

TARIFF DISTRIBUTION

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PURPOSE: Discontinue \$6 Off Residence Access Line Retention Offer and \$8 Off Complete Choice Enhanced Retention Offer for new residence subscribers.

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A3. BASIC LOCAL EXCHANGE SERVICE

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A3. BASIC LOCAL EXCHANGE SERVICE

A3.1 General

- A. Rates for Basic Local Exchange Service are related to the total number of main station lines, PBX trunks, ESSX-1 Main Station lines and Centrex Type Services Main Station lines in the Local Calling Area.
- B. The rates for service and equipment not specifically shown in this section are presented in other sections of this Guidebook.
- C. Individual Residence and Business Main Station Line Service are comprised of serving central office line equipment and all outside plant facilities needed to connect the serving central office with the customer premises at the demarcation point. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for message toll service and for local calling appropriate to the service offering selected by the customer.
- D. Business Measured Service will be available only to customer provided public telephones where RegionServ is available. RegionServ is not available to customer-provided public telephones.
In locations where the Area Calling Plan is available¹, Business Measured Service and Business RegionServ will no longer be available.
- E. Rates for basic local exchange service include Touch-Tone dialing capability which facilitates the origination of calls using instruments equipped for tone-type address signaling.
- F. Residence Access Line Retention Offer
Effective January 1, 2021, this offer is no longer available to new subscribers. Existing subscribers may retain the 12-month credit through the end of their promotion period. (N)
Existing residential customers who call to disconnect service with AT&T and elect to stay and have one (or up to a maximum of two) flat rate access line(s) may be eligible to receive a \$6 per month bill credit for 12 months. The following conditions apply:
 1. Customers must keep the required services for 30 days to receive the benefit of this offer.
 2. Customers subscribing to Complete Choice Enhanced or Complete Choice Basic must have the access line in service for a minimum of 60 days before the customer becomes eligible for this offer.
 3. If the customer disconnects the flat rate line(s) or moves from their current location, the remaining benefits will cease.
 4. AT&T employees are not eligible for this offer.
 5. Customer must be calling into AT&T to disconnect their local service.
 6. This offer is available on a maximum of two (2) flat rate lines (a maximum monthly reward of \$12).
 7. Not stackable with any other regulated retention offer that provides a monthly discount.
 8. 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.
 9. This offer is only available for retention purposes.
 10. The monthly bill credit stays in effect as long as the customer remains at the same address and is limited to a maximum of 12 months.

Note 1: Effective May 1, 2013, RegionServ is obsoleted for Residence customers.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.2 Statewide Rate Schedule (Cont'd)

A3.2.4 Message Rate Schedule (Business)

The following schedule of monthly rates is applicable to Individual Line Message Rate Main Station Line Service in locations where facilities are available.

The rates specified, with a zone charge when applicable to service furnished outside the BRA of an exchange, entitle subscribers to the number of messages specified to all stations in the local calling area; i.e., all stations bearing the designation of central offices of the serving exchange and additional exchanges as shown in A3.6, Local Calling Areas. Additional local calling area messages placed over the line during a month are charged for at the rates specified following based on mechanized records kept of all calls originated on the line. When a customer subscribes to more than one message rate line,

1. If the lines are non-consecutive each line is considered separately in determining additional messages; or
2. If the lines are consecutive the messages on all lines and the combined message allowance is used in determining billable additional messages.

- A. A local message charge applies in addition to the rates shown for Business Message Rate Individual Line Service. (T)
 - 1. Reserved for Future Use
 - (a) Reserved for Future Use
- B. Reserved for Future Use
- C. Business Individual Line Service (Only where offered)

| | Monthly Rate | USOC |
|--|-------------------------|-------------|
| 1. Rate groups include Main Station Lines, PBX Trunks, and Centrex Main | | |
| (a) Group 1 (0 - 12,000) | \$279.00 | 1MB |
| (b) Group 2 (12,001 - 27,000) | 279.00 | 1MB |
| (c) Group 3 (27,001 - 85,000) | 279.00 | 1MB |
| (d) Group 4 (85,001 - 300,000) | 279.00 | 1MB |
| (e) Group 5 (300,001 - 500,000) | 279.00 | 1MB |
| 2. The monthly rates stated herein include an allowance per line for dialed sent paid local calls. | | |
| (a) Allowance, 75 per line (rated at \$.10 each) | | NA |
| (b) Additional Local Message Charge, per call | .10 | NA |

A3.2.5 Centrex Rate Schedule

See Section A110 of this Guidebook.

A3.2.6 ESSX-1 Rate Schedule

See Section A112.

A3.2.7 Reserved For Future Use

A3.2.8 Reserved for Future Use

A3.2.9 RegionServ Rate Schedule¹

- A. RegionServ is an optional offering that provides local calling from the subscriber's home wire center to all Company exchanges in the State of Tennessee and in the same LATA within a forty mile radius based on airline mileage, in addition to the existing local calling area as described in A3.6. This service is subject to availability as determined by the Company. (T)(M)
- B. This service is not available to customer provided public telephone subscribers. (M)
- C. Customers subscribing to RegionServ will be provided an access line as described following. (M)
- D. The access line for Business service is provided at the following rates. All other services offering RegionServ are provided for in the appropriate sections of this Guidebook. (M)

| | Monthly Rate | USOC |
|--|-------------------------|-------------|
| 1. Access Line | | |
| (a) (Obsolete, See Section A103) | | |
| (b) (Obsolete, See Section A103) | | |
| (c) Business (Rate Groups 1 - 3) | \$148.00 | NA |
| (d) Business (Rate Groups 4 - 5) | 148.00 | NA |
| E. In addition to the access line, customers are billed for all local calls at the charges described in G. Local usage charges for calls terminating in Band A will not exceed \$12.00 for Residence ¹ customers and \$25.00 for Business customers per line, MultiServ service per line, trunk or ESSX service NAR, MultiServ PLUS service NAR, or BellSouth Centrex service NAR with the following exception. Local usage charges for resold services will not be capped. (M) | | |

Note 1: Effective May 1, 2013, RegionServ is obsoleted for Residence customers. (M)

Pages 4.1, 5.0.1 and 5.0.2 are hereby deleted in their entirety and removed from this Guidebook. (C)(M)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.2 Statewide Rate Schedule (Cont'd)

A3.2.9 RegionServ Rate Schedule (Cont'd)¹

F. Discount Usage Option

Customers may choose this option which provides a 20 percent discount on their total usage charges. This discount is in addition to the off-peak discount described in H. The following rate is in addition to the access line rate and is applicable per line, including MultiServ service per line, trunk or ESSX service NAR, MultiServ PLUS service NAR or BellSouth Centrex service NAR. In addition, if a customer subscribes to this option on any line, including MultiServ service per line, trunk or ESSX service NAR, MultiServ PLUS service NAR, or BellSouth Centrex service NAR on an account, he must subscribe for all lines on that account.

1. Discount Usage Option

| | Monthly | | |
|--|----------------|--------------|------|
| | Rate | USOC | |
| (a) 20 percent discount | \$1.00 | NA | (M2) |
| (b) Additive for Measured Rate - RegionServ Discount Usage Option for MultiServ service main station lines, MultiServ PLUS service NAR(s) or BellSouth Centrex service NAR(s). | 1.00 | UPPMR | (M2) |

G. The following usage charges are applicable for all local calls and are based on airline mileage between wire centers. Wire center coordinates are specified in the National Exchange Carrier Association, Inc. F.C.C. Tariff No. 4.

| Mileage Bands | Per Minute Charge | |
|--|--------------------------|------|
| A (0-16 miles, existing local calling area described in A3.6 and intra-county greater than 16 miles) | \$.02 | (M2) |
| B (17-30 miles) | .05 | (M2) |
| C (Greater than 30 miles) | .10 | (M2) |

H. Time/Day Discount - The preceding usage rates are peak period rates and apply from 8:00 AM to 8:00 PM, Monday through Friday (excluding holidays). Off-peak period rates apply to all other times and are rated at a fifty percent discount. When messages span more than one rate period, total charges for the minutes in each rate period are summarized and the results for each period are totaled to obtain the total message charge.

I. In addition to the local calling described in paragraph A, if any wire center in an exchange in the same LATA as the originating exchange is located within 40 miles of any wire center in the originating exchange, local calling will be provided from the entire originating exchange to the entire terminating exchange.

J. Grouping rates for subscribers of RegionServ are described in A3.19.2.

K. Calls completed with operator assistance within the local calling area as described in A3.6.1 will be rated at the preceding usage charges in addition to the appropriate Operator Assisted Local Call surcharges. Such calls are itemized on the subscriber's billing statement and are billed outside any applicable usage cap. All other calls completed with operator assistance will be billed at the applicable Long Distance Message Telecommunications Service (MTS) charges described in Section A18.

L. All terms and conditions that appear in other sections of this Guidebook apply unless otherwise stated herein.

A3.2.10 Complete Choice Service (Obsoleted, See Section A103)

Note 1: Effective May 1, 2013, RegionServ is obsoleted for Residence customers.

(M1) Material previously appearing on this page now appears on page(s) 4 of this section.

(M2) Material appearing on this page previously appeared on page(s) 5.1, 5.1.1, and 5.1.2 of this section.

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. (M1)
- 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. (M2)
- 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. (M2)
- 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. (M2)
- 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. (M2)
- 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 (M2)
- 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. (M2)
- 8. Existing customers of Area Plus service with the Complete Choice option cannot take advantage of special promotions for Complete Choice service or Area Plus service with the Complete Choice option or any of the services/features specified in A103.2.10, unless specifically allowed by the terms of the special promotion. (M2)

B. Rates and Charges

- 1. The following monthly rates apply for Area Plus service (M2)
 - a. Individual line service (M2)
 - (1) Residence (M2)

| | Suspend | Monthly | | |
|---|----------------|-----------------|--------------------------|------|
| | Rate | Rate | USOC | |
| (a) Per line (without the Complete Choice option) | \$15.50 | \$ 64.00 | AT3 | (M2) |
| (b) Per line with the Complete Choice option | 14.50 | 75.00 | ARZPK¹ | (M2) |
| (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 | ALM2L¹ | (M2) |
| | | -12.05 | CRD2P¹ | (M2) |
| (d) Per Three-Line Plan package with the Complete Choice option | 43.50 | 150.95 | ALM3L¹ | (M2) |

A3.2.12 PreferredPack Plan (Obsoleted, See Section A103)

A3.2.13 2 Pack Plan (Obsoleted, See Section A103)

- Note 1:** Complete Choice Obsoleted 2-19-09 Type D (See Section A103) (M2)
- Note 2:** Effective March 19, 2016, Collect, Person to Person, Bill to a Third Number calls and Local Verification/Interruption Service are discontinued. (M2)

M1 - Material previously appearing on this page now appears on page(s) 4 and 5 of this section.

M2 - Material appearing on this page previously appeared on page(s) 5.1.3, 5.1.4, and 5.1.5 of this section.

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. (M1)
- 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. (M2)
- 3. The rate specified herein also entitles a residence subscriber to unlimited use of the following services/features in the sections specified: (M2)
 - A13.9 Custom Calling Services excluding Customer Control¹ and Multipath¹ versions of the Call Forwarding features (M2)
 - A13.19 TouchStar services excluding Personalized Ring 6¹ and Calling Number Delivery Blocking-Permanent¹ (M2)
 - A13.34 RingMaster service (M2)
 - A13.47 Message Waiting Indication (M2)

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. (M2)
- 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. (M2)
- 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. (M2)
- 6. Complete Choice Enhanced service can be suspended as specified in A2.3.16. During the period of suspension, the rate specified following applies. (M2)

B. Rates and Charges

- 1. Individual line service (M2)

| Suspend Rate | Monthly Rate | USOC |
|--------------|--------------|-------|
| \$7.50 | \$46.00 | PAMA8 |

(a) Per plan package (M2)

C. Complete Choice Enhanced Retention Offer

- Effective January 1, 2021, this offer is no longer available to new subscribers. Existing subscribers may retain the 12-month credit through the end of their promotion period. (M2)
- 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: (M2)
- 1. Customer must have or newly subscribe to Complete Choice Enhanced to be eligible for this offer. (M2)
 - 2. Complete Choice Enhanced is required on each line receiving the discount. (M2)
 - 3. The access line(s) must be in service for a minimum of 60 days before the customer is eligible for this offer. (M2)
 - 4. AT&T employees are not eligible for this offer. (M2)
 - 5. This offer is available on a maximum of two (2) lines (a maximum monthly reward of \$16). (M2)
 - 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. (M2)
 - 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. (M2)
 - 8. This offer is only available for retention purposes. (M2)
 - 9. Customers must retain the required services for 30 days to receive the benefit of this offer. (M2)
 - 10. The monthly bill credit will cease if the customer disconnects the line or the package or moves from their current location. (M2)
 - 11. Eligible customers may only receive this offer once during the offer benefit period. (M2)
 - 12. AT&T may discontinue this offer upon 14-day notice or less. (M2)

Note 1: These features are available separately as specified in A13.9 or A13.19. (M2)

M1 - Material previously appearing on this page now appears on page(s) 5 of this section.
 M2 - Material appearing on this page previously appeared on page(s) 5.1.6 of this section.

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. (M2)
- 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. (M2)
- 3. The rate specified herein also entitles a residence subscriber to unlimited use of the features/services specified following from the listed sections: (M2)
 - A13.9 Call Waiting ID (M2)
 - A13.19 Caller ID (M2)

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. (M2)
- 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. (M2)
- 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. (M2)
- 6. Complete Choice Basic service can be suspended as specified in A2.3.16. During the period of suspension, the rate specified following applies. (M2)

B. Rates and Charges

- 1. Individual line service (M2)

| | Suspend Rate | Monthly Rate | USOC PAMA7 |
|----------------------|-------------------------|-------------------------|-----------------------|
| (a) Per plan package | \$7.50 | \$40.00 | PAMA7 |

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. (M2)
- Terms and Conditions (M2)
- 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. (M2)
 - 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. (M2)
 - 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. (M2)
 - 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. (M2)
 - 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). (M2)
 - 6. Subscribers must keep the CCB package for 30 days to receive the benefits of this offer. (M2)
 - 7. This offer is not available to subscribers who are switching service between affiliated companies. (M2)

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. (M2)

Pages 5.1.3, 5.1.4, 5.1.5, 5.1.6, and 5.1.7 are hereby deleted in their entirety and removed from this Guidebook. (N)

M1 - Material previously appearing on this page now appears on page(s) 5 of this section.
 M2 - Material appearing on this page previously appeared on page(s) 5.1.7 of this section.