

**TARIFF DISTRIBUTION**

FILE PACKAGE NO.: TN-21-0007

DATE: March 1, 2021

STATE: TENNESSEE

EFFECTIVE DATE: 02/28/2021

TYPE OF DISTRIBUTION: Approved

PURPOSE: Increase Residence Packages monthly charges.

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### 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 collect<sup>2</sup> 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. Terms, conditions and limitations specified in paragraph A103.2.10 for Complete Choice service apply to these options of Area Plus service.<sup>1</sup>
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.<sup>1</sup>
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 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.

###### B. Rates and Charges

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

	<b>Suspend Rate</b>	<b>Monthly Rate</b>	<b>USOC</b>	
(a) Per line (without the Complete Choice option)	<b>\$15.50</b>	<b>\$ 66.00</b>	<b>AT3</b>	(I)
(b) Per line with the Complete Choice option	<b>14.50</b>	<b>77.00</b>	<b>ARZPK<sup>1</sup></b>	(I)
(c) Per Two-Line Plan package with the Complete Choice option or Credit for two individual lines qualifying as Two-Line Plan package	<b>29.00</b>	<b>107.95</b> <b>-8.05</b>	<b>ALM2L<sup>1</sup></b> <b>CRD2P<sup>1</sup></b>	(C)
(d) Per Three-Line Plan package with the Complete Choice option	<b>43.50</b>	<b>150.95</b>	<b>ALM3L<sup>1</sup></b>	

##### 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)

**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 Control<sup>1</sup> and Multipath<sup>1</sup> versions of the Call Forwarding features
  - A13.19 TouchStar services excluding Personalized Ring 6<sup>1</sup> and Calling Number Delivery Blocking-Permanent<sup>1</sup>
  - 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

(a) Per plan package

Suspend Rate	Monthly Rate	USOC
<b>\$7.50</b>	<b>\$48.00</b>	<b>PAMA8</b>

(1)

**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.

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.

**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-Permanent<sup>1</sup>
  - 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--line 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

	<b>Suspend Rate</b>	<b>Monthly Rate</b>	<b>USOC</b>	
(a) Per line (USOCs VR3 and VSB must both be used to provide this service.)	<b>\$13.50</b>	<b>\$ 61.00</b>	<b>NA</b>	(I)
(b) Per Two-Line Plan package or Credit for two individual lines qualifying as Two-Line Plan package	<b>12.00</b>	<b>110.95</b> <b>-0.00</b>	<b>CCML2</b> <b>CRD2C</b>	(I)
(c) Per Three-Line Plan package	<b>18.00</b>	<b>134.95</b>	<b>CCML3</b>	(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.

	<b>Suspend Rate</b>	<b>Monthly Rate</b>	<b>USOC</b>	
(a) Per plan package	<b>\$6.00</b>	<b>\$60.00</b>	<b>PAMA5</b>	(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.

	<b>Suspend Rate</b>	<b>Monthly Rate</b>	<b>USOC</b>	
(a) Per plan package	<b>\$6.00</b>	<b>\$52.00</b>	<b>PAMA6</b>	(1)

**A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE**

**A3. BASIC LOCAL EXCHANGE SERVICE**

**A103.2 Statewide Rate Schedule (Cont'd)**

**A103.2.14 Reserved for Future Use**

**A103.2.15 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 cannot take advantage of special promotions for the Complete Choice Basic service or any of the features/services specified in paragraph A103.2.15.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
\$7.50	\$41.75	PAMA7

(1)

**A103.3 Reserved For Future Use**

**A103.4 Reserved For Future Use**

**A103.5 Reserved For Future Use**

**A103.6 Reserved For Future Use**

**A103.7 Reserved For Future Use**

**A103.7.1 Reserved for Future Use**

**A103.7.2 Reserved for Future Use**

**A103.7.3 Reserved for Future Use**

**A103.7.4 Reserved for Future Use**

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.