

TARIFF DISTRIBUTION

FILE PACKAGE NO.: TN-19-0044

DATE: November 4, 2019

STATE: TENNESSEE

EFFECTIVE DATE: 11/02/2019

TYPE OF DISTRIBUTION: Approved

PURPOSE: Increase Residence Packages monthly charges.

<u>TARIFF SECTION</u>	<u>PAGE NUMBER</u>	<u>PAGE REVISION</u>
G003	5.1.3	0021
G003	5.1.6	0013
G003	5.1.7	0013
G103	1.0.1	0015
G103	1.0.2	0020
G103	1.0.3	0015
G113	6	0010

A3. BASIC LOCAL EXCHANGE SERVICE

A3.2 Statewide Rate Schedule (Cont'd)

A3.2.11 Area Plus Service

A. General

1. Area Plus service provides the features specified herein, including a flat rate access line. Touch-Tone Calling service is included in this service at no additional charge.
2. The rates specified herein for Area Plus service entitle a residence subscriber to unlimited calling to all exchange access lines in the local calling area as defined in A3.6.1, and in all other exchanges in the subscriber's LATA. The LATA for each exchange is indicated in A3.6.1, and the exchanges in each LATA are listed in A3.6.3.
3. Calls completed with automated calling cards or operator assistance within the local calling area as described in A3.6.1., will be billed the appropriate Operator Assisted Local Call surcharges. Such calls are itemized on the subscriber's billing statement. All other calls completed with operator assistance will be billed at the applicable Long Distance Message Telecommunications Service (MTS) charges described in Section A18.
4. Subscribers to any of the Area Plus services receive a thirty percent (30%) discount on rates specified in paragraph A18.3.1.B.2.b (1). This discount is applied after the appropriate time period discounts specified in paragraph A18.3.1.B.3 have been applied and after the calls have been aggregated to a monthly total. This discount applies to covered customer-dialed sent paid calls originated from the subscriber's service and to covered customer-dialed collect² calls accepted by the subscriber to any of the Area Plus services, including the operator surcharges on these calls. The discount is applied on a per line basis to each call type after the calls have been aggregated to a monthly total.
5. Residence customers may also subscribe to Area Plus service with the Complete Choice option. All services/features specified in A103.2.10 as available with Complete Choice service are available with these options of Area Plus service.¹
6. Residence customers may subscribe to the Two-Line Plan or the Three-Line Plan for Area Plus service with the Complete Choice option. Both plans offer grouping at no additional charge as specified in A103.2.10. All services/features specified in A103.2.10 as available with Complete Choice service are available with each line of a multi-line package. Terms, conditions and limitations specified in A103.2.10 for Complete Choice service apply to each line of a multi-line package with the Complete Choice option. All lines in each multi-line package must be billed to the same account and located at the same premises.¹
7. Service charges specified in Section A4 do not apply for a conversion of existing service to/from Area Plus service or Area Plus service with the Complete Choice option.
8. Existing customers of Area Plus service with the Complete Choice option can not take advantage of special promotions for Complete Choice service or Area Plus service with the Complete Choice option or any of the services/features specified in A103.2.10, unless specifically allowed by the terms of the special promotion.

B. Rates and Charges

1. The following monthly rates apply for Area Plus service
 - a. Individual line service
 - (1) Residence

	Suspend	Monthly		
	Rate	Rate	USOC	
(a) Per line (without the Complete Choice option)	\$15.50	\$ 62.00	AT3	(1)
(b) Per line with the Complete Choice option	14.50	73.00	ARZPK¹	(1)
(c) Per Two-Line Plan package with the Complete Choice option or Credit for two individual lines qualifying as Two-Line Plan package	29.00	107.95 -16.05	ALM2L¹ CRD2P¹	
(d) Per Three-Line Plan package with the Complete Choice option	43.50	150.95	ALM3L¹	

Note 1: Complete Choice Obsolete 2-19-09 Type D (See Section A103)

Note 2: Effective March 19, 2016, Collect, Person to Person, Bill to a Third Number calls and Local Verification/Interruption Service are discontinued.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.2 Statewide Rate Schedule (Cont'd)

A3.2.14 Complete Choice Enhanced Service

A. General

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

A subscriber may select an unlimited number of compatible services or features from the services/features listed above. All terms, conditions and limitations specified in the sections listed apply to the respective services/features requested as part of this service. Service charges specified in Section A4 do not apply for transactions involving only additions, deletions or changes to the services/features requested as part of this service.
4. All features/services are furnished only from central offices that have been arranged to provide these services. The features/services are provided subject to availability of facilities.
5. Existing customers of Complete Choice Enhanced service can not take advantage of special promotions for Complete Choice Enhanced service or any of the services/features specified in paragraph 3, unless specifically allowed by the terms of the special promotion.
6. Complete Choice Enhanced service can be suspended as specified in A2.3.16. During the period of suspension, the rate specified following applies.

B. Rates and Charges

1. Individual line service

	Suspend Rate	Monthly Rate	USOC	
(a) Per plan package	\$7.50	\$44.00	PAMA8	(1)

C. Complete Choice Enhanced Retention Offer

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

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

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

A3. BASIC LOCAL EXCHANGE SERVICE

A3.2 Statewide Rate Schedule (Cont'd)

A3.2.15 Complete Choice Basic Service

A. General

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

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

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

4. All features/services are furnished only from central offices that have been arranged to provide these services. The features/services are provided subject to availability of facilities.
5. Existing subscribers of the Complete Choice Basic service can not take advantage of special promotions for the Complete Choice Basic service or any of the features/services specified in paragraph A3.2.15.A.3, unless specifically allowed by the terms of the special promotion.
6. Complete Choice Basic service can be suspended as specified in A2.3.16. During the period of suspension, the rate specified following applies.

B. Rates and Charges

1. Individual line service

(a) Per plan package

Suspend Rate	Monthly Rate	USOC PAMA7
\$7.50	\$38.00	PAMA7

(1)

C. Complete Choice Basic Offer¹

Eligible residential subscribers who purchase local service with AT&T and subscribe to and retain the Complete Choice Basic (CCB) package may receive a monthly bill credit for 12 months, on up to two lines, that will provide a net price of \$15.00 for the CCB package.

Terms and Conditions

1. Eligible subscribers are those residential subscribers who have at least one local exchange access line or a substitute (e.g. wireless or VoIP service) with a provider other than the Company at a service location that can be served by the Company.
2. Eligible subscribers must request the qualifying service at the same address as the existing service, unless they are planning an imminent move – within 30 (thirty) days of responding to the offer – from one address in an AT&T incumbent local exchange service area to another address in an AT&T incumbent local exchange service area.
3. The subscriber is required to subscribe to AT&T for local service and purchase the Complete Choice Basic package on each line receiving the credit.
4. Eligible subscribers will receive a bill credit for 12 months on up to two lines that will provide a net price of \$15.00 for each Complete Choice Basic package. If the subscriber discontinues the package, the credits will cease.
5. This offer may not be combined with other local service offers that provide a monthly recurring credit or discount, but may be combined with an offer that waives the nonrecurring installation/service charge(s).
6. Subscribers must keep the CCB package for 30 days to receive the benefits of this offer.
7. This offer is not available to subscribers who are switching service between affiliated companies.

Note 1: Effective December 15, 2015, the Complete Choice Basic Offer is no longer available to new subscribers. Existing subscribers receiving benefits of this offer may continue to receive the benefit until the end of the 12-month period.

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE

A103.2 Statewide Rate Schedule (Cont'd)

A103.2.10 Complete Choice Service

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

A. General

1. Complete Choice service provides the features specified herein, including a flat rate access line. Touch-Tone Calling service is included in this service at no additional charge.
2. The rate specified herein entitles a residence subscriber to unlimited calling to all exchange access lines in the subscriber's exchange and the Extended Area Service (EAS) additional exchanges in the subscriber's local calling area as defined in A3.6.1.
3. The rate specified herein also entitles a residence subscriber to unlimited use of the services/features specified in the following sections:
 - A13.9 Custom Calling Services
 - A13.19 TouchStar service excluding Calling Number Delivery Blocking-Permanent¹
 - A13.20 Customized Code Restriction
 - A13.34 RingMaster service
 - A13.47 Message Waiting Indication
 - A113.9 Obsolete Custom Calling Services

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

4. Residence customers may subscribe to the Two-Line Plan or the Three-Line Plan for Complete Choice service. Both plans offer grouping service as specified in A3.19 at no additional charge in addition to the features listed in paragraph 3. All services/features specified as available with Complete Choice service are available with each line of a multi-line package. All lines in each multi--ine package must be billed to the same account and located at the same premises.
5. Service charges specified in Section A4 do not apply for a conversion of existing service to/from Complete Choice service.
6. Existing customers of Complete Choice service cannot take advantage of special promotions for Complete Choice service or Area Plus service with the Complete Choice option or any of the services/features specified in paragraph 3, unless specifically allowed by the terms of the special promotion.

B. Rates and Charges

1. Individual line service

	Suspend Rate	Monthly Rate	USOC	
(a) Per line (USOCs VR3 and VSB must both be used to provide this service.)	\$13.50	\$ 57.00	NA	(I)
(b) Per Two-Line Plan package or Credit for two individual lines qualifying as Two-Line Plan package	12.00	102.95 -0.00	CCML2 CRD2C	(I) (C)
(c) Per Three-Line Plan package	18.00	122.95	CCML3	(I)

A103.2.11 Reserved For Future Use

Note 1: This feature is available separately as specified in A13.19.

Page 1.0.1.1 is hereby deleted in its entirety and removed from this Guidebook

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE

A103.2 Statewide Rate Schedule (Cont'd)

A103.2.12 PreferredPack Plan

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

A. Description of Service

1. The PreferredPack plan provides the features/services specified herein, and a flat rate access line with Touch-Tone capability.
2. The rate specified herein entitles a residence subscriber to unlimited calling to all exchange access lines within the subscriber's local calling area as defined in A3.6.1.
3. The rate specified herein also entitles a residence subscriber to unlimited use of the features/services specified following from the listed sections:
 - A13.9 Call Waiting ID, Three-Way Calling, Call Forwarding Busy Line, Call Forwarding Don't Answer (with or without Ring Control), Star 98 Access
 - A13.19 Caller ID, Call Return
 - A13.47 Message Waiting Indication

B. Terms, Conditions and Limitations of Service

1. The PreferredPack plan is only available to residence subscribers. A residence subscriber may select any suitable combination of the features/services listed in paragraph A103.2.12.A.3.
2. All terms, conditions and limitations specified in the Guidebook sections listed in paragraph A103.2.12.A.3 apply to the respective features/services requested as part of this package.
3. All features/services are furnished only from central offices that have been arranged to provide these services. The features/services are provided subject to availability of facilities.
4. Service charges specified in Section A4 do not apply for transactions in which a subscriber only modifies an existing PreferredPack plan package by adding, deleting or changing features/services requested as part of the package.
5. Existing customers of the PreferredPack plan cannot take advantage of special promotions for the PreferredPack plan or any of the features/services specified in paragraph A103.2.12.A.3 unless specifically allowed by the terms of the special promotion.
6. The PreferredPack plan can be suspended as specified in A2.3.16. During the period of suspension, the rate specified following applies.

C. Rates and Charges

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

	Suspend Rate	Monthly Rate	USOC	
(a) Per plan package	\$6.00	\$56.00	PAMA5	(1)

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE

A103.2 Statewide Rate Schedule (Cont'd)

A103.2.13 2 Pack Plan

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

A. Description of Service

1. The 2 Pack Plan provides the features/services specified herein, and a flat rate access line with Touch-Tone capability.
2. The rate specified herein entitles a residence subscriber to unlimited calling to all exchange access lines within the subscriber's local calling area as defined in A3.6.1.
3. The rate specified herein also entitles a residence subscriber to unlimited use of the features/services specified following from the listed sections:
 - A13.9 Call Waiting ID, Call Forwarding Busy Line, Call Forwarding Don't Answer (with or without Ring Control), Star 98 Access
 - A13.19 Caller ID
 - A13.47 Message Waiting Indication

B. Terms, Conditions and Limitations of Service

1. The 2 Pack Plan is only available to residence subscribers. A residence subscriber may select any suitable combination of the features/services listed in paragraph A103.2.13.A.3, but the customer must select Call Waiting Deluxe and Caller ID-Deluxe.
2. All terms, conditions and limitations specified in the sections listed in paragraph A103.2.13.A.3 apply to the respective features/services requested as part of this package.
3. All features/services are furnished only from central offices that have been arranged to provide these services. The features/services are provided subject to availability of facilities.
4. Service charges specified in Section A4 do not apply for transactions in which a subscriber only modifies an existing 2 Pack Plan package by adding, deleting or changing features/services requested as part of the package.
5. Existing customers of the 2 Pack Plan cannot take advantage of special promotions for the 2 Pack Plan or any of the features/services specified in paragraph A103.2.13.A.3 unless specifically allowed by the terms of the special promotion.
6. The 2 Pack Plan can be suspended as specified in A2.3.16. During the period of suspension, the rate specified herein applies.

C. Rates and Charges

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

	Suspend Rate	Monthly Rate	USOC	
(a) Per plan package	\$6.00	\$48.00	PAMA6	(1)

A113. OBSOLETE SERVICE OFFERINGS - MISCELLANEOUS SERVICE ARRANGEMENTS

A113.9 Reserved For Future Use

A113.10 Reserved For Future Use

A113.11 Reserved For Future Use

A113.12 Reserved For Future Use

A113.13 Reserved For Future Use

A113.14 Reserved For Future Use

A113.15 Reserved For Future Use

A113.16 Reserved For Future Use

A113.17 Feature Packages

A113.17.1 The Feature Package

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

A. Description of Service

1. This feature package provides a package of network features/services for residence customers.
2. The rate specified herein entitles a residence subscriber to unlimited use of the features/services specified following from the listed sections:
 - A13.9 Call Waiting ID, Three-Way Calling, Call Forwarding Busy Line¹, Call Forwarding Don't Answer¹ (with or without Ring Control), Star 98 Access¹
 - A13.19 Caller ID, Call Return
 - A13.47 Message Waiting Indication¹

B. Terms, Conditions and Limitations of Service

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

C. Rates and Charges

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

(a) Per feature package	Monthly Rate \$26.00	USOC PAMA1¹ or PAMA2	(1)
-------------------------	-------------------------------------	--	-----

Note 1: The PAMA1 USOC must be used to provision the plan when one or more of the features/services that refer to this footnote are included in this feature package.

Page 6.0.1 is hereby deleted in its entirety and removed from this Guidebook.