TFS is the only Service the Customer has.

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SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

3.7 Custom Business Services

See Section 7.7 for Custom Business Services Rates and charges

3.7.1 AT&T High Volume Calling II¹ (T)

(A) General

- .1 This is a custom combination Flat Rate optional pricing plan. There are four Service offerings available under this optional calling plan. AT&T High Volume Outbound Calling II is an outbound calling plan for Customers that utilize Switched Access to reach the long distance network. AT&T High Volume Toll Free Calling II is a TFS for Customers that utilize Switched Access to receive calls from the long distance network.
- .2 See Section 3.6 of this Tariff for optional features, rules and regulations, and general information regarding TFS.

Toll free calls may originate on any type of access and are terminated via Switched Access lines to the Customer's location.

(B) Availability

- .1 This optional calling plan is designed for Business Customers that utilize Switched Access arrangements to reach the long distance network. Outbound Service is available to Customers that utilize Switched Access. TFS is available for termination to a Customer's Switched Access lines. The Customer may subscribe to AT&T High Volume Calling II for outbound Service only, TFS only, or both outbound and TFS.
- .2 This plan is available to Business Customers that (a) request to be provisioned under this optional pricing plan; (b) make a MAC of at least \$600 per year and sign a term plan agreement for one (1) or two (2) years; and (c) subscribe to High Volume Calling II for the provision of interstate service.
- .3 If a Centrex Customer with terminals subscribes to High Volume Outbound Calling II, all lines associated with the Centrex terminals must be presubscribed to the Company.

¹Effective October 12, 2017, the High Volume Calling II plans will no longer be available to new Customers. Existing Customers may keep this service until they move locations and/or make changes to their service or until it is discontinued by the Company, whichever comes first. (N)
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SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

3.7 Custom Business Services (continued)

3.7.1 AT&T High Volume Calling II¹ (continued)

(T)

(C) MACs, and Term Plan Agreements

- .1 Customers that subscribe to this service and who wish to: (1) change MAC; (2) change the length of their term; or; (3) change to another High Volume Calling Plan; customers must cancel their current term plan agreement and sign a new term plan agreement with new begin/end dates unless otherwise indicated in this Tariff.
- .2 The Company will not charge an early termination fee and/or under utilization fee (ETF/UUF) when a Customer cancels an existing term plan agreement with a MAC if at the same time the Customer agrees to replace some or all of their existing service with Internet Protocol (IP) service, Wireless, or any functionally equivalent service from an Affiliate of the Company for the purpose of placing outbound and/or inbound live voice communications outside of the customer's local calling area.

See Section 2.26 of this Tariff for additional rules and regulations applicable to MACs, and term plan agreements.

(D) IntraLATA and InterLATA Service Options

- .1 For outbound Services provided via a Switched Access arrangement, Business Customers may subscribe to any of the Company's outbound Service offerings for the provision of (1) intrastate InterLATA and intrastate IntraLATA calling; (2) intrastate InterLATA calling only and select another company for the provision of the Customer's intrastate IntraLATA calling; or (3) intrastate IntraLATA calling only and select another company for the provision of the Customers's intrastate InterLATA calling.
- .2 For TFS, Customers may subscribe to TFS with or without the ability to receive intrastate IntraLATA Service from the Company.

(E) Rating Inbound and Outbound Calls

.1 Usage Rates

The Customer's usage rate for each call is based on (1) whether the call is outbound or inbound TFS; (2) the Customer's MAC; and (3) the length of the Customer's term plan (1 year or 2 years).

¹Effective October 12, 2017, the High Volume Calling II plans will no longer be available to new Customers. Existing Customers may keep this service until they move locations and/or make changes to their service or until it is discontinued by the Company, whichever comes first.

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Issued: September 11, 2017

Arizona Voice Tariff

SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

3.7 Custom Business Services (continued)

3.7.1 AT&T High Volume Calling II¹ (continued)

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(E) (continued)

.2 Billing Increments

For Customers with a MAC, calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of eighteen (18) seconds. This optional pricing plan is rated on an Aggregation ID basis if multiple BTNs are involved.

(F) Transfer of an Existing TFS to High AT&T Volume Toll Free Calling II

A Customer request to transfer TFS to the AT&T High Volume Toll Free Calling II will be processed as a request to cancel the Customer's existing TFS optional calling plan. To transfer TFS, the Customer must meet the availability requirements for the AT&T High Volume Toll Free Calling II plan. Customer shall be responsible for any and all early termination charges.

¹Effective October 12, 2017, the High Volume Calling II plans will no longer be available to new Customers. Existing Customers may keep this service until they move locations and/or make changes to their service or until it is discontinued by the Company, whichever comes first.

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Issued: November 13, 2019

Arizona Voice Tariff

SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

3.7 Custom Business Services (continued)

3.7.2 Reserved for Future Use

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Issued: November 13, 2019

Arizona Voice Tariff

SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

3.7 Custom Business Services (continued)

3.7.3 Reserved for Future Use

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3.7.4 AT&T Business Calling, formerly Long Distance for Business

This plan is a combination switched TFS and outbound optional pricing plan available to Business Customers. This optional calling plan is available to new and existing Business Customers that use Switched Access to reach the long distance network for outbound calling and/or to receive calls from the long distance network for TFS and (2) that request to be provisioned under this optional pricing plan.

The rates and charges specified herein provide for a usage sensitive charge. All calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of sixty (60) seconds. When ordering Service, the Business Customer must specify if this plan is to be used for outbound calls only, inbound calls only, or both inbound and outbound calling. Multiple BTN aggregation is not available with this Service.

Arizona Voice Tariff

SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

3.7 Custom Business Services (continued)

3.7.5 Reserved for Future Use

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3.7.6 Reserved for Future Use

3.7.7 Reserved for Future Use

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Issued: January 11, 2016

Arizona Voice Tariff

SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

3.7 Custom Business Services (continued)

3.7.8 Reserved for Future Use (T/D)

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3.7.9 Reserved for Future Use

3.7.10 Reserved for Future Use

Issued: September 10, 2015

Arizona Voice Tariff

SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

3.7 Custom Business Services (continued)

3.7.11 Reserved for Future Use

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3.7.12 Reserved for Future Use

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3.7.13 Reserved for Future Use

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Issued: September 10, 2015

Arizona Voice Tariff

SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

3.7 Custom Business Services (continued)

3.7.14 Reserved for Future Use

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3.7.15 Reserved for Future Use

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Issued: September 10, 2015

Arizona Voice Tariff

SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

3.7 Custom Business Services (continued)

3.7.16 Reserved for Future Use

3.7.17 Reserved for Future Use

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Arizona Voice Tariff

SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

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Issued: September 10, 2015

Arizona Voice Tariff

SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

3.7 Custom Business Services (continued)

3.7.18 Reserved for Future Use

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Arizona Voice Tariff

SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

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Issued: September 10, 2015

Arizona Voice Tariff

SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

3.7 Custom Business Services (continued)

3.7.19 Reserved for Future Use

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Issued: July 8, 2015

Arizona Voice Tariff

SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

3.7 Custom Business Services (continued)

3.7.20 Reserved for Future Use

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3.7.21 Reserved for Future Use

Issued: March 30, 2018

Arizona Voice Tariff

SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

3.7 Custom Business Services (continued)

3.7.22 Reserved for Future Use

3.7.23 AT&T Business CallingSM Monthly

(A) AT&T Business Calling MonthlySM is a bundled intrastate/interstate outbound calling and/or Switched Toll Free Service inbound calling long distance calling plan. This plan is established at the BTN level. Multiple BTN aggregation is not available with this Service. If the Customer or Applicant selects a different business long distance calling plan for specific WTN(s), the Customer is required to establish a separate BTN for each variation. When ordering Service, the Business Customer must specify if AT&T Business CallingSM Monthly is to be used for outgoing calls only, inbound calls only, or both. This Service is available to new and existing Business Customers who:

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- .1 use Switched Access to reach the long distance network for outbound calling and/or to receive calls from the long distance network for Switched Toll Free Service;
- .2 Subscribe to the Company for the provision of interstate and intrastate InterLATA and/or intrastate IntraLATA Service;
- .3 request to be provisioned under this optional calling plan.

(B) Outbound and Switched Toll Free Service inbound calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of one (1) minute.

Issued: June 8, 2016

Arizona Voice Tariff

SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

3.7 Custom Business Services (continued)

3.7.24 AT&T High Volume Calling IV

(A) General

- .1 AT&T High Volume Calling IV is a custom combination Flat Rate optional pricing plan. The following Service offerings are available under this optional calling plan; (a) outbound calling for Customers that utilize Switched Access to reach the long distance network; and/or (b) Customers that utilize Switched Access to receive calls from the long distance network. The Customer may subscribe to this plan for outbound Service only, TFS only or for both outbound and TFS.
- .2 See Section 3.6 of this Tariff for optional features, rules and regulations, and general information regarding TFS. Toll free calls may originate on any type of access and are terminated via Switched Access to the Customer's location.

(B) Availability

- .1 This optional calling plan is designed for Business Customers that utilize Switched Access arrangements to reach the long distance network. Outbound Service is available to Customers that utilize Switched Access. TFS is available for termination to a Customer's Switched Access lines. The Customer may subscribe to this plan for outbound Service only, TFS only, or both outbound and TFS.
- .2 This plan is available to Business Customers that (1) request to be provisioned under this optional pricing plan; (2) make a MAC of at least \$600 per year and sign a term plan agreement for one (1) or two (2) years; and (3) subscribe to this plan for the provision of interstate service. (D/T)
- .3 If a Centrex or Plexar[®] Customer with terminals subscribes to this plan, all lines associated with the Centrex or Plexar[®] terminals must be presubscribed to the Company.

Issued: June 8, 2016

Arizona Voice Tariff

SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

3.7 Custom Business Services (continued)

3.7.24 AT&T High Volume Calling IV (continued)

(C) IntraLATA and InterLATA Service Options

- .1 For outbound Services provided via a Switched Access arrangement, Business Customers may subscribe to any of the Company's outbound Service offerings for the provision of (1) intrastate InterLATA and intrastate IntraLATA calling; (2) intrastate InterLATA calling only and select another company for the provision of the Customer's intrastate IntraLATA calling; or (3) intrastate IntraLATA calling only and select another company for the provision of the Customers's intrastate InterLATA calling.
- .2 For TFS, Customers may subscribe to TFS with or without the ability to receive intrastate IntraLATA Service from the Company.

(D) Rating TFS and Outbound Calls

.1 Usage Rates

The Customer's usage rate for each call is based on (1) whether the call is outbound or TFS; (2) the Customer's MAC; and (3) the length of the Customer's term plan (1 year or 2 years).

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.2 Billing Increments - Outbound and TFS

For Customers with a MAC, calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of eighteen (18) seconds. This optional pricing plan is rated on an Aggregation ID basis if multiple BTNs are involved

- (E) A Customer request to transfer existing TFS to the TFS associated with this plan will be processed as a request to cancel the Customer's existing TFS optional calling plan. To transfer TFS, the Customer must meet the availability requirements for this plan. Customer shall be responsible for any and all early termination fees.

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Arizona Voice Tariff

SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

3.7 Custom Business Services (continued)

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3.7.25 Reserved for Future Use

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Issued: July 12, 2022

Arizona Voice Tariff

SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

3.7 Custom Business Services (continued)

3.7.26 Block of TimeSM II Term Agreement Plans

- (A) Block of TimeSM II Term Agreement Plans are outbound calling and optional inbound Switched TFS long distance calling plans. These plans are established at the BTN level. Aggregation of multiple BTNS is not available with this plan. If the Customer or Applicant selects a different long distance calling plan for specific WTNs the Customer is required to establish a separate BTN for each variation.
- (B) Unless otherwise specified in the rate options defined in Section 3.7.26(I), Block of TimeSM II Term Agreement Plans are available to new or existing Business Customers who:
 - .1 utilize Switched Access to reach the long distance network for outbound calling and/or to receive calls from the long distance network for TFS;
 - .2 subscribe to the Company for interLATA (interstate and intrastate) Service, intraLATA (local toll) Service, interLATA and intraLATA Service for outbound long distance calling, or subscribe to the Company's TFS for inbound long distance calling;
 - .3 commit to subscribe to a Block of TimeSM II Term Agreement rate option for a 1-Year or 2-Year term agreement as defined in Section 3.7.26 (I).1 through Section 3.7.26 (I).11, of this tariff;
 - .4 specify at the time of ordering if the MOUs are to be used for outbound calling only, inbound TFS calling only or both outbound and inbound TFS calling; and
 - .5 request to be provisioned under this plan.
- (C) Customers may subscribe to a Block of TimeSM II Term Agreement rate option for outbound Service only, inbound TFS Service only or for both outbound and inbound TFS. Where a Customer subscribes to TFS, inbound toll free calls may originate on any type of access and are terminated via Switched Access to the Customer's location. See the Company's Business and Residential Product Reference and Pricing Guidebook which may be found at <https://www.att.com/servicepublications> Section 4 for the Switched AT&T Long Toll FreeSM Service optional features, rules and regulations, and general information regarding TFS. (T)
(T)
- (D) Each Block of TimeSM II Term Agreement rate options provides the Customer a specific amount (block) of time for placing (1+) Direct-Dialed domestic outbound long distance calling, inbound switched TFS calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calling. All usage in excess of the selected block of time will be billed at a fixed rate per minute. Any minutes not used in a billing cycle will not be carried over to the next billing cycle. No credits will be given for any unused minutes.
- (E) Calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds.

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Effective: July 1, 2018

Arizona Voice Tariff

SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

3.7 Custom Business Services (continued)

3.7.26 Block of TimeSM II Term Agreement Plans (continued)

- (F) The Block of TimeSM II Term Agreement rate option selected at the time the Customer's order is processed will remain in effect until cancelled or changed by the Customer. Changes to the selected Block of TimeSM II Term Agreement rate option will be effective on the day the Customer's change order is processed. If an existing Customer initially subscribes to a Block of TimeSM II Term Agreement option in the middle of its billing cycle, the change will be effective on the first day after the Customer's change order is processed.
- (G) Term Agreements
- .1 1-Year term agreements are oral agreements and do not require a signed agreement.
 - .2 2-Year term agreements must be signed under any method accepted by the Company, including electronically, and must be received by Company within thirty (30) calendar days from the order date. If the Company does not receive the Customer's signed agreement within the thirty calendar (30) days, and Service has been provisioned in reliance thereon, the term of the agreement shall default to a 1-Year term under the rates, terms and conditions of the 1-Year term agreement.
 - .3 If defaulted to a 1-Year term, the 1-Year term will start on the day the Company completes the change from a 2-Year term to a 1-Year term. The Company will endeavor to complete the change within thirty (30) calendar days after the expired due date for receipt of the signed agreement from the Customer.

Issued: May 31, 2019

Arizona Voice Tariff

SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

3.7 Custom Business Services (continued)

3.7.26 Block of TimeSM II Term Agreement Plans (continued)

(G) Term Agreements (continued)

.4 Term Renewals

a 1-Year Term Agreements

1-year term agreements will not automatically renew. On the first day after the term agreement has expired, the customer will be billed on a month-to-month at the out of term rates and charges defined in Section 7.7.26 of this Tariff for the selected Block of TimeSM II Term Agreement rate option.

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b 2-Year Term Agreements

.i If the customer wishes to renew their rate option for a new 2-Year term, the customer must notify the Company at least thirty (30) days prior to the expiration of their current term of their intention to renew for a new term.

.ii Customers who fail to contact the Company within thirty (30) days prior to the expiration of their term to request a term renewal will remain on their current rate option and be billed on a month-to-month basis at the out of term rates defined in Section 7.7.26 of this Tariff.

The selected Block of TimeSM II Term Agreement rate option will remain in effect until either: (a) canceled or changed by the Customer; (b) the Customer terminates Service with the Company; (c) the Company no longer offers the selected Block of TimeSM II Term Agreement rate option to new Customers or to existing Customers moving to new locations; or (d) the Company notifies the Customer the selected Block of TimeSM II Term Agreement rate option is no longer available for auto-renewal; whichever occurs first.

.5 The Customer is under no obligation to re-subscribe to the selected Block Of TimeSM II Term Agreement rate option after completion of the initial or any renewal term period.

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Effective: July 1, 2018

Arizona Voice Tariff

SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

3.7 Custom Business Services (continued)

3.7.26 Block of TimeSM II Term Agreement Plans (continued)

(H) Early Termination Fee/Under Utilization Fee (ETF/UUF)

- .1 Customers that subscribe to this plan combined with a term plan agreement, and who wish to: (a) change the length of a term plan agreement; or (b) change to another calling plan; must cancel their current term plan agreement and agree to a new term plan agreement with new begin/end dates unless otherwise indicated in this Tariff.

Customers who cancel this plan prior to the expiration date of their current term plan agreement and who do not qualify under item numbers .2 and .3 below will be required to pay an ETF/UUF. The ETF/UUF shall be 50% of the full MRC rate in effect for this plan at the time of termination multiplied by the number of months remaining in the term.

- .2 The Company will not charge an ETF/UUF when the Customer cancels an existing term plan agreement if at the same time the Customer agrees to a new term plan agreement for a different Business calling plan with an MRC or MMC from the Company.
- .3 The Company will adjust to zero any ETF/UUF when:
- .a the Customer cancels an existing term plan agreement with an MRC or MMC if at the same time the Customer agrees to replace some or all of their existing service with Internet Protocol (IP) service, Wireless, or any functionally equivalent service from an affiliate of the Company for the purpose of placing outbound and/or inbound live voice communications outside of the Customer's local calling area; or
 - .b the Customer provides notice to the Company of its intent to terminate this plan within thirty (30) calendar days prior to or thirty (30) calendar days after the automatic renewal of the term.

Issued: November 13, 2019

Arizona Voice Tariff

SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

3.7 Custom Business Services (continued)

3.7.26 Block of TimeSM II Term Agreement Plans (continued)

(I) Rate Options

.1 Reserved for Future Use (D/T)

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.2 Reserved for Future Use (D/T)

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.3 Reserved for Future Use (D/T)

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Issued: November 13, 2019

Arizona Voice Tariff

SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

3.7 Custom Business Services (continued)

3.7.26 Block of TimeSM II Term Agreement Plans (continued)

(I) Rate Options (continued)

.4 Reserved for Future Use

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.5 AT&T Business Block of TimeSM 5000 II

This rate option is available for a 1-Year or 2-Year term agreement. For the MRC specified in Section 7.7.26 (F) of this Tariff, the Customer receives a 5000 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling, inbound switched TFS calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calling. See Section 7.7.26 (F) of this Tariff for the per-minute rate after the block of time has been used.

.6 AT&T Business Block of TimeSM 7500 II

This rate option is available for a 1-Year or 2-Year term agreement. For the MRC specified in Section 7.7.26 (G) of this Tariff, the Customer receives a 7500 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling, inbound switched TFS calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calling. See Section 7.7.26 (G) of this Tariff for the per-minute rate after the block of time has been used.

.7 AT&T Business Block of TimeSM 10000 II

This rate option is available for a 1-Year or 2-Year term agreement. For the MRC specified in Section 7.7.26 (H) of this Tariff, the Customer receives a 10000 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling, inbound switched TFS calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calling. See Section 7.7.26 (H) of this Tariff for the per-minute rate after the block of time has been used.

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Arizona Voice Tariff

SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

3.7 Custom Business Services (continued)

3.7.26 Block of TimeSM II Term Agreement Plans (continued)

(I) Rate Options (continued)

.8 AT&T Business Block of TimeSM 300 II

This rate option is available for a 1-Year term agreement. For the MRC specified in Section 7.7.26 (I) of this Tariff, the Customer receives a 300 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling, inbound switched TFS calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calling. See Section 7.7.26 (I) of this Tariff for the per-minute rate after the block of time has been used.

.9 AT&T Business Block of TimeSM 750 II

This rate option is available for a 1-Year term agreement. For the MRC specified in Section 7.7.26 (J) of this Tariff, the Customer receives a 750 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling, inbound switched TFS calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calling. See Section 7.7.26 (J) of this Tariff for the per-minute rate after the block of time has been used.

.10 AT&T Business Block of TimeSM 1500 II

This rate option is available for a 1-Year term agreement. For the MRC specified in Section 7.7.26 (K) of this Tariff, the Customer receives a 1500 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling, inbound switched TFS calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calling. See Section 7.7.26 (K) of this Tariff for the per-minute rate after the block of time has been used.

.11 AT&T Business Block of TimeSM 3000 II

This rate option is available for a 1-Year term agreement. For the MRC specified in Section 7.7.26 (L) of this Tariff, the Customer receives a 3000 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling, inbound switched TFS calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calling. See Section 7.7.26 (L) of this Tariff for the per-minute rate after the block of time has been used.

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Arizona Voice Tariff

SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

3.8 Custom Business Miscellaneous Service

See Section 7.8 for Custom Business Miscellaneous Service

3.8.1 Reserved for Future Use

3.8.2 Account Codes^{1,2}

- (A) Account codes are an optional feature associated with outbound long distance Service that provides the Customer the ability to track usage by requiring the caller enter a string of digits ("digit string"). Account codes enable the Customer to obtain call detail from the Company which is sorted and summarized based on digits entered by the caller
- (B) The account codes are available on a mandatory basis only when placing a call, the caller must enter an account code for the call to complete.
- (C) The length of the string digits available to a Customer is limited and the number of digits is based on whether the call originates at an On-Net or Off-Net location. The Company controls the length of the string digits. The caller will be allowed three (3) attempts to enter a valid account code before the call is terminated."
- (D) If the Customer subscribes to the validated feature, the caller must enter specific account codes in order to complete the call. If the Customer subscribes to the non-validated feature, the caller may enter any digits as an account code as long as the string is the designated number of digits in length.

¹This feature is no longer available to new Customers effective January 12, 2015. Additionally, concurrent with this change, the non-mandatory account code option is discontinued.

²Effective June 12 2015, no changes will be allowed to Account Code configurations. Network facilities supporting Account Codes are being discontinued in some areas which will impact the availability of this feature. Existing customers may continue with current Account Code configurations where network capability exists or until the Account Code billing feature is discontinued in its entirety by the Company.

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