

VOICE PRODUCT REFERENCE AND PRICING GUIDEBOOK FOR
INTEREXCHANGE, INTERSTATE, AND INTERNATIONAL SERVICES

SECTION 3 – DESCRIPTION OF INTEREXCHANGE AND INTERSTATE
SWITCHED SERVICES

3.1 Operator Toll Assistance Services

3.1.1 General

Callers may use Operator Toll Assistance Services to place interstate calls from their presubscribed telephone line or when away from their established primary Service location. Calls can originate from either tone-generating or rotary-dial instruments. Unless otherwise indicated in this Guidebook, all calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute. (D)

3.1.2 Availability

Service is available to a Customer that subscribes to any of the Company's outbound Service offerings and Casual Callers that dial one of the Company's Toll Free Access Numbers. Unless specifically limited or expanded in this Guidebook, Operator Toll Assistance Services are available from locations in the United States and in the Extended Area. Calls from Alaska and the Extended Area are only available via the Company's Toll Free Access Number.

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 Section 3.1.5 (A), (B) or (C) of this Guidebook or 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 Guidebook, callers may also place Operator Toll Assistance Services calls from Off-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
- (C) Unless otherwise indicated in this Guidebook, callers may also place Operator Toll Assistance Services from On-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.

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 particular station room number, department, or office to be reached through a PBX attendant. (C)

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3.1 Operator Toll Assistance Services (continued)

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3.1 Operator Toll Assistance Services (continued)

3.1.5 Billing Options

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Sent Paid: 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 non-coin origination.

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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. The rates for the operator dialed per call charges in Section 4.1.1 or Section 4.1.2 of this Guidebook 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.

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(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

A fully automated call occurs when a person originating a call completes the call without any assistance from the operator.

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3.2 Directory Assistance Services

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 in another state or a United States territory. The Directory Assistance operator provides assistance in locating business, residence, and government listings. Directory assistance is available for determining a telephone number or area code in the United States, the Extended Area, Midway Island, Wake Island.

3.2.2 Availability

Assistance in obtaining an interstate Directory Assistance listing is available to any Customer that has access to the Directory Assistance bureau via one of the access methods described in Section 3.2.3 of this Guidebook.

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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 pre-subscribe to any of the Company's outbound Service offerings that utilize Switched Access to reach the long distance network 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
- .d one of the Company's Toll Free Access Numbers. The call may be completed or by dialing the area code + 555-1212. The caller may also request the long distance operator to connect the caller to Directory Assistance.

.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 Guidebook, Customers, End Users or Casual Callers may also reach Directory Assistance via the following access methods:

.1 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:

.1 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 complete 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 to a location in the United States.

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.3 .For Customers that subscribe to any of the Company's outbound Services that require Switched Access to reach the long distance network, Automated DACC is available for Directory Assistance accessed via 1 + area code + 555-1212. Automated DACC is blocked via all other access methods.

.4 Automated DACC calls may not be completed via Group 1 Toll Free Access Numbers or Group 2 Toll Free Access Numbers.

.5 When two directory listings are requested, Automated DACC is available for completing the call to the first or second listing.

.6 Once the caller is provided the desired telephone number, the caller is offered call completion.

.7 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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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.

.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 following charges apply:

.a Directory Assistance charge pursuant to Section 4.2 of this Guidebook and

.b operator dialed per call charge pursuant to Section 4.1.1 or Section 4.1.2 of this Guidebook.

If the long distance operator stays on the line to complete the call for the caller, usage charges also apply pursuant to Section 4.1.1 or Section 4.1.2 of this Guidebook. The Automated DACC charge applies in addition to the Directory Assistance per-call charge if the caller accepts the offer. The Automated DACC charge will not apply if the call is not completed. The DACC charge and the associated usage charges for the completed call will be billed using the same billing option used for the originating call to Directory Assistance. In addition to the DACC charge, the Customer will be billed the directory assistance charge and the appropriate usage charge.

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3.4 Outbound Services – Switched Access

3.4.1 MTS

(A) Business

MTS is an intercity long distance Service available to Business Customers seven (7) days per week, twenty-four (24) hours per day, and 365 days per year. With Business MTS, calls are originated from other than a payphone. 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.

Charges are usage sensitive and vary by day-of-week and time-of-day. Calls are billed in one (1) minute increments, with minimum call duration of one (1) minute. Peak and off peak rates apply. The peak rate period is 8:00 a.m. to but not including 5:00 p.m., Monday through Friday. The off-peak rate period is all other times. The off-peak rates apply on the following holidays: New Year's Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. Calls billed under this Service offering will not qualify for promotional rates. See Section 4.4.1 of this Guidebook for applicable minimum usage charges and per-minute rates.

(B) Residential

MTS is an intercity long distance Service available to Customers seven (7) days per week, twenty-four (24) hours per day, 365 days per year. With 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. MTS is available to Residential Customers that presubscribe to the Company for long distance Service.

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.

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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. See Section 4.4.1 of this Guidebook for applicable minimum usages charges and per-minute rates.

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3.4 Outbound Services – Switched Access

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3.4 Outbound Services – Switched Access

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, and 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 or dedicated facilities provided by LECs, CLECs, or authorized providers. This Service is available for Customers utilizing Switched Access to reach the long distance network.

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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.

Charges are usage sensitive and vary by day-of-week and time-of-day. Calls are billed with a thirty (30) second initial period and six (6) second subsequent periods. Peak and off-peak rates apply. The peak rate period is 8:00 a.m. to but not including 5:00 p.m., Monday through Friday. The off-peak rate period is all other times. The off-peak rates apply on the following holidays: New Year's Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas day. Calls billed under this Service offering will not qualify for promotional offerings.

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3.6 AT&T Long Distance Toll FreeSM Service

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.
- (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

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3.6.2 Availability

(A) Area of Service

This 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. The originating area may include the United States and the territories of American Samoa, Puerto Rico, the U.S. Virgin Islands, Guam, and Commonwealth of Northern Mariana Islands as well as Canada. The Customer may select this maximum Area of Service or may selectively block an area. 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.

(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 United States Switched Access are available.

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

3.6.3 Optional Features

(A) Availability

Unless otherwise indicated in this Guidebook, the optional features described below are available with all TFS offerings.

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SECTION 3 – DESCRIPTION OF INTEREXCHANGE AND INTERSTATE
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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 3.5 of this Guidebook, conflict with the rules and regulations contained in Section 2 of this Guidebook, the rules and regulations contained in Section 3.5 of this Guidebook will apply in lieu of the rules and regulations contained in Section 2 of this Guidebook.

(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.

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

3.6.4 Rules and Regulations (continued)

(C) Use of Service

Nothing herein, or in any other provision of this Guidebook, 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.

(D) Obligations of the Customer

- .1 The Company reserves the right to require Business 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 Business Customer subscribing to TFS 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)

- .1 The Company will accept a request from a prospective Business Customer 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 Business Customer, providing the Business 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.
- .2 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.
- .3 If a TFS Number is changed by the Company for conditions beyond its reasonable control, nothing in any provision of this Guidebook 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.
- .4 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 2.11 of this Guidebook.

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

3.6.4 Rules and Regulations (continued)

(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 Guidebook 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.

(G) Minimum Service Period

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

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

3.6.4 Rules and Regulations (continued)

(H) Termination of TFS By Company

- .1 If Service is terminated by the Company for violation of this Guidebook, 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 3.5.4 (G) of this Guidebook.
- .2 Reserved for future use
- .3 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 written notice, and the Customer shall be responsible for any and all early termination charges.

(I) Application of Charges

Rates and charges are associated with the Customer's BTN. For an existing Customer who subscribes 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.

Calls terminating to Switched Access will be rated with switched rates. Actual rates will vary based on the plan selected by the Customer.

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

3.6.5 Switched Access

(A) General

- .1 Toll free calls may be originated on any type of access but are terminated via Switched Access lines to the Customer's location. The Customer's TFS Number terminates on the Customer's POTS number.
- .2 Service(s) are available to Customers who utilize Switched Access to reach the long distance network and whose terminating location has a ten (10) digit voice-grade telephone number.

(B) 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 2.7 of this Guidebook.

(C) 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 WTN's 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 WTN's 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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3.7 Custom Business Services – GENERAL

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3.7 Custom Business Services

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VOICE PRODUCT REFERENCE AND PRICING GUIDEBOOK FOR
INTEREXCHANGE, INTERSTATE, AND INTERNATIONAL SERVICES

SECTION 3 – DESCRIPTION OF INTEREXCHANGE AND INTERSTATE
SWITCHED SERVICES

3.7.1 Reserved for Future Use (continued)

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VOICE PRODUCT REFERENCE AND PRICING GUIDEBOOK FOR
INTEREXCHANGE, INTERSTATE, AND INTERNATIONAL SERVICES

SECTION 3 – DESCRIPTION OF INTEREXCHANGE AND INTERSTATE
SWITCHED SERVICES

3.7 Custom Business Services

3.7.1 Reserved for Future Use (continued)

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VOICE PRODUCT REFERENCE AND PRICING GUIDEBOOK FOR
INTEREXCHANGE, INTERSTATE, AND INTERNATIONAL SERVICES

SECTION 3 – DESCRIPTION OF INTEREXCHANGE AND INTERSTATE
SWITCHED SERVICES

3.7 Custom Business Services (continued)

3.7.1 Reserved for Future Use (continued)

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VOICE PRODUCT REFERENCE AND PRICING GUIDEBOOK FOR
INTEREXCHANGE, INTERSTATE, AND INTERNATIONAL SERVICES

SECTION 3 – DESCRIPTION OF INTEREXCHANGE AND INTERSTATE
SWITCHED SERVICES

3.7 Custom Business Services (continued)

3.7.2 AT&T Business Calling (formerly Long Distance for Business)

AT&T Business Calling is a combination inbound and outbound optional pricing plan available to Business Customers. This optional calling plan is available to new and existing Business Customers (1) 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 AT&T Business Calling is to be used for outgoing calls only, inbound calls only, or both. Multiple BTN aggregation is not available with this Service.

(D)

3.7.3 Reserved for future use

3.7.4 Reserved for future use

3.7.5 Reserved for future use

VOICE PRODUCT REFERENCE AND PRICING GUIDEBOOK FOR
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SECTION 3 – DESCRIPTION OF INTEREXCHANGE AND INTERSTATE
SWITCHED SERVICES

3.7 Custom Business Services (continued)

3.7.6 AT&T Business Unlimited Calling SMformerly known as AT&T Business Unlimited Long Distance Plans)

(A) AT&T Business Unlimited Calling SM is an outbound calling and optional inbound Switched TFS long distance calling plan. This plan is established at the BTN level and multiple BTN Aggregation is not available with this plan. If the Customer or Applicant selects a different long distance calling plan for specific WTN's the Customer is required to establish a separate BTN for each variation.

(B) This plan is available to Business Customers that:

OPTION 1 – New or Existing:

- .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 subscribes to the Company for interLATA (interstate and intrastate) and intraLATA (local toll) Service for outbound long distance calling on each access line*, and may also subscribe to the Company for the provision of TFS for inbound long distance calling;
- .3 subscribe to and maintain or currently subscribe to and maintain at least one (1) but no more than ten (10) business access lines# from an Affiliated ILEC of the Company that are associated with the qualifying BTN;
- .4 commit to subscribe to this plan for a one (1) or two (2) year term agreement;
- .5 request to be provisioned under this optional pricing plan;

(D)
(D)

*Service not regulated under this Guidebook

VOICE PRODUCT REFERENCE AND PRICING GUIDEBOOK FOR
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SWITCHED SERVICES

3.7 Custom Business Services (continued)

3.7.6 AT&T Business Unlimited CallingSM (formerly known as AT&T Business Unlimited Long Distance Plans)

OPTION 2 – Winback and Retention¹

(C)

- .1 utilize Switched Access to reach the long distance network for outbound calling and to receive calls from the long distance network for TFS;
- .2 subscribes to the Company for interLATA (interstate and intrastate) and intraLATA (local toll) Service for outbound long distance calling on each access line*, and may also subscribe to the Company's TFS for inbound long distance calling;
- .3 meet a minimum of one (1) of the following conditions:
 - .a have previously subscribed to local dial tone Service of an Affiliate ILEC of the Company (including where that Affiliate is operating as a CLEC) and have cancelled that Service; or
 - .b are currently a local telephone customer of a competitor in the local serving territory of one of the Affiliate ILECs of the Company (including where that Affiliate is operating as a CLEC) and are now moving dial tone services from the competitor to the Affiliate ILEC; or
 - .c currently subscribe to local dial tone service[#] from an Affiliate ILEC of the Company (including where that Affiliate is operating as a CLEC) and state an intention to change local carriers for economic reasons and/or in response to a competitive offer; or
 - .d currently subscribe to the Company for long distance service and state an intention to disconnect service;
- .4 subscribe to and maintain or currently subscribe to and maintain at least one (1) but no more than ten (10) business access lines[#] from an Affiliated ILEC of the Company that are associated with the qualifying BTN;
- .5 newly subscribe to or restart a one (1) year term agreement;
- .6 request to be provisioned under this optional pricing plan.

[#]This service not offered under this Guidebook.

¹Effective August 31, 2021, the AT&T Business Unlimited CallingSM Option 2 plan will no longer be available to new customers. Existing customers may keep this service until they move locations, make changes to their service, or it is discontinued by the Company, whichever comes first. In addition, term agreements for this plan will no longer automatically renew. Upon expiration of an existing term agreement, the out of term month-to-month charge and rate will apply.

(N)
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(N)

VOICE PRODUCT REFERENCE AND PRICING GUIDEBOOK FOR
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SECTION 3 – DESCRIPTION OF INTEREXCHANGE AND INTERSTATE
SWITCHED SERVICES

3.7 Custom Business Services (continued)

3.7.6 AT&T Business Unlimited CallingSM formerly known as AT&T Business Unlimited Long Distance Plans (continued)

- (C) Customers may subscribe to this plan for outbound calling only or for both outbound and inbound TFS calls. Customers subscribing to TFS as part of this plan will pay the usage rates defined in Section 4.7.6 of this Guidebook in lieu of usage rates specified in Section 4.6.1 of this Guidebook. TFS calls may originate on any type of access that terminates via Switched Access to the Customer's locations. TFS calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of thirty (30) seconds. See Section 3.6 of this Guidebook for general information, rules, regulations, and optional features associated with TFS.
- (D) Term Agreement¹ (C)
 - .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, the term of the agreement shall default to a 1-Year term under the rates, terms and conditions of this plan.
 - .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.

¹Effective August 31, 2021, the AT&T Business Unlimited CallingSM Option 2 plan will no longer be available to new customers. Existing customers may keep this service until they move locations, make changes to their service, or it is discontinued by the Company, whichever comes first. In addition, term agreements for this plan will no longer automatically renew. Upon expiration of an existing term agreement, the out of term month-to-month charge and rate will apply.

(N)
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(N)

VOICE PRODUCT REFERENCE AND PRICING GUIDEBOOK FOR
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SECTION 3 – DESCRIPTION OF INTEREXCHANGE AND INTERSTATE
SWITCHED SERVICES

3.7 Custom Business Services (continued)

3.7.6 AT&T Business Unlimited CallingSM formerly known as AT&T Business Unlimited Long
(continued)

(D) Term Agreement

.4 Term Renewals¹

(C)

.a 1-Year Term Agreements

1-Year term agreements for this plan will automatically renew on the first day after the initial or any renewal term has expired at the then current rates for this plan defined in Section 4.7.6 of this Guidebook.

.b 2-Year Term Agreements

.i If the customer wishes to renew this plan 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 this plan and be billed on a month-to-month basis at the out of term rates defined in Section 4.7.6 of this Guidebook

This plan will remain in effect until either: (a) canceled or changed by the Customer; (b) the Customers terminates Service with the Company; (c) the Company no longer offers this plan to new Customers or to existing Customers moving to new locations or changing the number of access lines# under the BTN to which this plan applies; or (d) the Company notifies the Customer this plan is no longer available for auto-renewal; whichever occurs first.

.5 The Customer is under no obligation to re-subscribe to the plan after completion of the initial or any renewal term period.

#This service not regulated under this Guidebook.

¹Effective August 31, 2021, the AT&T Business Unlimited CallingSM Option 2 plan will no longer be available to new customers. Existing customers may keep this service until they move locations, make changes to their service, or it is discontinued by the Company, whichever comes first. In addition, term agreements for this plan will no longer automatically renew. Upon expiration of an existing term agreement, the out of term month-to-month charge and rate will apply.

(N)

(N)

VOICE PRODUCT REFERENCE AND PRICING GUIDEBOOK FOR
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SECTION 3 – DESCRIPTION OF INTEREXCHANGE AND INTERSTATE

3.7 Custom Business Services (continued)

3.7.6 AT&T Business Unlimited CallingSM formerly known as AT&T Business Unlimited Long Distance Plans) (continued)

(E) Restrictions

- .1 All business access lines[#] and/or WTN's under the participating BTN must be provisioned on this plan. Customers found in violations shall forfeit eligibility for rates under this plan and will be moved to AT&T Business CallingSM unless an alternative Small Business plan is selected by the Customer.
- .2 This plan is only available for a single BTN. A Customer as a single business entity with more than one (1) BTN at the business entity's service locations is not eligible for this plan unless the subscription to an additional BTN is required for technical reasons by an Affiliate of the Company for the provisioning of DSL[#] service. DSL[#] service billed under a second BTN must be physically located at the same business premise as the original local service.
- .3 This plan may not be used in conjunction with the following: auto dialers, long distance Internet access, long distance Intranet access, call center applications including but not limited to autodialers, PBX trunks, ground start line or trunks, ISDN services, foreign exchange services, public telephone services, public access smart-pay phones, analog to digital conversion digital PBX services, WATS services, PBX/PABX/EABX services, non-square electronic key telephone systems, hybrid key telephone systems, predictive calling/dialing systems, automatic outbound dialing systems, any type of automatic call distribution system, or the functional equivalent of any such system listed above. If the Company determines that the Customer is in violation of above listed restrictions, the Customer shall forfeit eligibility for rates under this plan and will be moved to AT&T Business Calling unless an alternative plan is selected by the Customer.
- .4 Customers who cancel or discontinue any of the qualifying products, services, or features, or whose service is refused, cancelled, or discontinued by the Company or an Affiliate of the Company shall forfeit eligibility for rates under this plan. Customers continuing to subscribe to the Company may be moved to AT&T Business CallingSM.

[#]Service not regulated under this Guidebook

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SECTION 3 – DESCRIPTION OF INTEREXCHANGE AND INTERSTATE

3.7 Custom Business Services (continued)

3.7.6 AT&T Business Unlimited CallingSM formerly known as AT&T Business Unlimited Long Distance Plans) (continued)

(F) Optional Services

.1 Reserved for Future Use

(C/D)
(D)



(D)

.2 Call Detail Suppression

Call Detail Suppression provides a summary of all zero-rated calls included in this calling plan, displaying ‘total minutes’ and ‘total number of calls’ in lieu of itemizing each call in the “Call Charges” section of the bill. The Call Detail Suppression is available at no additional charge. Customers who select this optional feature can request the itemized call detail of the Customers zero-rated calls for up to twenty-four (24) previous months’ bills at no charge. Activation and deactivation of the feature will begin on the Customers next billing cycle. Customers may add or remove the Call Detail Suppression optional features from the AT&T Business Unlimited Calling plan at no charge.

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SECTION 3 – DESCRIPTION OF INTEREXCHANGE AND INTERSTATE

3.7 Custom Business Services (continued)

3.7.6 AT&T Business Unlimited CallingSM formerly known as AT&T Business Unlimited Long Distance Plans) (continued)

- (G) Early Termination Fee/Under Utilization Fee (ETF/UUF) (1/C)
- .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 Guidebook. (N)
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(N)

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. (N)
(N)
(1)
|
(1)
- .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. (N)
|
|
(N)
- .3 The Company will adjust to zero any ETF/UUF when: (1/C)
- .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 (N)
|
|
|
(N)
- .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. (1/C)
(1)
(1)

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SECTION 3 – DESCRIPTION OF INTEREXCHANGE AND INTERSTATE

3.7 Custom Business Services (continued)

3.7.7 Reserved for future use

3.7.8 Reserved for future use

3.7.9 Reserved for future use

3.7.10 All for Less[®] Unlimited

(A) This plan is an outbound calling and optional inbound Switched Toll Free Service (TFS) long distance calling plan. This plan is 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) This plan is available to Business Customers who:

- .a utilize Switched Access to reach the long distance network for outbound calling and optionally, to receive calls from the long distance network for inbound TFS;
- .b subscribe to the Company for interLATA (interstate and intrastate) and intraLATA (local toll) Service for outbound long distance calling on each AT&T business access line# per service location, and may also subscribe to the Company's TFS for inbound long distance calling;
- .c currently or newly subscribe to and maintain a minimum of one (1) but no more than ten (10) business access lines# (i.e., BTNs and WTNs) from an Affiliated ILEC of the Company (excluding where that Affiliate is operating as a CLEC) on a single BTN account per service location;
- .d subscribe to this plan only on business access lines# subscribing to AT&T Business Local Calling^{SM#} or Custom BizSaver II[#], from Affiliated ILEC of the Company;
- .e commit to subscribe to this service for an initial one (1) year term agreement^{1,2}, or (C) under the non-term rate option; (N)
- .f request to be provisioned under this plan; and
- .g meet one or more of the qualification options defined in Section 3.7.10 (C) of this Guidebook.

[#]This service not offered out of this Guidebook.

¹The initial one (1) year term agreement is an oral agreement.

²Effective September 1, 2017, the 1-Year term option is no longer available to new Customers. Existing Customers at the end of their current 1-Year term may request to renew this plan for a subsequent 1-Year term, or they may continue to subscribe to this plan on the out of term month-to-month basis, until they move locations and/or make changes to their service, whichever occurs first.

(N)
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(N)

VOICE PRODUCT REFERENCE AND PRICING GUIDEBOOK FOR
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SECTION 3 – DESCRIPTION OF INTEREXCHANGE AND INTERSTATE

3.7 Custom Business Services (continued)

3.7.10 All for Less® Unlimited (continued)

(C) Qualification Options

OPTION 1		
newly subscribe to a qualifying Internet service# as defined and offered by an Affiliate of the Company		
OPTION 2		
<ol style="list-style-type: none"> 1. newly subscribe to a qualifying wireless service# as defined and offered by an Affiliated Wireless provider of the Company; and 2. agree the Company may combine its wireless Affiliate billing with the Affiliate ILEC billing except when Customers are participating in the wireless Affiliate's SBS Wireless Deposit Waiver Program#. 		
OPTION 3		
currently subscribe to Internet Service from an Affiliate of the Company and agree to upgrade current internet service to any 6Mbps or higher, Internet# speed.		
OPTION 4		
<ol style="list-style-type: none"> 1. currently subscribe to: AT&T Business Unlimited CallingSM, AT&T Business Unlimited CallingSM III, AT&T Business Unlimited CallingSM IV, AT&T Business Unlimited CallingSM V or All for Less Unlimited; 2. currently subscribe to AT&T Business Local Calling^{SM#} or Custom BizSaver II# from an Affiliate ILEC of the Company; 3. currently subscribe to Internet service as defined and offered by an Affiliate of the Company and/or wireless service defined and offered by an Affiliate Wireless provider of the Company and/or TV service# as defined and offered by an Affiliate of the Company. 	<p>(C) (N)</p> <p>(C) (N)</p>	
OPTION 5		
<ol style="list-style-type: none"> 1. currently subscribe to and maintain at least one (1) but no more than ten (10) business access lines# (i.e., BTNs and WTNs) from an Affiliate ILEC of the Company (excluding where that Affiliate is operating as a CLEC) on a single BTN account per service location and state an intention to change local carriers for economic reasons and/or in response to a competitive offer; 2. currently subscribe to Internet service as defined and offered by an Affiliate of the Company and/or wireless service defined and offered by an Affiliate Wireless provider of the Company and/or TV service# defined and offered by an Affiliate of the Company; 	<p>(C) (N)</p>	
OPTION 6		
newly subscribe to qualifying TV service# as defined and offered by an Affiliate of the Company.		<p>(N) (N)</p>

#This service not offered out of this Guidebook.

VOICE PRODUCT REFERENCE AND PRICING GUIDEBOOK FOR
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3.7 Custom Business Services (continued)

3.7.10 All for Less[®] Unlimited (continued)

- (D) A single business entity with more than one BTN at the business entity's physical service location is eligible for this plan on one (1) BTN only, provided the total number of AT&T business access lines# do not exceed ten (10) at that location. Additionally, service under this plan is limited to one BTN with one (1) to ten (10) business access lines# per legal business entity.
- (E) The Customer may subscribe to this plan for outbound Service only, or for both outbound service and inbound TFS. Customer should specify at the time of ordering if the plan is to be used for outbound calling, or both outbound and inbound TFS calling. Customers subscribing to the plan receive unlimited domestic 1+ direct-dialed outbound calling. 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 Section 3.6 of this Guidebook for optional features, rules, regulations, and general information regarding TFS; see Section 4.6 of this Guidebook for TFS MRC rates.)
- (F) Inbound Switched TFS are not included in the unlimited minutes of use. TFS calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of thirty (30) seconds. TFS per minute rates associated with this plan are subject to change with prior notification to the customer.
- (G) Call Detail Suppression is an optional feature that provides a summary of all zero-rated calls included in this calling plan, displaying 'total minutes' and 'total number of calls' in lieu of itemizing each call in the "Call Charges" section of the bill. Call Detail Suppression is available at no additional charge. Customers who select this optional feature can receive the itemized call detail of their zero-rated calls, for up to twenty-four (24) previous months' bills, at no charge. Activation and deactivation of the feature will begin within the next billing cycle following Customer's request. Customers may add or remove the Call Detail Suppression optional feature from this plan at no charge.
- (H) At the end of a Customer's one (1) year term agreement, if the Customer does not re-subscribe for a new one (1) year term, or cancel services, they may continue with this plan on an out of term month-to-month basis at the out of term month-to-month rates defined in Section 4.7.10 of this Guidebook. Customers on out of term month-to-month rates may contact the Company if they wish to move to the non-term rate option. (C)
(C)
- (I) This plan 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 this plan to new Customers or to existing Customers moving to new locations or changing the number of access lines# under the BTN(s) to which this plan applies; or (d) the Company notifies the Customer this plan is no longer available, whichever occurs first.

[#]This service not offered out of this Guidebook.

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SECTION 3 – DESCRIPTION OF INTEREXCHANGE AND INTERSTATE

3.7 Custom Business Services (continued)

3.7.10 All for Less® Unlimited (continued)

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

- .1 Customers that subscribe to this plan and who wish to change to another calling plan prior to the end of a term agreement must cancel the current term agreement and agree to a new term agreement with new begin/end dates unless otherwise indicated in this Guidebook.

Customers who cancel this plan prior to the expiration date of their current term agreement and who do not qualify under item Section 3.7.10(J).2 of this Guidebook, 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:

- .a 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;
- .b when the Customer cancels this plan while under a term agreement 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
- .c when the Company no longer offers this plan and the Customer moves to a new location or changes the number of access lines# under the BTN(s) to which this Plan applies;
- .d when subscribing to this plan under the non-term option. (N)

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SECTION 3 – DESCRIPTION OF INTEREXCHANGE AND INTERSTATE

3.7 Custom Business Services (continued)

3.7.10 All for Less[®] Unlimited (continued)

(K) Restrictions

This plan is provided for standard voice calling involving live dialog between individuals. This plan is not intended for use as a substitute for dedicated or open circuits, or similar applications. This plan may not be used for data connections, including but not limited to, modem to modem calls, remote access applications, Internet access, or Intranet access (including access to corporate LANs). Additionally, this plan may not be used for dedicated point-to-point connections between equipment that leaves a circuit connected without a contemporary, continuous voice communication. The plan may not be used for auto dialers; PBX trunks; ground start line or trunks; ISDN service, including PRI; foreign exchange services; Remote Call Forwarding/Telebranch Service; public telephone service; public access smart-pay phones; analog to digital conversion digital PBX service, including local access provisioned via T-1 facilities; WATS service; PBX/PABX/EABX services; non-square electronic key telephone systems; hybrid key telephone systems; predictive calling/dialing systems; automatic outbound dialing systems; any type of automatic call distribution system; or the functional equivalent of any such systems listed above. This plan may be used for fax transmissions, excluding broadcast fax applications (which are prohibited).

If the Company determines that the Customer is in violation of any of the restrictions or terms and conditions of this plan as specified above, the Customer will forfeit eligibility for rates under this plan and will be moved to AT&T Business CallingSM Monthly unless an alternative plan is selected by the Customer. If moved to AT&T Business CallingSM Monthly, the rates associated with AT&T Business CallingSM Monthly specified in Section 4.7.15 of this Guidebook will apply in lieu of the rates specified in Section 4.7.10 of this Guidebook.

If, during a billing cycle, the Customer has more than 10 calls to any single number of a duration of more than 3 hours each or any single call of greater than 10 hours of duration, the Customer will be presumed to be in violation of these restrictions. In such case, Customer may be asked to provide reasonable proof to the Company that it is not using the Service for a prohibited purpose. Failure to provide such proof to the Company shall be treated as a violation of the terms and conditions of this Plan.

(N)

(N)

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3.7 Custom Business Services (continued)

3.7.11 Reserved for Future Use

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(1)

(1)

3.7.12 Reserved for future use

(1) – Material moved to Section 3 Grandfathered Plans – 3.7.10

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SECTION 3 – DESCRIPTION OF INTEREXCHANGE AND INTERSTATE
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3.7 Custom Business Services (continued)

3.7.13 All for Less[®] 500

(A) This plan is an outbound calling and optional inbound Switched Toll Free Service (TFS) long distance calling plan. This plan is 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) This plan is available to Business Customers who:

- .a utilize Switched Access to reach the long distance network for outbound calling and optionally, to receive calls from the long distance network for inbound TFS;
- .b subscribe to the Company for interLATA (interstate and intrastate) and intraLATA (local toll) Service for outbound long distance calling on each AT&T business access line# per service location, and may also subscribe to the Company's TFS for inbound long distance calling;
- .c Currently or newly subscribe to access line(s)# from an Affiliate ILEC of the Company (excluding where that Affiliate is operating as a CLEC);
- .d Subscribe to this Plan on business access lines# subscribing to AT&T Business Local CallingSM# or Custom BizSaver I[#] provided by an Affiliate ILEC of the Company;
- .e commit to subscribe to this service for an initial one (1) year term agreement¹;
- .f request to be provisioned under this plan; and
- .g meet one or more of the qualification options defined in Section 3.7.13(C) of this Guidebook.

(C) Qualification Options

OPTION 1
Newly subscribe to a qualifying Internet service# as defined and offered by an Affiliate of the Company.
OPTION 2
<ol style="list-style-type: none"> 1. newly subscribe to a qualifying wireless service# as defined and offered by an Affiliated Wireless provider of the Company; and 2. agree the Company may combine its wireless Affiliate billing with the Affiliate ILEC billing except when Customers are participating in the wireless Affiliate's SBS Wireless Deposit Waiver Program#.
OPTION 3
Currently subscribe to Internet Service from an Affiliate of the Company and agree to upgrade current internet service to any 6Mbps or higher, Internet# speed.
OPTION 4
<ol style="list-style-type: none"> 1. Currently subscribe to business access line(s)# from an Affiliate ILEC of the Company (excluding where that Affiliate is operating as a CLEC) and state an intention to change local carriers for economic reasons and/or in response to a competitive offer; and 2. currently subscribe to Internet service as defined and offered by an Affiliate of the Company and/or wireless service provided by an Affiliate Wireless provider of the Company.

[#]This service not offered out of this Guidebook.

¹The initial one (1) year term agreement is an oral agreement.

(C)

(N)

(N)

(N)

(N)

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SECTION 3 – DESCRIPTION OF INTEREXCHANGE AND INTERSTATE
SWITCHED SERVICES

3.7 Custom Business Services (continued)

3.7.13 All for Less[®] 500 (continued)

- (D) Customers may subscribe to this plan for outbound Service only or for both outbound service and inbound TFS. Customer should specify at the time of ordering if the plan is to be used for outbound calling, or both outbound and inbound TFS calling. 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 Section 3.6 of this Guidebook for optional features, rules, regulations, and general information regarding TFS; see Section 4.6 of this Guidebook for MRC rates.)
- (E) This plan provides the Customer with a block of 500 minutes for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched TFS calls. All usage in excess of the 500 minute block 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. Calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds.
- (F) At the end of a Customer's one (1) year term agreement, if the Customer does not renew for a new one (1) year term, or cancel services, they may continue with this plan on an out of term month-to-month basis at the out of term month-to-month rates defined in Section 4.7.13 of this Guidebook.
- (G) This plan 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 this plan to new Customers or to existing Customers moving to new locations or changing the number of access lines# under the BTN(s) to which this plan applies; or (d) the Company notifies the Customer this plan is no longer available, whichever occurs first.

(N)

(N)

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SECTION 3 – DESCRIPTION OF INTEREXCHANGE AND INTERSTATE
SWITCHED SERVICES

3.7 Custom Business Services (continued)

3.7.13 All for Less[®] 500 (continued)

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

- .1 Customers that subscribe to this plan and who wish to change to another calling plan prior to the end of a term agreement must cancel the current term agreement and agree to a new term agreement with new begin/end dates unless otherwise indicated in this Guidebook.

Customers who cancel this plan prior to the expiration date of their current term agreement and who do not qualify under item Section 3.17.13(H) .2 of this Guidebook, 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:
- .a 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;
 - .b when the Customer cancels this plan while under a term agreement 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
 - .c when the Company no longer offers this plan and the Customer moves to a new location.

(N)

(N)

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3.7 Custom Business Services (continued)

3.7.14 Reserved for future use

(C)

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(D)

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SECTION 3 – DESCRIPTION OF INTEREXCHANGE AND INTERSTATE
SWITCHED SERVICES

3.7 Custom Business Services (continued)

3.7.15 AT&T Business CallingSM Monthly

- (A) AT&T Business CallingSM Monthly is a domestic outbound calling and optional 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: (C)
- .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 TFS;
 - .2 subscribe to the Company for: (a) interLATA (interstate and intrastate) Service; or (b) intraLATA (local toll) Service; or (c) interLATA and intraLATA Service combined for outbound long distance calling and may also subscribe to the Company's TFS for inbound long distance calling
 - .3 request to be provisioned under this optional calling plan.
- (B) Outbound and Switched TFS inbound calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of one (1) minute. (C)

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SECTION 3 – DESCRIPTION OF INTEREXCHANGE AND INTERSTATE
SWITCHED SERVICES

3.7 Custom Business Services (continued)

3.7.16 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 Guidebook 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.
- .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.

(D/C)

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3.7 Custom Business Services (continued)

3.7.16 AT&T High Volume Calling IV (continued)

- (C) MACs and Term Plan Agreements (1)
 - .1 Customers that subscribe to this service and who wish to: (1) change MAC or MMC; (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 Guidebook. (N)
 - .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. (1/C)
 - .3 At the end of a Customer's term plan agreement, if the Customer does not renew for a new term, or cancel Services, they may continue with this Service on a month-to-month basis at the out of term rates defined Section 4.7.1 of this Guidebook. (1/C)
- See Section 3.9 of this Guidebook for additional rules and regulations applicable to MACs and term plan agreements. (1)
- (D) IntraLATA and InterLATA Service Options (1)
 - .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. (1)

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SWITCHED SERVICES

3.7 Custom Business Services (continued)

3.7.16 AT&T High Volume Calling IV

(E) 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).

.2 Billing Increments - Outbound and TFS Calls

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) Billing

Customers subscribing to any this plan will be direct-billed.

(G) Transfer of an Existing TFS to TFS associated with this plan

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.

(D)

(D)

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3.7 Custom Business Services (continued)

3.7.17 AT&T Business Unlimited CallingSM II

(A) AT&T Business Unlimited CallingSM II is an outbound calling and optional inbound Switched TFS long distance calling plan. This plan is established at the BTN level and multiple BTN, aggregation 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) This plan is available to Business Customers that:

OPTION 1 – NEW OR EXISTING

- .1 utilize Switched Access to reach the long distance network for outbound calling and to receive calls from the long distance network for TFS;
- .2 subscribes to the Company for interLATA (interstate and intrastate) and intraLATA (local toll) Service for outbound long distance calling on each access line*, and may also subscribe to the Company's TFS for inbound long distance calling;
- .3 newly subscribes or currently subscribe to AT&T Business Local CallingSM# or Custom Biz SaverSM II from an Affiliated ILEC of the Company, and where that Affiliate is operating as a CLEC;
- .4 subscribe to and maintain or currently subscribe to and maintain at least one (1) but no more than ten (10) business access lines# (*i.e.*, BTNs and WTNs) from an Affiliated ILEC of the Company, and where that Affiliate is operating as a CLEC;
- .5 commit to subscribe to this plan for a one (1) or two (2) year term; and
- .6 request to be provisioned under this plan.

#This service not offered under this Guidebook

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3.7 Custom Business Services (continued)

3.7.17 AT&T Business Unlimited CallingSM II (continued)

(B) (continued)

OPTION 2 - RETENTION

- .1 utilize Switched Access to reach the long distance network for outbound calling and to receive calls from the long distance network for TFS;
 - .2 currently subscribe to AT&T Business Unlimited CallingSM II and state an intention to move long distance service to a competitor of the Company;
 - .3 subscribes to the Company for interLATA (interstate and intrastate) and intraLATA (local toll) Service for outbound long distance calling on each access line*, and may also subscribe to the Company's TFS for inbound long distance calling;
 - .4 currently or newly subscribe to AT&T Business Local CallingSM# or Custom Biz SaverSM II from an Affiliated ILEC of the Company, and where that Affiliate is operating as a CLEC;
 - .5 currently or newly subscribe to and maintain at least one (1) but no more than ten (10) business access lines# (*i.e.*, BTNs and WTNs) from an Affiliated ILEC of the Company, and where that Affiliate is operating as a CLEC; and
 - .6 commit to subscribe to this plan for a one (1) or two (2) year term
- (C) A single business entity with more than one BTN at that business entity's physical service location is eligible for this plan on one (1) BTN only, provided the total number of business access lines# do not exceed ten (10) at that location.
- (D) The Customer may subscribe to this plan for outbound Service only or for both outbound and inbound TFS. Customers subscribing to the plan receive unlimited domestic 1+ direct-dialed outbound calling. 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 Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS.

#This service not offered under this Guidebook

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3.7 Custom Business Services (continued)

3.7.17 AT&T Business Unlimited CallingSM II (continued)

(E) Inbound Switched TFS calls are not included in the unlimited MOUs. TFS calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of thirty (30) seconds. TFS per minute rates associated with this plan are subject to change with prior notification to the customer. See Section 4.7.17 of this Guidebook for inbound TFS rates associated with this plan.

(F) Term Agreement.

.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 this plan.

.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.

.4 Term Renewals

.a 1-Year Term Agreements

1-Year term agreements for this plan will automatically renew on the first day after the initial or any renewal term has expired at the then current rates or this plan defined in Section 4.7.17 of this Guidebook.

.b 2-Year Term Agreements

.i If the customer wishes to renew this plan 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. (C)

.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 this plan and be billed on a month-to-month basis at the out of term rates defined in Section 4.7.17 of this Guidebook

This plan will remain in until either: (a) canceled or changed by the Customer; (b) the Customer terminates Service with the Company; (c) the Company no longer offers this plan to new Customers or to existing Customers moving to new locations or changing the number of access lines# under the BTN(s) to which this plan applies; or (d) the Company notifies the Customer this plan is no longer available for auto renewal; whichever occurs first.

.5 The Customer is under no obligation to re-subscribe to this plan after completion of the initial or any renewal term period.

#This service not offered under this Guidebook

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SWITCHED SERVICES

3.7 Custom Business Services (continued)

3.7.17 AT&T Business Unlimited CallingSM II (continued)

(G) Restrictions

- .1 This plan is provided for standard voice calling involving live dialog between individuals. This plan is not intended for use as a substitute for dedicated or open circuits, or similar applications. This plan may not be used for data connections, including but not limited to, modem to modem calls, remote access applications, Internet access, or Intranet access, including access to corporate LANs. Additionally, this plans may not be used for dedicated point-to-point connections between equipment that leaves a circuit connected without a contemporary, continuous voice communication. The plan may not be used for auto dialers; PBX trunks; ground start line or trunks; ISDN service, including PRI; foreign exchange services; Remote Call Forwarding/Telebranch Service; public telephone service; public access smart-pay phones; analog to digital conversion digital PBX service, including local access provisioned via T-1 facilities; WATS service; PBX/PABX/EABX services; nonsquare electronic key telephone systems; hybrid key telephone systems; predictive calling/dialing systems; automatic outbound dialing systems; any type of automatic call distribution system; or the functional equivalent of any such system listed above. This plan may be used for fax transmissions, excluding broadcast fax applications. Where customer has more than 10 calls to any single number of a duration of more than 3 hours each during a billing cycle or any single call of greater than 10 hours of duration, Customer will be presumed to be in violation of these restrictions. In such case, Customer may be asked to provide reasonable proof to the Company that it is not using the Service for a prohibited purpose. Failure to provide such proof to the Company shall be treated as a violation of the terms and conditions of this Plan
- .2 If the Company determines that the Customer is in violation of any of the restrictions listed above and/or the total number of access lines# exceeds the maximum of ten (10), the Customer shall forfeit eligibility for rates under this plan and will be moved to AT&T Business CallingSM Monthly unless an alternative plan is selected by the Customer. If moved to AT&T Business CallingSM Monthly, the rates associated with AT&T Business CallingSM Monthly will apply in lieu of the rates specified in Section 4.7.15 of this Guidebook.

#This service not offered under this Guidebook

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3.7 Custom Business Services (continued)

3.7.17 AT&T Business Unlimited CallingSM II (continued)

(H) Call Detail Suppression

Call Detail Suppression provides a summary of all zero-rated calls included in this calling plan, displaying ‘total minutes’ and ‘total number of calls’ in lieu of itemizing each call in the “Call Charges” section of the bill. Call Detail Suppression is available at no additional charge. Customers who select this optional feature can request the itemized call detail of the Customers zero-rated calls for up to twenty-four (24) previous months’ bills at no charge. Activation and deactivation of the feature will begin on the Customer’s next billing cycle. Customers may add or remove the Call Detail Suppression optional feature from this plan at no charge.

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3.7 Custom Business Services (continued)

3.7.17 AT&T Business Unlimited CallingSM II (continued)

(I)	Early Termination Fee/Under Utilization Fee (ETF/UUF)	(1/C)
.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 Guidebook.	(N) (N)
	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.	(N) (N) (1) (1)
.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.	(N) (N)
.3	The Company will adjust to zero any ETF/UUF when:	(1/C)
.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	(N) (N)
.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.	(1/C) (1) (1)

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SWITCHED SERVICES

3.7 Custom Business Services (continued)

3.7.18 Block of Time II Term Agreement Plans

- (A) Block of Time 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 3.7.18 (L), Block of Time 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) Services, intraLATA (local toll) Service, interLATA and intraLATA Service for outbound long distance calling, and/or subscribe to the Company's TFS for inbound long distance calling; (C)
 - .3 commit to subscribe to a Block of Time II Term Agreement rate option for a (1) one or two (2) term agreement as defined in Section 3.7.18 (L).1 through Section 3.7.18 (L).11, of this Guidebook (C)
 - .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 Time 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 Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS
- (D) Each Block of Time 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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3.7 Custom Business Services (continued)

3.7.18 Block of Time II Term Agreement Plans (continued)

- (F) The Block of Time 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 Time 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 Time 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) Reserved for Future Use
- (H) 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. (D)
 - .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. (D)

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3.7 Custom Business Services (continued)

3.7.18 Block of Time II Term Agreement Plans (continued)

(H) 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 initial term has expired, the Customer will be billed on a month-to-month basis at the out of term rates defined in Section 4.7.18 for the selected Block of Time 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 4.7.18 of this Guidebook

The selected Block of Time 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 Time 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 Time II Term Agreement rate option is no longer available for auto-renewal; whichever occurs first.

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3.7 Custom Business Services (continued)

3.7.18 Block of Time II Term Agreement Plans (continued)

(H) (continued)

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

(I) Reserved for Future Use

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3.7 Custom Business Services (continued)

3.7.18 Block of Time II Term Agreement Plans (continued)

(J)	Early Termination Fee/Under Utilization Fee (ETF/UUF)	(1/C)
.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 Guidebook.	(N) (N)
	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.	(N) (N) (1) (1)
.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.	(N) (N)
.3	The Company will adjust to zero any ETF/UUF when:	(1/C)
.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	(N) (N)
.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.	(1/C) (1/C)
(K)	Reserved for Future Use	(1/C)

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3.7 Custom Business Services (continued)

3.7.18 Block of Time II Term Agreement Plans (continued)

(L) Rate Options

.1 Reserved for Future Use

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/1/ Material now appears in Grandfathered Plans Section 3.7.18 on Page 90.

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3.7 Custom Business Services (continued)

3.7.18 Block of Time II Term Agreement Plans (continued)

(L) Rate Options (continued)

.3 Reserved for Future Use (C)/1/

.4 AT&T Business Block of TimeSM 5000 II (C)

This rate option is available for a 1-Year or 2-Year term agreement. For the MRC specified in Section 4.7.16(D) of this Guidebook, 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 4.7.18(D) of this Guidebook for the per-minute rate after the block of time has been used.

.5 AT&T Business Block of TimeSM 7500 II (C)

This rate option is available for a 1-Year or 2-Year term agreement. For the MRC specified in Section 4.7.18(E) of this Guidebook, 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 4.7.18(E) of this Guidebook for the per-minute rate after the block of time has been used.

.6 AT&T Business Block of TimeSM 10000 II (C)

This rate option is available for a 1-Year or 2-Year term agreement. For the MRC specified in Section 4.7.16(F) of this Guidebook, 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 4.7.18(F) of this Guidebook for the per-minute rate after the block of time has been used.

.7 Reserved for Future Use (C)/1/

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/1/ Material now appears in Grandfathered Plans Section 3.7.18 on Page 90.

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3.7 Custom Business Services (continued)

3.7.18 Block of Time II Term Agreement Plans (continued)

(L) 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 4.7.18 (H) of this Guidebook, 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 4.7.18 (H) of this Guidebook 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 4.7.18 (I) of this Guidebook, 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 4.7.18 (I) of this Guidebook 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 4.7.18 (J) of this Guidebook, 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 4.7.18 (J) of this Guidebook 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 4.7.18 (K) of this Guidebook, 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 4.7.18 (K) of this Guidebook for the per-minute rate after the block of time has been used.

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3.7 Custom Business Services (continued)

3.7.19 Reserved for Future Use

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/1/ Material now appears on Page 91 in Grandfathered Section 3.

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3.7 Custom Business Services (continued)

3.7.19 Reserved for Future Use (continued)

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3.7 Custom Business Services (continued)

3.7.19 Reserved for Future Use (continued)

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/1/ Material now appears on Page 93 in Grandfathered Section 3.

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3.7 Custom Business Services (continued)

3.7.19 Reserved for Future Use (continued)

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3.7 Custom Business Services (continued)

3.7.19 Reserved for Future Use (continued)

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/1/ Material now appears on Page 93.1 in Grandfathered Section 3.

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3.7 Custom Business Services (continued)

3.7.19 Reserved for Future Use (continued)

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3.7 Custom Business Services (continued)

3.7.19 Reserved for Future Use (continued)

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3.7 Custom Business Services (continued)

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3.7 Custom Business Services (continued)

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3.7 Custom Business Services (continued)

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3.7 Custom Business Services (continued)

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3.7 Custom Business Services (continued)

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3.7 Custom Business Services (continued)

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3.7 Custom Business Services (continued)

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3.8 Custom Consumer Services

3.8.A Special Offers

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3.8 Custom Consumer Services

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3.8 Custom Consumer Services

3.8.A Special Offers (continued)

3.8.A.2 Residential Retention Offers^{/1/} (C)

As described below, Retention Offers are available to qualifying customers of the Company who currently or newly subscribe to one of the Company's qualifying unlimited plans.

(A) Qualifying Plans

.1 AT&T Unlimited Nationwide Calling Advantage 1, AT&T Unlimited Nationwide Calling Advantage 2, and AT&T Unlimited Nationwide Calling Plus 1

.a Available to Residential Customers who:

- .i currently subscribe to the Company for interLATA (interstate and intrastate) service, intraLATA (local toll) service, or interLATA/intraLATA service combined and state an intention to change long distance service to a competitor of the Company, are offered a qualifying plan as defined in (A).1 and continue to state an intention to change long distance service to a Competitor of the Company; or
- .ii currently subscribe to a qualifying plan as defined in (A).1 above and state an intention to change long distance Service to a competitor of the Company.
- .iii in either case, Customer must subscribe to one of the qualifying plans defined in (A).1 above to qualify for this retention offer.

.b Rates and Charges

Customers subscribing to a qualifying plan as defined in (A).1 above will receive a \$5.00 monthly credit for a twelve (12) month benefit period. At the end of the benefit period the customer will be charged the then current rates for qualifying plan as defined in Section 4.8 of this Guidebook.

.c Customers must maintain the requirements of the qualifying plan as defined in Section 3.8 of this Guidebook and continue to subscribe to the qualifying plan to continue to receive the \$5.00 monthly credit during the twelve (12) month benefit period.

.d This offer cannot be combined with any other promotion offered by the Company or with the Company Reward offers defined Section 3.8 of this Company's Voice Product and Reference Pricing Guidebook.

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1/ Effective January 1, 2021 Residential Retention Offers are no longer available. Existing subscribers will continue to receive the monthly credit for the duration of their twelve (12) month benefit period. (N)

/2/ Material now appears on Page 68.2. (N)

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3.8 Custom Consumer Services

3.8.A Special Offers (continued)

3.8.A.2 Residential Retention Offers^{1/} (continued)

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(A) Qualifying Plans (continued)

.2 AT&T Unlimited Nationwide Calling Advantage 3

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- .a Available to Residential Customers who currently subscribe to AT&T Unlimited Nationwide Calling Advantage 3 and state an intention to change long distance service to a competitor of the Company. Customers must continue to subscribe to AT&T Unlimited Nationwide Calling Advantage 3 as defined in Section 3.8 of the Company's Voice Product and Reference Pricing Guidebook to qualify for this retention offer.
- .b Rates and Charges

Customers continuing to subscribe to AT&T Unlimited Nationwide Calling Advantage 3 under this offer will receive a \$5.00 monthly credit for a twelve (12) month benefit period. At the end of the benefit period the customer will be charged the then current rates for this plan as defined in Section 4.8 of this Guidebook.
- .c Customers must maintain the AT&T Unlimited Nationwide Calling Advantage 3 requirements defined in Section 3.8 of this Guidebook and continue to subscribe to AT&T Unlimited Nationwide Calling Advantage 3 to continue to receive the \$5.00 monthly credit during the twelve (12) month benefit period
- .d This offer cannot be combined with any other promotion offered by the Company or with the Company Reward offers defined in Section 3.8 of the Company's Voice Product and Reference Pricing Guidebook.

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1/ Effective January 1, 2021 Residential Retention Offers are no longer available. Existing subscribers will continue to receive the monthly credit for the duration of their twelve (12) month benefit period. (N)

/2/ Material formerly appeared on Page 68.1. (N)

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- 3.8 Custom Consumer Services (continued)
- 3.8.1 Reserved for Future Use
 - 3.8.2 Reserved for Future Use¹
 - 3.8.3 Reserved for Future Use
 - 3.8.4 AT&T Unlimited Nationwide Calling One (also known as Unlimited Nationwide CallingSM II) (C)
 - (A) This plan is a domestic outbound only long distance calling plan designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with this Service. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. For a single MRC this Service is available to new and existing Residential Customers in Arkansas, California, Illinois, Indiana, Kansas, Michigan, Missouri, Nevada, Ohio, Oklahoma, Texas and Wisconsin who meet the following terms and conditions:
 - .1 use Switched Access to reach the long distance network;
 - .2 subscribe to and maintain an access line* with a BTN from an Affiliated ILEC of the Company;
 - .3 subscribes to the Company for interLATA (interstate and intrastate) and intraLATA (local toll) Service for outbound long distance calling;
 - .4 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Residential Customer also subscribes to the required products and/or Services described above;
 - .5 request to be provisioned under this Service; and
 - .6 limit the use of Service to that which is of a standard, domestic, residential nature.
 - (B) If the Customer uses this Service for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to AT&T ONE RATE[®] Nationwide Advantage. If the Customer is moved off this Service because of the previously described reasons, the Customer may be ineligible to resubscribe to this Service.

*This service not offered under this Guidebook.

¹AT&T ONE RATE[®] Nationwide Preferred Direct (formerly AT&T ONE RATE[®] Nationwide 10 Cents Direct) previously deleted from this page in error on October 1, 2020, now appears in Grandfathered Section 3.8.2, Page 170.

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3.8 Custom Consumer Services (continued)

3.8.5 AT&T Unlimited Nationwide Calling Advantage 1

(A) AT&T Unlimited Nationwide Calling Advantage¹ is a domestic outbound only long distance usage calling plan designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with this Service. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. For a single MRC this Service is available to new and existing Residential Customers in Arkansas, California, Illinois, Indiana, Kansas, Michigan, Missouri, Nevada, Ohio, Oklahoma, Texas and Wisconsin who meet the following terms and conditions:

- .1 use Switched Access to reach the long distance network;
- .2 subscribes to the Company for interLATA (interstate and intrastate) and intraLATA (local toll) Service for outbound long distance calling;
- .3 subscribes to and maintain the following services from an Affiliated ILEC of the Company:
 - .a Access line* with a BTN and;
 - .b Verticals Feature Package* as defined and offered by the Affiliated ILEC of the Company in conjunction with a subscription to this plan;
- .4 demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Residential Customer also subscribes to the required products and/or services described above;
- .5 request to be provisioned under this Service and;
- .6 limit the use of Service to that which is of a standard, domestic, residential nature.

(B) If the Customer uses this Service for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to AT&T ONE RATE[®] Nationwide Advantage. If the Customer is moved off this Service because of the previously described reasons, the Customer may be ineligible to re-subscribe to this Service.

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*This service not offered under this Guidebook

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3.8 Custom Consumer Services (continued)

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3.8 Custom Consumer Services (continued)

3.8.6 Reserved for Future Use (continued)

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3.8 Custom Consumer Services (continued)

3.8.6 Reserved for Future Use (continued)

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/1/ Material on this page now appears in Grandfathered Section 3.8.6, Page 176.2.

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3.8 Custom Consumer Services (continued)

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3.8 Custom Consumer Services (continued)

3.8.9 AT&T ONE RATE® Nationwide Advantage formerly known as AT&T ONE RATE® 5 Cents Advantage

(A) This plan is a domestic outbound only long distance usage calling plan designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with this Service. Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. For a single MRC this Service is available to new and existing Residential Customers in Arkansas, California, Illinois, Indiana, Kansas, Michigan, Missouri, Nevada, Ohio, Oklahoma, Texas and Wisconsin who meet the following terms and conditions:

- .1 use Switched Access to reach the long distance network;
- .2 subscribes to the Company for interLATA (interstate and intrastate) and intraLATA (local toll) Service for outbound long distance calling;
- .3 subscribe to and maintain an access line* with a BTN from an Affiliated ILEC of the Company;
- .4 request to be provisioned under this optional calling plan and;
- .5 limit the use of Service to that which is of a standard, domestic, residential nature.

3.8.10 Reserved for Future Use

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*This service not offered under this Guidebook.

/1/ Material on this page now appears in Grandfathered Section 3.8.10, Page 180.

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3.8 Custom Consumer Services (continued)

3.8.11 Reserved for Future Use

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3.9 Miscellaneous Interstate Service Information

3.9.1 Timing of Calls

(A) Unless otherwise indicated in this Guidebook, on Station-to-Station calls and on Direct-Dialed calls chargeable time begins when the called station answers and the connection is established between the calling station and the called station, miscellaneous common carrier, mobile radio system, or PBX system. Answer detection is determined based on standard industry answer detection methods, including hardware and software answer detection. However, when Services are directly connected to a Customer-provided communications systems at the Customer's or End User's premises, chargeable time begins when a call terminates in, or passes through, the first Customer equipment on that Customer-provided communications system. It is the Customer's responsibility to furnish appropriate answer supervision to the point of interface with the Company's Service so that chargeable time may begin.

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(D) Unless otherwise indicated in this Guidebook, on chargeable time ends when the calling station hangs up thereby releasing the network connection. If the called station hangs up but the calling station does not, chargeable time ends when the network connection is released either by the automatic timing equipment in the telecommunications network or by the operator.

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3.9.2 Rate Periods

Different rates may be applicable to a call at different times of the day and on certain days of the week, as specified in the appropriate rate schedule for that call.

All times shown are local time at the calling station in the case of an outbound call and at the called station in case of an inbound toll free call.

3.9.3 Determining Rate In Effect

For outbound Services that are time-of-day sensitive, the time-of-day at the central office or POP associated with the calling station determines the rate in effect. For Toll Free Services that are time-of-day sensitive, the time-of-day at the central office or POP associated with the called station determines the rate in effect. If a unit of time is split between two (2) or more rate periods, each rate period applies to the portion of the call that occurred during that rate period rounded to the nearest billing increment. If a call is completed by an operator, the time at the beginning of each initial or additional rate period determines the applicable rate period. When a message spans more than one rate period, total charges for each rate period are calculated and the results for each rate period are totaled to obtain the total message charge.

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3.9 Miscellaneous Interstate Service Information (continued)

3.9.4 Application of Charges

(A) Rounding

Each usage sensitive Switched Service has its own specific initial period and additional period (collectively referred to as billing increments) as specified in Section 3 of this Guidebook. For all Services, fractions of a billing increment are rounded up to the next higher increment for billing purposes. The usage charges for each completed call during a billing month will be computed. If the charge for the call includes a fraction of a cent of \$.005 or more, the fraction of such charge is rounded up to the next higher whole cent. Otherwise, the charge is rounded down to the next lower whole cent. Rounding for charges for Service(s) is on a call-by-call basis.

(B) BTN Account Changes - Discounts

A change in Service or enrollment in a promotional offering that impacts the Customer's usage discount is effective on the first day of the next billing cycle after the change order is processed.

Monthly Recurring, Optional Feature or One-Time Charge

- .1 If Service is provided for less than a billing cycle, all associated intrastate monthly recurring charges will be prorated for the time Service was provided to the Customer.
- .2 For Customers subscribing to intrastate Service as an add-on to the Company's interstate service, the applicable interstate monthly recurring, optional feature or one-time charges are specified in the Company's interstate Voice Product Reference and Pricing Guide which may be found at <http://www.att.com/servicepublications> and are paid in lieu of intrastate monthly recurring, optional feature or one time charges.

3.9.5 Mileage Measurements

(A) The mileage between rate centers is calculated based on V and H coordinates as obtained by reference to AT&T Tariff FCC No. 10. Calculation between Serving Wire Centers is based on V and H coordinates as obtained by reference to NECA FCC Tariff No. 4. The mileage for a call between Access Lines associated with stations that use the same rate center is one mile. If Feature Group B is used, the distance will be measured from the rate center of the tandem location or network site to which the Feature Group B line is connected. If Feature Group D access is used, the distance will be measured from the rate center of the calling number.

(B) Airline mileage between service locations is calculated as follows:

FORMULA:

The square root of: $\frac{(V_1-V_2)^2 + (H_1-H_2)^2}{10}$

10

Where V_1 and H_1 are the V and H coordinates of point 1 and V_2 and H_2 are the coordinates of point 2. Mileage is rounded up to an integer value to determine the airline mileage.

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3.9.6 Customer Cancels An Order For Special Facilities or Dedicated Access Arrangements Before Service Begins

If a Customer (1) orders Service requiring special facilities dedicated to the Customer's use or requests that the Company order Dedicated Access arrangements as an agent of the Customer and (2) subsequently cancels its order before Service begins, before completion of the minimum Service period or before completion of some other period mutually agreed upon by the Customer and the Company, the Customer is responsible for all costs incurred expressly on behalf of the Customer by the Company including those costs the Company incurred as an agent of the Customer. If special construction has either begun or has been completed, but Service has not been provided at the time the Customer cancels Service, the Customer is responsible for all construction costs incurred by the Company on the Customer's behalf.

3.9.7 Revenue and Term Plan Commitments

(A) General

- .1 The terms and conditions for qualifying for each specific offering are described in Section 3 of this Guidebook. Business Customers subscribing to one of the Company's High Volume Calling plans, Signature Block of Time or Business Unlimited Long Distance Plans on a 2-Year or 3-Year term plan commitment are required to sign term plan agreements.
- .2 By committing to a MAC or an MMC, the Customer commits to spending a predetermined dollar revenue volume, either annually in the case of a MAC or monthly in the case of an MMC.
- .3 By making a term plan agreement, the Customer commits to remain a Customer of Company for a specified length of time.

(B) Calculation of MAC and MMC

.1 Customer Subscribes To any of the Company's High Volume Calling Plans

When the Company acts as an agent of the Customer for provisioning the Local Access required to provide any of the Company's Switched Services that required Dedicated Access and the associated MRCs are paid to the LEC or CLEC directly by the Company on behalf of the Customer, the revenue associated with these pass-through charges will contribute toward meeting the Customer's MAC or MMC.

In addition, revenue associated with any of the Company's High Volume Calling Plans contributes towards meeting the MAC or MMC as described below. If a Customer subscribes to other inbound or outbound Services, the revenue will not be counted when calculating whether or not the Customer has met the MAC or MMC commitment for the High Volume Calling.

(D)

(D)

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3.9.7 Revenue and Term Plan Commitments (continued)

(B) (continued)

.1 (continued)

a An MAC or MMC commits the Customer to paying the Company a predetermined amount of revenue resulting from:

i 1+ outbound domestic and International usage;

ii domestic inbound usage and usage charges associated with Canadian AT&T Long Distance Toll FreeSM Service;

(D)

(D)

.iii any credits associated with a qualified usage item

(C)

b Charges associated with directory assistance Service, monthly recurring charges and one time charges, taxes and surcharges, reductions because of promotions (free minutes or reduced price per minute), and adjustments that are not associated with a particular usage item are not included in determining whether the Customer has met the MAC or MMC.

(C)

c For Customers subscribing to outbound Service with one BTN, all qualified usage generated under all of the Customer's WTNs billed under that BTN will be totaled to determine if the Customer has met the MAC or MMC for the Customer's BTN.

(C)

For Customers subscribing to TFS with one BTN, all qualified usage generated under all of the Customer's TFS Numbers associated with that BTN will be totaled to determine if the Customer has met the MAC or MMC for the Customer's BTN.

d For selected Services, a Customer with multiple BTNs can group those BTNs together into one Aggregation ID such that all usage within this group can be combined. See Section 3.8.10 of this Guidebook for explanation of Aggregation ID.

(C)

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3.9 Miscellaneous Interstate Service Information (continued)

3.9.7 Revenue and Term Plan Commitments (continued)

(B) (continued)

.2 This section applies to Customers that subscribes to any of the Small Business Optional Calling Plans, except those Small Business Optional Calling Plans in Section 3.9.7.3 of this Guidebook.

Only revenue associated with the Small Business Optional Calling Plans contributes towards meeting the MMC. If a Customer subscribes to other inbound and/or outbound services, the revenue will not be counted when calculating whether or not the Customer has met the MMC associated with the Service.

(D)
(D)

.a A MMC commits the Customer to paying the Company a predetermined amount of revenue resulting from:

- .i 1+ outbound domestic and International usage;
- .ii domestic inbound usage and usage charges associated with Canadian AT&T Long Distance Toll FreeSM Service;

(D)
|
(D)

.iii any credits associated with a qualified usage item.

(C)

.b Charges associated with directory assistance Service, monthly recurring charges and one time charges, taxes and surcharges, reductions because of promotions (free minutes or reduced price per minute), and adjustments that are not associated with a particular usage item are not included in determining whether the Customer has met the MMC or MAC.

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3.9.7 Revenue and Term Plan Commitments (continued)

(B) (continued)

- .3 This section applies to Customers that subscribe to the Business Domestic Saver or any Small Business Optional Calling Plan with the number “15” (e.g. Business Domestic Saver 15, etc) in its name. The rules and regulations for the calculation of the MMC are the same as those described in Section 3.9.7 (B) of this Guidebook except International usage does not contribute to meeting the MMC.

(D)

(D)

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3.9.7 Revenue and Term Plan Commitments (continued)

(D)

(D)

(C) Calculation of UUF, Revenue Commitment shortfall, Current Term Plan Agreements

Unmet MAC With Term Plan

(C)

If a Customer subscribing to any of the Company's High Volume Calling Plans (HVCP), remains on the same HVCP but fails to meet its MAC, the Customer will be billed the difference between the actual usage and the unmet MAC. Charges may be assessed for unbilled Service up to two years in arrears as set forth in Section 2.13 of this Guidebook.

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3.9.7 Revenue and Term Plan Commitments (continued)

(D) Customer Changes

(C)
(D)

- .1 Customers that subscribe to any of the Company's High Volume Calling Plans with a MAC or MMC combined with a term plan agreement and who wish to: (a) change MAC or MMC; (b) change the length of a term plan agreement; or (c) change their Calling Plan to any other High Volume 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 Guidebook.

(C)
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(C)

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.

(C)
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|
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(C)

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3.9 Miscellaneous Interstate Service Information (continued)

3.9.7 Revenue and Term Plan Commitments (continued)

(D) (continued)

.2 When a Customer cancels an existing term plan agreement and signs a new term plan agreement for the same or different Business Optional Calling Plan with MAC or MMC from the Company, a UUF may apply. The UUF is equal to the lesser of the following and applies if the dollar value is greater than zero. (C)

.a the difference between the dollar value of the unpaid portion of the Customer's Total revenue Commitment on the Customer's current term plan agreement and the dollar value of the Customer's Total Revenue Commitment for its new term plan agreement, or

.b 50% of the unpaid portion of the Customer's Total revenue Commitment on the Customer's current term plan agreement that is being cancelled at the request of the Customer.

The Company will not charge an ETF/UUF fee 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. (C)

.3 Customer Cancels- MAC Has Been Met

If the Customer cancels a term Business Optional Calling Plan in the last year of that term plan and the Customer has met the MAC for that year, no term plan early termination fee applies.

.4 Customer Cancels- MAC Has NOT Been Met

Unless otherwise indicated in this Guidebook if the Customer cancels a term Business Optional Calling Plan and the MAC has not been met for the current year or any additional years remaining in the term plan agreement, the early termination fee is equal to 50% of the unmet MAC for the current year and 50% of the unmet MAC for each additional years remaining on the term plan agreement. See section 3.7.7 (D).8 of this Guidebook

.5 Customer Cancels – MMC for current month Has Been Met (Customer Subscribing to all Business Optional Calling Plans.

The early termination fee is equal to the 50 % of the MMC times the remaining number of months in the complete term. (C)

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3.9.7 Revenue and Term Plan Commitments (continued)

(D) (continued)

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(D)

(1)

(1)

(2)

(2)

(1) – Material moved to Section 3 Page 85.1
(2) – Material moved to Section 3 Page 85.2

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3.9.7 Revenue and Term Plan Commitments (continued)

(D) (continued)

.7 Customers that subscribe to any of the Company's Small Business Optional Calling Plans with an MRC or MMC combined with a term plan agreement, and who wish to: (1) change the length of a term plan agreement; or (2) change their Calling Plan to any other Calling Plan with MRC or MMC; Customer 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 Guidebook. (1)
(1/C)
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|
|
(1/C)

ETF/UUF

(N)

a. Customers who cancel this service prior to the expiration date of their current term plan agreement and who do not qualify under .b and .c below will be required to pay an ETF/UUF. The ETF/UUF shall be 50% of the full MRC or MMC rate in effect for this plan at the time of termination multiplied by the number of months remaining in the term. (N)
(N)
(1)
|
(1)

.b 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. (1)
(1/C)
|
(1/C)

.c The Company will adjust to zero any ETF/UUF when: (N)

.i 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 (1/C)
|
|
|
(1/C)

.ii the Customer provides notice to the Company of its intent to terminate service within thirty (30) calendar days prior to or thirty (30) calendar days after the automatic renewal of an existing plan term. (1/C)
(1)
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(1)

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3.9.7 Revenue and Term Plan Commitments (continued)

(E) Start Date and End Date

.1 MAC

Achievement of the MAC is calculated on the Customer's term plan Service Acceptance Date anniversary or upon early termination, cancellation or expiration of the term plan agreement.

.2 MMC

MMC is calculated at the end of the Customer's monthly billing cycle.

.3 Term Plan Agreement

When the Customer changes the billing cycle dates in the middle of a term plan agreement, the term plan begin and end dates will not change. The accumulated monies towards the MAC UUF, if any, will be based on the begin and end date of the term without regard to the billing cycle.

.4 Business Optional Calling Plans with MRCs

When the Customer changes between Business Optional Calling Plans with MRC, the current term plan will be ended and the start date of new term plan begins on the day the order is processed.

(1)

(1)

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3.9.7 Revenue and Term Plan Commitments (continued)

(F) Term Plan Renewal

.2 Business Customer Subscribes to any Business Unlimited Optional Calling Plan (C)

Unless otherwise specified in this Guidebook, all term agreements will automatically renew on the first day after the initial or any renewal term has expired at the then current rates defined in Section 4.7 of this Guidebook. (C)

Plans will remain in effect and the term will automatically renew until either: (a) canceled or changed by the Customer; (b) the Customers terminates Service with the Company; (c) the Company no longer offers this plan to new Customers or to existing Customers moving to new locations or changing the number of access lines# under the BTN to which this plan applies; or (d) the Company notifies the Customer this plan is no longer available for auto-renewal, whichever occurs first (C)

.3 Business Customer Subscribes to any other Business Optional Calling Plan not listed in Section 3.9.7(F).1 and Section 3.9.7(F).2 (N)

Unless otherwise specified in this Guidebook, all term agreements will automatically renew on the first day after the initial or any renewal term has expired at the then current rates defined in Section 4.7 of this Guidebook.

Plans will remain in effect and the term will automatically renew until either: (a) canceled or changed by the Customer; (b) the Customers terminates Service with the Company; (c) the Company no longer offers this plan to new Customers or to existing Customers moving to new locations; or (d) the Company notifies the Customer this plan is no longer available for auto-renewal; whichever occurs first (N)

3.9.8 Special Bill Detail For Customers With MAC/MMC

For Customers that commit to a MAC or an MMC, the Customer's master bill will contain:

- (A) the Customer's MAC or MMC revenue commitment;
- (B) number of accounts used towards the MAC/MMC;
- (C) the length of the term plan, if applicable, and the term plan agreement end date;
- (D) year-to-date cumulative dollar revenue applicable to the MAC; and
- (E) current period cumulative dollar revenue applicable to the MAC/MMC.

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3.9.9 Obligations of a Reseller

- (A) To the extent that Customer is permitted pursuant to Section 2.29 of this Guidebook to be a Reseller, the terms and conditions in this Section 3.9.9 shall apply, in addition to all other terms and conditions of this Guidebook and any terms and conditions of the written agreement between the parties.
- (B) Failure to comply with any term, rule, or regulation of this Guidebook may result in the Company immediately and irrevocably terminating Service(s) without incurring any liability. Notification of termination of Service(s) may be in writing or in another expeditious manner selected by the Company.
- (C) In the event of non-payment by a Reseller's subscriber, the Company may be requested by the Reseller to block such subscriber's service because of non-payment of charges. Before the Company blocks Service to a Reseller's subscriber, the Reseller must certify that proper notice has been given to the subscriber. Proper notice must meet state and federal rules for Blocking Service due to non-payment. The Reseller is responsible for all costs incurred to disconnect or block the location from Service(s).
- (D) Resellers will be responsible for paying all taxes, surcharges, and fees based upon the taxing jurisdiction's rules and regulations.
- (E) In addition to the other provisions in this Guidebook, Resellers will be responsible for all interaction and interface with their own subscribers or customers. The provision of Service will not create a partnership or joint venture between the Company and the Reseller nor result in a joint offering to third parties.
- (F) If the Customer resells Services, the Reseller is responsible for providing all billing, collection, and customer service functions for all of its locations, including resolving any unauthorized presubscription disputes.
- (G) In addition to the other provisions in this Guidebook, Resellers must have the appropriate authority in all areas where the Reseller provides service and provide such documentation to the Company when requested.

If a Reseller switches a subscriber's long distance provider without obtaining permission from the subscriber, the Company may charge the Reseller for the unauthorized presubscription change charges plus all additional charges imposed and costs incurred. The Reseller is financially liable for all lines at all locations until such time as the lines and/or locations are presubscribed to a different long distance service provider. In instances where the Reseller has presubscribed lines and/or location to its Service without proper authorization, the Reseller must:

- .1 Inform the subscriber of the unauthorized change in long distance service providers; and
- .2 Ensure that the subscriber's service is returned to the long distance service provider of choice; and
- .3 Pay all applicable charges.

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3.9.10 Aggregation Grouping

- (A) Aggregation grouping is the collecting of a Customer's multiple BTN's into a group such that all usage within this group can be combined to determine the Customer's usage rate or volume discount.
- (B) The Customer determines which BTN(s) will be aggregated. With Aggregation grouping, the Customer must select one BTN as the master BTN. The BTN's that go together in the Aggregation grouping will be assigned an Aggregation ID.
 - .1 If a Customer has combined Services, i.e. outbound and TFS aggregated together, and chooses to disconnect all of the outbound Services leaving only TFS line(s) that utilizes Switched Access to reach the long distance network, the POTS telephone number associated with TFS must be presubscribed to the Company for the provision of 1+ outbound long distance Service or the Customer's TFS plan must be transferred to one of the Company's High Volume Toll Free Calling plans described in Section 3.7.1 or Section 3.7.2 of this Guidebook. Otherwise, the Company may terminate Service pursuant to Section 3.6.4 (J).2 of this Guidebook.
 - .2 If a Direct-billed Customer has combined Services, i.e. outbound and TFS aggregated together, and chooses to disconnect all of the outbound Services leaving only one (1) TFS, TFS may continue to be Direct-billed.

3.9.11 Application for Service

Service may be initiated based on written or oral agreement between the Company and the Customer. The Company reserves the right to require an Applicant to sign an application for the Service desired, on a form provided by the Company, as a condition of establishing Service. Applications for Service will be accepted by the Company provided that the Service is available, and the Company has no reason to believe the Customer will not comply with the provisions of the Guidebook. The Company will also accept an oral application from a Customer for additions to or changes in existing Service.

3.9.12 Limitation of Service

All Services described in Section 3 of this Guidebook are interstate Services. Intrastate service is available as an add-on basis to the interstate service offering.

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3.9.13 Account Codes^{1,2}

Availability: This Service is not available in Alaska, Connecticut, Delaware, Idaho, Maine, Massachusetts, New Hampshire, North Dakota, Oregon, Rhode Island, South Dakota, Vermont and West Virginia.

- (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. See Section 5.14 for the account code feature MRC.
- (B) The length of the digit string available to a Customer is limited from 2-12 digits. The caller will be allowed three (3) attempts to enter a valid account code before the call is terminated.
- (C) 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.
- (D) The account codes are available on a validated and non-validated basis. 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, so long as the digit string is the designated number of digits in length.

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¹This feature is no longer available to new Customers effective January 12, 2015. Additionally, concurrent 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.

(C)
|
(C)

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(C)

(D)

(D)

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3.9.16 Telecommunications Service Priority (TSP) System

The provisioning and restoration of Services will be in accordance with the priority system specified in Part 64, Appendix A of the rules and regulations of the Federal Communications Commission.

The TSP System is a service that provides for the priority provisioning and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. The TSP system applies only to NSEP services that can be discreetly identified and provides the Company with a guide to the sequence in which services are to be provisioned and/or restored.

The Executive Office of the President is empowered with the authority to receive, evaluate and process requests for NSEP TSP services. The Executive Office of the President, through the Office of Priority Telecommunications (OPT) as its administrative branch, makes the priority level assignments and issues the TSP authorization code reflecting the priority assignments associated with the Customer's request. The Customer initiates the request for TSP service from the OPT. The Customer then provides the TSP authorization code, in addition to all other details necessary to complete the order, and submits it to the Company for appropriate action.

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