

COMPLETELINK 2.0 LOYALTY PROMOTION

A promotional period shall be effective through April 29, 2009. During this promotional period, eligible business customers subscribing to a new CompleteLink 2.0 agreement for a 2-year term or longer will be eligible to receive an accelerated discount, called a "loyalty discount", as described below. These discounts are in addition to other discounts and benefits listed within CompleteLink 2.0, found in Part 4, Section 5.

Eligible customers are those business customers who are currently under a CompleteLink, or CompleteLink 2.0 agreement within 6 months of expiration and who have previously refused a new CompleteLink 2.0 offer. Existing customers are also eligible if they sign a new CompleteLink 2.0 agreement within 60-days of expiration of one of the above agreements and had also previously refused a CompleteLink 2.0 offer.

The Satisfaction Guarantee described in **TERMINATION CHARGES** and **CREDIT ALLOWANCES** within CompleteLink 2.0, found in Part 4, Section 5, is not applicable for customers accepting this offer.

Eligible customers who establish a CompleteLink 2.0 agreement and later upgrade to a new term length and/or MARC level, or terminate their CompleteLink 2.0 agreement prior to its expiration date, will forego any loyalty discounts not yet received. Customers who upgrade will retain any loyalty discounts already received.

These loyalty discounts are considered to be accelerated discounts. Customers who terminate their CompleteLink 2.0 agreement prior to expiration of their selected term period will be liable for early termination charges as described in **TERMINATION CHARGES** and **CREDIT ALLOWANCES** within CompleteLink 2.0, found in Part 4, Section 5. All other terms and conditions applicable to CompleteLink found in Part 20, Section 4 or CompleteLink 2.0, found in Part 4, Section 5, will apply.

This offer may not be combined with other Company business access line, usage, and/or toll discount plans or promotions, with the exception of combining with other CompleteLink offers where permitted.

COMPLETELINK 2.0 LOYALTY PROMOTION (cont'd)

Eligible customers will receive the following loyalty discounts which are calculated as a percentage of their agreed upon MARC and which will be applied as a credit to their bill. The loyalty discounts will be applied upon subscription to CompleteLink 2.0 and yearly (for terms exceeding 2 years) according to the following schedule. Credits will be applied to customer accounts, if applicable, in the 1st, 13th, 25th, 37th, and 49th bill periods.

Loyalty Discount Schedule

	1 Year Term	2 Year Term	3 Year Term	5 Year Term
Upfront Loyalty Discount	N/A	5%	5%	5%
1st Year Loyalty Discount	N/A	5%	5%	5%
2nd Year Loyalty Discount	N/A	N/A	5%	5%
3rd Year Loyalty Discount	N/A	N/A	N/A	5%
4th Year Loyalty Discount	N/A	N/A	N/A	5%

BUSINESS RETENTION CREDIT PROMOTION

A promotional period will be established from April 1, 2008, through August 31, 2009. During the promotional period eligible business customers who commit to at least a 1-year agreement for Custom BizSaver II, SimpleLink Enhanced or CompleteLink 2.0 will receive a credit of \$36 per eligible primary access line and a credit of \$72 per eligible additional access line up to a maximum of \$1,044 per customer for one year. The credit will be applied in equal credits beginning in the 1st month and continue through the 12th month. Customers who commit to a 2-year or longer term agreement will also receive a credit of \$36 per eligible primary access line and a credit of \$72 per eligible additional access line during the second year up to a maximum of \$1,044. The credit during year 2 will be applied in equal credits beginning in the 13th month and continue through the 24th month. A customer may never receive more than a \$1,044 maximum in credits per year.

Eligible customers are existing customers who currently have service with the Company who are not on a term plan or those that have less than 6 months remaining on their term who call in to disconnect lines and then reconsider and keep the lines. Customers must also have previously refused a subscription to Custom BizSaver II, SimpleLink Enhanced or CompleteLink 2.0. The customer will receive the credits only on the lines they intended to disconnect. The customer must agree to associate all their lines with one of the eligible term plans to receive the credits. The promotion is only available to the customer once during the promotional period and is not available to customers that subscribed to previous save offers. Customers cannot call back at a subsequent date and receive additional credits for lines targeted for disconnection.

All other terms and conditions applicable to Custom BizSaver II, SimpleLink Enhanced or CompleteLink 2.0 will apply.

This promotion can not be combined with any other promotional offers, nor with *Custom BizSaver II* in areas where the geo-specific discounted rates as described in Part 4, Section 5, **CUSTOM BIZSAVER II**, paragraph C.2.h are available.

COMPLETELINK 2.0 NEW ORDER REFUSER PROMOTION

A promotional period will be established from May 15, 2008 through May 14, 2009. During this promotional period, eligible business customers subscribing to a new CompleteLink 2.0 agreement for a 3-year term or longer will be eligible to receive an accelerated discount as described below. These accelerated discounts are in addition to other discounts and benefits listed within CompleteLink 2.0, found in Part 4, Section 5.

Eligible customers are existing business customers who are not currently on a term plan and who initially refuse a new CompleteLink 2.0 offer.

The Service Guarantee described in *Termination Charges and Credit Allowances* within CompleteLink 2.0, found in Part 4, Section 5, paragraph E.2 is not applicable for customers accepting this offer.

Eligible customers who establish a CompleteLink 2.0 agreement and later upgrade to a new term length and/or MARC level, or terminate their CompleteLink 2.0 agreement prior to its expiration date, will forego any accelerated discounts not yet received. Customers who upgrade will retain any accelerated discounts already received.

The discounts provided are considered to be accelerated discounts. Customers who terminate their CompleteLink 2.0 agreement prior to expiration of their selected term period will be liable for early termination charges as described in *Termination Charges and Credit Allowances* within CompleteLink 2.0, found in Part 4, Section 5, paragraph E.1. All other terms and conditions applicable to CompleteLink 2.0 will apply.

This offer may not be combined with other Company business access line, usage, and/or toll discount plans or promotions, with the exception of combining with other CompleteLink 2.0 offers where permitted.

COMPLETELINK 2.0 NEW ORDER REFUSER PROMOTION (cont'd)

Eligible customers will receive the following accelerated discounts which are calculated as a percentage of their agreed upon MARC and which will be applied as a credit to their bill. The accelerated discounts will be applied upon subscription to CompleteLink 2.0 and yearly (for terms of 3 years or longer) according to the following schedule. Credits will be applied to customer accounts, if applicable, in the 1st, 13th, 25th, 37th, and 49th bill periods.

Discount Schedule

	1-Year Term	2-Year Term	3-Year Term	5-Year Term
Upfront Discount	N/A	N/A	5%	5%
1st Year Discount	N/A	N/A	5%	5%
2nd Year Discount	N/A	N/A	5%	5%
3rd Year Discount	N/A	N/A	N/A	5%
4th Year Discount	N/A	N/A	N/A	5%

MOBILITY NATIONAL RETAIL SERVICE CONNECTION CHARGE WAIVER

During this promotional period, eligible customers who establish their service with AT&T Texas will receive a waiver of the service order and central office connection nonrecurring charges.

Eligible customers are those new residence customers who: 1) establish service with the Company at either an AT&T Mobility Store or at a national retailer store location, and 2) buy a minimum of Complete Choice® Basic. Eligible customers will also receive a waiver of nonrecurring service connection charges associated with subscription to a package or additional features, if applicable, when ordered at the time of initial service establishment. This promotional offer shall be effective from January 1, 2009 through December 31, 2015.

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AT&T BUSINESS LOCAL CALLING TRIO REWARD PROMOTION

A retail promotional period shall be established from September 1, 2009 through December 31, 2014. During this promotional period eligible business customers who subscribe to a new AT&T Business Local Calling package will receive a bill credit equal to the monthly recurring charge (MRC) for this package for 1, 2, or 3 bill periods based on the length of term, as follows:

12 month or 12 month re-subscribe option term: MRC bill credit in month 6 of first year's term only
24 month term: MRC bill credit in months 12 and 24
36 month term: MRC bill credit in months 12, 24, and 36

Eligible customers are those business customers who have their business network access lines with another competitive local exchange carrier within the AT&T Arkansas, AT&T Kansas, AT&T Missouri, AT&T Oklahoma, or AT&T Texas service areas, who establish their business network access line service with the Company, and who subscribe these lines to a new AT&T Business Local Calling 12, 24, or 36 month term plan.

Existing customers who transfer lines from a competitive local exchange carrier to an existing AT&T Business Local Calling account are not eligible. Customers who terminate their AT&T Business Local Calling plan prior to completion of the term period will forfeit all remaining bill credits that are otherwise eligible.

All other terms and conditions applicable to AT&T Business Local Calling will apply, as appropriate.

WELCOMING REWARDS WIN/WINBACK PROMOTION

A business promotional period will be established through May 1, 2016. During this period eligible business customers subscribing to new business local exchange access lines or trunks will receive a one-time credit based on the number of new lines ordered. The first line will receive a credit of \$50.00. Lines 2 through 20 will receive a credit of \$25.00 per line. Lines must be at the same location and only the first 20 lines will qualify. In addition, waivers will be provided for the normally applicable service ordering, central office access, and trip nonrecurring charges (NRCs) associated with the installation of local exchange access lines, trunks, or Plexar, up to 20 lines maximum per location, for the initial order only. The one time credit(s) will be provided within in the first two bill cycles. In addition, a waiver of the applicable installation charges for Custom Calling Services and series hunting ordered at the time of initial order placement will be provided for up to 20 lines. (C)

Eligible customers include those businesses that are currently with another carrier and are establishing service with the Company. Eligible customers must subscribe to new business local exchange access lines or trunks or Plexar-I and select one of the specified term plan offers (see details below). Customers must also commit to an oral 1-year Welcoming Rewards Promotional Agreement in order to receive the benefits.

Eligible customers must subscribe separately to one of the following term plan offers in order to receive the Welcoming Rewards benefits: AT&T Business Local Calling, Business Access Line Term Volume Discount (BALTV D), or Plexar-I (with a minimum of 2 basic or electronic key lines for a 3, 5 or 7 year term). All terms and conditions applicable to AT&T Business Local Calling, BALTV D, or Plexar-I, as appropriate, will apply. The commitment to one of the specified term plans is in addition to the oral 1-year Welcoming Rewards Promotional Agreement commitment.

This offer is only applicable at the time of placing the initial order and is not available for subsequent orders placed for additional lines or services.

The bill credits are discounts. If a customer disconnects their account prior to the expiration of the oral 1 year Welcoming Rewards Promotional Agreement, the customer will be liable for early termination fees equal to the bill credit discount already given. This charge is in addition to other charges that may be associated with a subscription to a qualifying plan.

This offer can only be combined with the AT&T Business Local Calling Trio Rewards Promotion.

STANDARDIZED COMPLETEDLINK 2.0 SAVE PROMOTION

A promotional period will be established from July 6, 2010 through July 5, 2011. During this promotional period eligible business customers subscribing to a new CompleteLink 2.0 agreement for a 2-year term or longer will be eligible to receive an upfront accelerated discount as described below. These accelerated discounts are in addition to other discounts and benefits listed within CompleteLink 2.0, found in Part 4, Section 5.

Eligible customers are Save customers, existing business customers who have received a competitive offer and are considering switching their business local exchange access service to another carrier (proof of competitive offer may be required).

The discounts provided are considered to be accelerated discounts. Customers who terminate their CompleteLink 2.0 agreement prior to expiration of their selected term period will be liable for early termination charges as described in *Termination Charges and Credit Allowances* within CompleteLink 2.0, found in Part 4, Section 5, paragraph E.1. All other terms and conditions applicable to CompleteLink 2.0 will apply.

This offer may not be combined with other Company business access line, usage, and/or toll discount plans or promotions, with the exception of combining with other CompleteLink 2.0 offers where permitted.

Eligible customers will receive the following accelerated discounts which are calculated as a percentage of their agreed upon MARC and which will be applied as a credit to their bill. The accelerated discount will be applied within 2 bill periods following subscription to CompleteLink 2.0 according to the following schedule.

Discount Schedule

	1-Year Term	2-Year Term	3-Year Term	5-Year Term
Upfront Discount	N/A	15%	25%	35%

AT&T BUSINESS LOCAL CALLING PROMOTION

A promotional period will be established from September 1, 2010, through August 31, 2014. During this promotional period eligible business customers who subscribe to a new, minimum 24-month term agreement for AT&T Business Local Calling with 6 to 19 initial lines will receive a 10% discount on the monthly rate for lines subscribed to Options A or B.

Eligible customers include those business customers with 6 to 19 business lines who have their business network access lines with another competitive local exchange carrier within the AT&T Arkansas, AT&T Kansas, AT&T Missouri, AT&T Oklahoma, or AT&T Texas service areas and who now wish to establish their business network access line service with the Company. Save customers, existing business customers who have received a competitive offer and are considering switching their business network access lines to another carrier (proof of competitive offer may be required), with 6 to 19 business lines, are also eligible. Eligible customers may only receive discounts for a maximum of 19 lines subscribed to either Options A or B. Existing business customers currently subscribed to AT&T Business Local Calling Assurance who transfer these lines to this Program are also eligible.

All other terms and conditions applicable to AT&T Business Local Calling, as appropriate, will apply. This promotion may not be combined with any other promotional offers with the exception of the Welcoming Rewards promotion for Win/Winback customers, where applicable, which can be combined with this promotion.

BUSINESS FEATURE PROMOTION II

A business promotional period will be extended through March 31, 2017. During this period eligible business customers will receive a 50% discount per month on up to (9) vertical features (plus Hunting service) per line. A waiver of applicable installation charges associated with adding these services will also be provided.

Eligible customers are those business customers who are subscribed to Business Local Calling Assurance when it is part of the All For Less bundle^{/1/}. These eligible customers who subscribe to a 12- or 24-month term agreement for the All For Less bundle with Business Local Calling Assurance will receive 50% off of the standard guidebook rate for up to (10) of the following services per line^{/2/}: Call Forward - Busy Line, Call Forward - Don't Answer, Call Forward - Busy Line/Don't Answer, Three Way Calling, Speed Calling 30, Call Waiting, Call Blocker, Call Return, Auto Redial, Personalized Ring, Anonymous Call Rejection, Priority Call, Selective Call Forwarding, and Hunting Service. (C)

Customers will receive these discounted rates as long as they remain subscribed to Business Local Calling Assurance when it is part of the All For Less bundle. When the customers All For Less subscription expires these discounted rates will no longer apply.

There is no termination fee associated with this Feature Promotion. This Feature Promotion cannot be combined with any other promotions or packages.

Effective June 1, 2011, this offer will be modified as follows: Call Forward - Busy Line and Call Forward - Don't Answer will be available at a net monthly rate of \$1.00 each, and Hunting service will be available at a 100% monthly discount.

/1/ The All For Less bundle combines Business Local Calling Assurance, provided by AT&T Texas, with services offered by affiliates of AT&T Texas (Long Distance and non-regulated Internet services) in a bundled offering.

/2/ For customers who subscribe to this offer on or after 1-1-12, Anonymous Call Rejection is not eligible for the 50% discount. (C)

AT&T BUSINESS LOCAL CALLING PROMOTION II

A promotional period will be established from May 25, 2011, through August 31, 2014. During this promotional period eligible business customers who subscribe to a new 36-month term agreement for AT&T Business Local Calling with 5 to 19 initial lines will receive a 6% discount on the monthly rate for lines subscribed to Options A or B.

Eligible customers include those existing business customers with 5 to 19 business lines which are not on a Company voice package term agreement or which have less than 90 days remaining on a Company voice package term plan. Eligible customers may only receive discounts for a maximum of 19 lines subscribed to either Options A or B.

All other terms and conditions applicable to AT&T Business Local Calling, as appropriate, will apply. This promotion may not be combined with any other business access line discounts.

COMPLETE CHOICE ENHANCED RETENTION PROMOTION

A retail promotional period shall be established from June 20, 2011 through March 31, 2015. During the promotion period residential customers who call to disconnect service with AT&T and elect to retain service and subscribe to the Complete Choice Enhanced package may receive a bill credit of \$8.00 per month for 12 months on a maximum of two access lines.

- This offer is for retention purposes only.
- Customers must have or newly subscribe to Complete Choice Enhanced on each line, up to a maximum of two (2) lines, to receive the monthly credit.
- If the customer adds features to qualify for the Complete Choice Enhanced package, the non-recurring charge(s) and/or package fee will be waived.
- Eligible customers may only receive this offer once during the offer period.
- This offer may not be combined with other AT&T residence line retention offers, including but not limited to the Residence Access Line Retention Promotion.
- Monthly credits will cease if the customer disconnects the line or the package, or moves from their current location.
- The access line(s) must be in service for a minimum of 60 days before the customer becomes eligible for this offer.
- Customers must keep the required services for 30 days to receive the benefit of this offer.
- AT&T may discontinue this offer upon 14 days notice or less.

AT&T BUSINESS LOCAL CALLING ADDITIONAL LINE PROMOTION

A business promotional period will be extended through December 31, 2022. During this period eligible business customers who purchase new, incremental local exchange access lines will receive a one-time \$50.00 bill credit per line for up to 4 lines added per customer location. Effective June 3, 2013, the one-time credit for up to 4 lines will be \$100. (C)

Eligible customers are existing business customers who add new, incremental local exchange access lines to a new or existing AT&T Business Local Calling (BLC) term agreement after refusing the initial offer to add local access lines. Additionally, eligible customers are new business start-up customers who add lines to a new AT&T Business Local Calling term agreement after refusing the initial offer to add an AT&T Business Local Calling term agreement. Also, all customers who add local exchange access lines to an AT&T Business Local Calling term agreement electronically, via online ordering methods, in response to an online advertisement will also qualify.

The lines added must be subscribed to either AT&T Business Local Calling Option A or Option B in order to qualify. Bill credits will become effective with the third bill period following eligibility. Customers disconnecting any of the new lines before the third bill period will not qualify to receive any bill credits. All orders must be completed by January 31, 2023. The Company may discontinue this offer upon 14 days notice. (C)

This promotion may not be combined with the All For Less offer^{/1/}.

/1/ The All For Less bundle combines Business Local Calling Assurance, provided by AT&T Texas, with services offered by affiliates of AT&T Texas (Long Distance and non-regulated Internet services) in a bundled offering.

PAPERLESS BILL INCENTIVE OFFER

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The Paperless Bill Incentive Offer II will be extended through June 30, 2016. During this period residential customers who receive an incentive offer and sign up for paperless billing online will be eligible to receive a \$10 Visa Reward. The customer must remain with paperless billing for 90 days in order to receive the reward. (C)

Eligible customers are: Residential customers not currently subscribed to paperless billing, and residential customers who agree to receive their bill electronically in lieu of paper.

\$10 AUTOPAY INCENTIVE PROMOTION

The \$10 Autopay Incentive will be extended through June 30, 2016.

During this period residential customers who receive an incentive offer either online or via email and currently use a one-time payment method and sign up for the automatic payment feature, AutoPay, will be eligible to receive a \$10 benefit in the form of a reward card. The customer must remain on AutoPay for 90 days in order to receive the reward card. Eligible customers are residential customers not currently registered for AutoPay.

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AT&T BUSINESS LOCAL CALLING 3+ LINE PROMOTION

A retail promotional period will be established from January 02, 2012 through August 31, 2014. During this period eligible business customers will receive a 10% discount off of the 1-year renewable term and the 2-year term monthly rates for AT&T Business Local Calling Unlimited Option A and Unlimited Option B. All orders must be completed by September 30, 2014.

Eligible customers are those who 1) install a minimum of (3) new, incremental business lines, and 2) subscribe these newly installed lines to a new AT&T Business Local Calling (BLC) 1-year renewable or 2-year term agreement for either Unlimited Option A or Unlimited Option B. All new and existing BLC Unlimited Option A and Unlimited Option B lines included in the same, new agreement, up to a maximum of 19 lines, will receive the discount. This offer is not combinable with the AT&T Business Local Calling Additional Line Promotion.

\$6 FOR 12 ACCESS LINE RETENTION OFFER

A retail promotional period will be established from July 2, 2012 through March 31, 2015. Eligible residence customers are those customers who call to disconnect their access line(s) and then decide to retain the line(s). Eligible customers will receive a \$6.00 bill credit per month, per line for up to two access lines, for a maximum of 12 months.

Eligible customers may receive this offer only once during the term period, and must keep the access line for 30 days to receive the benefit of the offer. The customer's bill will be credited \$6.00 each month, per line, that the access line(s) are retained. If the customer disconnects the line(s) or moves from their current location, the remaining benefits will cease. This offer may not be combined with any other AT&T Texas residence retention offers that provide a monthly discount. AT&T employees are not eligible for this offer.

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.

COMPLETE CHOICE BASIC PROMOTION

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A retail promotional period will be established from October 1, 2012, through June 15, 2015. During this offer period eligible residential customers who purchase and retain the Complete Choice Basic (CCB) package may receive a bill credit for 12 months. This offer is available on up to two (2) lines.

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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 the CCB package. Existing customers subscribed to this promotion will continue to receive the net price of \$15.00 for CCB for the remaining months of their 12 month benefit period, provided they meet the promotion requirements.

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- Eligible customers are those residential customers 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.
- Eligible customers must request the qualifying service at the same address as the existing service, unless they are planning an imminent move – within thirty (30) 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.
- The customer is required to subscribe to AT&T for local service and the Complete Choice Basic package on each line (maximum of 2 lines) receiving a credit. If the customer discontinues the Complete Choice Basic package the credit(s) will cease.
- This offer may not be combined with any other local service offers that provide a monthly recurring credit or discount, but may be combined with an offer that waives the non-recurring installation/service charge(s).
- Customers must keep the required services for 30 days to receive the benefit of this offer.
- This offer is not available to customers who are switching service between affiliated companies.

COMPLETELINK 2.0 SAVE AND WIN/WINBACK PROMOTION

A promotional period will be established from October 10, 2012 through December 31, 2014. During this promotional period eligible business customers subscribing to a new CompleteLink 2.0 agreement for a 2-year or 3-year^{/1/} term will be eligible to receive a monthly lump sum credit of \$3.00 per line based on the number of lines subscribed to this new agreement.

Eligible customers are Save customers, existing business customers who have received a competitive offer and are considering switching their business local exchange access line service to another carrier (proof of competitive offer may be required), as well as business customers who have their local exchange access line service with another competitive local exchange carrier within the AT&T Arkansas, AT&T Kansas, AT&T Missouri, AT&T Oklahoma, or AT&T Texas service areas and who now wish to establish their business local exchange access line service with the Company.

The CompleteLink 2.0 1,000 BTN maximum limit applies to this offer. This offer may not be combined with other AT&T business access line, usage, and/or toll discount plans or promotions, with the exception of combining with other CompleteLink 2.0 offers where permitted. All other terms and conditions applicable to CompleteLink 2.0, as appropriate, will apply.

/1/ For agreements established on or after October 3, 2013 the 3-year term agreement will no longer be available.

BUSINESS FEATURE DISCOUNT PROMOTION

A retail promotional period will be established from January 15, 2008 through March 1, 2009. During this promotional period, eligible business customers who subscribe to Call Forwarding Busy Line, Call Forwarding Don't Answer and/or Call Forwarding Busy Line/Don't Answer will get these features provided at a \$2.00 per month promotional rate. Eligible customers will also receive a waiver of the nonrecurring installation charge to establish the feature(s) if applicable.

Eligible customers are those business customers who commit to a new term agreement or re-term their current agreement to a term that is at least as long as their current agreement associated with Custom BizSaver II, SimpleLink Enhanced, CompleteLink 2.0 or the Business Access Line Term Volume Discount. Eligible customers will receive the \$2.00 per month promotional rate for Call Forwarding Busy Line, Call Forwarding Don't Answer and/or Call Forwarding Busy Line/Don't Answer for the duration of the term period selected. At the conclusion of the term plan, the promotional rate(s) revert to standard guidebook month to month rates.

All other terms and conditions applicable to Custom BizSaver II, SimpleLink Enhanced, CompleteLink 2.0 or Business Access Line Term Volume Discount will apply. This offer cannot be combined with other access line plans or promotions.

TRIPLE FEATURE THREE FOR THREE PACKAGE PROMOTION

A promotional period will be established from January 1, 2009, through December 31, 2009. This offer allows eligible business customers the option to subscribe to three vertical features for \$3.00 per month.

Eligible customers will receive the following features:

- Call Waiting
- Call Forwarding-Busy Line (CFBL)
- Call Forwarding-Don't Answer (CFDA)

Eligible customers are those business customers:

- who have a single location with 1-4 network access lines, and
- who subscribe to a new AT&T Business Local Calling Assurance agreement for at least a 12 month term.

Customers who discontinue their AT&T Business Local Calling Assurance package prior to the end of their term agreement will forfeit the benefit of this offer, and will be charged standard guidebook rates for these features.

BUSINESS 2-WAY EACS PROMOTION

The Company will establish a promotional offer from July 16, 2009 through September 30, 2010. This promotion is only available to eligible business customers in the two-way EACS exchanges of Allen, Alvin, Cuero, Frisco, Liberty Hill, Marlin, Midland, Odessa, Oglesby, Rockwall and Yoakum. Eligible customers located within these exchanges will receive the following discounts off of their EACS 1-Party, Multi-Line or One Element Measured monthly recurring rate, as applicable:

Allen, Alvin, Cuero, Frisco, Marlin, Oglesby, and Yoakum.	50% Discount
Midland and Odessa	40% Discount
Liberty Hill and Rockwall	70% Discount

Eligible customers are those who currently have local service with another carrier within the AT&T Texas operating territory and now wish to establish local service with the Company, or existing EACS two-way customers who have received a competitive local service offer and are considering changing their local service to another carrier within the AT&T Texas operating territory.

Eligible customers must also subscribe to or be existing subscribers to Custom BizSaver II, SimpleLink, SimpleLink Enhanced, Business Local Calling Assurance, or CompleteLink 2.0 ("the eligible packages") term plans and have at least one EACS two-way NPA/NXX at the time they establish local service with the Company and/or select this promotional offer. Customers must not have had a) service disconnected for nonpayment, or b) any past due bills for regulated service owed to the Company. The customer will receive the appropriate discount on each line equipped with EACS.

Customers must agree to a minimum 1-year term commitment. At the end of the term length selected by the customer, the EACS discount will no longer apply.

If applicable, Minimum Annual Revenue Commitment (MARC) discounts under SimpleLink, SimpleLink Enhanced and CompleteLink 2.0 will apply to EACS. All other terms and conditions listed under the eligible packages within this Guidebook will apply when a customer subscribes to this offer. This plan can be combined with other promotions for the eligible packages, unless otherwise noted in the guidebook.

Applicable termination charges for the eligible packages will apply if the business customer disconnects one of these plans prior to the expiration of their term commitment. If the customer chooses to cancel one of the eligible packages but retains EACS, the EACS discount will no longer apply and the customer will be billed the guidebook monthly rate for EACS.

BUSINESS FEATURE PROMOTION

A business promotional period will be established from January 4, 2010 through December 31, 2010. During this period eligible business customers will receive a 50% discount per month on up to (10) vertical features (plus Hunting service) per line.

Eligible customers are those business customers who are subscribed to the Business Local Calling Assurance package. These eligible customers will receive 50% off of the standard guidebook rate for up to ten (10) of the following services per line: Call Forward – Busy Line, Call Forward – Don't Answer, Three Way Calling, Speed Calling 30, Call Waiting, Call Blocker, Call Return, Auto Redial, Personalized Ring, Anonymous Call Rejection, Priority Call, Selective Call Forwarding, and Hunting Service. In addition, a waiver of applicable installation charges associated with adding these services will also be provided. (C)

Customers will receive these discounted rates as long as they remain subscribed to Business Local Calling Assurance. Customers must be subscribed to a term agreement for Business Local Calling Assurance. When the Business Local Calling Assurance term agreement is no longer valid, these discounted rates will no longer apply.

There is no termination fee associated with this Feature Promotion. Termination fees may apply, as required, if the Business Local Calling Assurance term agreement is terminated early. This Feature Promotion cannot be combined with any other promotions or packages.

FLAT RATE BUSINESS PACKAGE PROMOTIONS**A. Flat Rate Access Line Package Promotion**

A multi-line package promotion will begin on June 10, 2002 and continue through December 31, 2002. This package promotion consists of the following products:

- One flat rate 1-party access line;
- Caller ID Service: Calling Name Delivery & Calling Number Delivery;
- Remote Access to Call Forwarding
- Call Forwarding

This promotion will also provide for a waiver of the installation charges associated with both the access line and the Custom Calling Services. Customers must establish a one-year term agreement in order to receive the package promotion rate of \$31.95 per month. Customers whose serving wire center is not capable of providing Remote Access to Call Forwarding are not eligible for this promotion. This promotion may not be used in conjunction with any other discounts on either flat rate access lines or on the Custom Calling Services in this package. (C)

If a customer disconnects the line and/or any required Custom Calling Services prior to the end of their commitment, they will be charged and billed a sum that equals the total of the discounts they received for the package components while they were under term plus all waived installation charges. The termination liability will be billed on the customer's next bill, following early termination. (C)

B. Flat Rate Access Line Package Promotion II

A multi-line package promotion will begin on September 3, 2002 and continue through June 11, 2003. This package promotion consists of the following products:

- One flat rate Multi-Line Hunting access line,
- Caller ID Service: Calling Name Delivery & Calling Number Delivery,
- Series Hunting
- Call Forwarding-Busy Line, Call Forwarding-Don't Answer or Call Forwarding-Busy Line/Don't Answer

This promotion will also provide for a waiver of the installation charges associated with both the access line and the Custom Calling Services. Customers must establish a one-year term agreement in order to receive the package promotion rate of \$32.95 per month. This promotion may not be used in conjunction with any other discounts on either flat rate Multi-Line access lines or on the Custom Calling Services in this package. (C)

If a customer disconnects the line and/or any required Custom Calling Services prior to the end of their commitment, they will be charged and billed a sum that equals the total of the discounts they received for the package components while they were under term plus all waived installation charges. The termination liability will be billed on the customer's next bill, following early termination. (C)

BUSINESS ACCESS LINE PACKAGE PROMOTIONS

A. Flat Rate Access Line Package Promotion

A multi-line package promotion will begin on January 2, 2003 and continue through June 11, 2003. This package promotion consists of the following products:

- One flat rate 1-party access line,
- Caller ID Service: Calling Name Delivery & Calling Number Delivery,
- Remote Access to Call Forwarding
- Call Forwarding

This promotion will also provide for a waiver of the installation charges associated with both the access line and the Custom Calling Services. Customers must establish a one-year term agreement in order to receive the package promotion rate of \$31.95 per month. Customers whose serving wire center is not capable of providing Remote Access to Call Forwarding are not eligible for this promotion. This promotion may not be used in conjunction with any other discounts on either flat rate access lines or on the Custom Calling Services in this package. (C)

If a customer disconnects the line and/or any required Custom Calling Services prior to the end of their commitment, they will be charged and billed a sum that equals the total of the discounts they received for the package components while they were under term plus all waived installation charges. The termination liability will be billed on the customer's next bill, following early termination. (C)

BUSINESS ACCESS LINE PACKAGE PROMOTIONS (cont'd)**B. Flat Rate Access Line Package Promotion Bundles**

A package promotion that contains two bundle options for business customers located in Rate Group Area 8 will begin on July 7, 2003 and continue through July 6, 2004. This promotion is also known as the SmartSavings Promotion. To be eligible for this offer the customer must select one of the two bundle options listed below and place it on their primary line. The customer is then eligible to select up to nine additional Business Access Lines at a discount rate.

Bundle 1:

- One flat rate 1-party access line,
- Caller ID Service: Calling Name Delivery & Calling Number Delivery,
- Call Forwarding,
- Call Waiting

Or

Bundle 2:

- One flat rate multiline access line,
- Caller ID Service: Calling Name Delivery & Calling Number Delivery,
- Series Hunting

Regardless of the bundle option selected, the customer may add additional lines for \$23.99/line. (Vertical services may be added to these additional lines at standard guidebook rates.)

Customers must establish a one-year term agreement in order to receive the promotion rate of \$38.99 per month for Bundle 1 and \$38.99 per month for Bundle 2. Customers may add or subtract additional lines/bundles at any time during the term. This promotion may not be used in conjunction with any other discounts on either flat rate access lines or on the Custom Calling Services in this package. (C)

If a customer disconnects their primary line and/or any required Custom Calling Services in the selected bundle prior to the end of their commitment, they will be charged and billed a sum of \$10/month (i.e., approximately 25% of the remaining commitment) for each month remaining in the term. The termination liability will be billed on the customer's next bill, following early termination. Beginning on August 10, 2004, termination liability charges are not applicable if, during the SmartSavings term period, the customer converts to another Company local exchange plan with a term equal to or greater than the remaining SmartSavings term plan. (C)

ADDITIONAL LINE RETENTION AND SELECT FEATURE PACKAGESM PROMOTION

On January 1, 2009, a retail discount of \$10.00 per month per account for up to 30 months shall be established for eligible residence customers.

Eligible customers are those residence customers who have more than one access line, call to disconnect an additional line, then decide to retain the additional line. Customers must already subscribe to either Select Feature Package or Complete Choice Enhanced, or must newly subscribe to Complete Choice Enhanced. Applicable nonrecurring feature and package installation charges will be waived if the package is newly subscribed.

The customer's bill will be credited each month that the additional line and package are retained. Customers must keep the required services for 30 days to receive the benefit of this offer. If the customer disconnects the additional line or the package before the next bill period date in which a monthly credit is due, any further monthly benefits available under this offer will cease. If the customer moves from their current location, any further monthly benefits available under this offer will cease.

This offer cannot be combined with any other access line retention promotion that provides a monthly recurring discount. This offer can be used to cover (1) additional line only per account.

This offer will end after September 30, 2014.

BUSINESS LOCAL CALLING OPTION A AND OPTION B BUNDLE PROMOTION

Effective September 4, 2014, eligible business customers with 1-19 lines will receive a discounted per line effective rate for AT&T Business Local Calling Option A or Option B package charges. Eligible customers are those business customers who are subscribed to AT&T Business Local Calling Option A or Option B when it is part of a bundle, where bundle components are available.^{/1/}

These eligible customers who subscribe to a 12-month Term Plan for AT&T Business Local Calling Option A or Option B as part of a bundle will receive a \$5 per line discount for AT&T Business Local Calling Option A or Option B package charges.

With the exception of the AT&T Business Local Calling Additional Line offer, this offer may not be combined with other AT&T Business Local Calling Term Plan discounts.

This offer is only allowed on single location accounts.

Billed to Number (BTN) arrangements are not allowed.

When the customer's bundle subscription expires these benefits will no longer apply.

All other terms and conditions associated with AT&T Business Local Calling, as appropriate, will apply.

/1/ The bundle combines the AT&T Business Local Calling Option A or Option B, provided by the Company with services offered by affiliates of these Companies (Long Distance, non-regulated Internet services and/or Mobility) in a bundled offering.

INTELLINUMBER

GENERAL

(C)

The Company may offer volume and term discounts for IntelliNumber Service customers who sign a contract guaranteeing a minimum call volume. To qualify for the discount, customers must sign a contract with the Company agreeing to a minimum qualifying call volume for each year of the contract. If the customer's call volume should fall below the qualifying minimum, the customer will be billed for the minimum call volume. The discount and call volume will apply to all calls to the customer's IntelliNumber accounts and must be maintained throughout the duration of the contract. In addition, the Company may allow customers to spread non-recurring charges over the life of the contract. Each customer's contract may contain additional conditions specific to the customer's needs.

BUSINESS TELEBRANCH WITH UNLIMITED LOCAL USAGE WIN/WINBACK PROMOTION

(N)

A promotional period will be established from July 1, 2018, through June 30, 2019. During this promotional period, eligible business customers will receive a net effective rate of \$5.00 per month per path for Telebranch service and unlimited AT&T Local Usage and AT&T Message Telecommunications Service.

Eligible customers are business customers who have their exchange access service with another Carrier and who now establish their exchange access service with the Company or AT&T Business Voice over IP Service (AT&T Phone).

To qualify for this Promotion, the Call Forwarded number of the Telebranch service must terminate to a Company business access line (excluding 800 service lines) or AT&T Business Voice over IP Service, at the time customer subscribes to this Promotion. Subscribers must order Telebranch service within 30 days of establishing the qualifying exchange access service from the other carrier.

Subscribers may have a maximum of ten Telebranch paths (initial/additional) per billing account participating in this discounted service, and the Telebranch path(s) must be located in the same state where service from the other carrier was located.

If subscriber with this Telebranch Promotion terminates Company business access line or AT&T Business Voice over IP Service and retains the Company's Telebranch service, this Promotion will continue to apply until customer terminates the Telebranch service.

This Win/Winback Promotion cannot be combined with other Telebranch promotions or offers, including the existing Telebranch discount offer, which will still be available.

(N)

BUSINESS LOCAL CALLING – AFL MINI BUNDLE PROMOTION

A promotional period will be in effect from February 1, 2017, through April 30, 2017. During this period eligible Business customers will receive a discounted per line effective rate for AT&T Business Local Calling Option A package charges. Eligible customers are those Business customers who are subscribed to AT&T Business Local Calling Option A when it is part of a bundle, where bundle components are available.^{/1/}

These eligible customers who subscribe to a 12-month Term Plan for AT&T Business Local Calling as part of a bundle will receive a net monthly rate of \$35 (via a \$25 credit) on the first line and a net monthly rate of \$25 per line (via a \$35 credit per line) on the 2nd to 19th lines for AT&T Business Local Calling Option A.

With the exception of the Business Local Calling Additional Line promotion, this offer may not be combined with other AT&T Business Local Calling Term Plan discounts.

This offer is only allowed on single location accounts.

Billed to Number (BTN) arrangements are not allowed.

This offer is limited to five hundred (500) lines per customer for the sum of all contracts and for all subsidiaries

When the customer's bundle subscription expires, these benefits will no longer apply.

All other terms and conditions associated with AT&T Business Local Calling, as appropriate, will apply.

/1/ The bundle combines the AT&T Business Local Calling Option A, provided by the Company with the following services (offered by affiliates of the Company) in a bundled offering: AT&T Internet, AT&T Long Distance, and AT&T Backup and Go.

/1

BUSINESS LOCAL CALLING – AFL BACK UP BUNDLE PROMOTION

A promotional period will be in effect from July 15, 2017, through December 31, 2017. During this period eligible Business customers will receive a discounted per line effective rate for AT&T Business Local Calling (BLC) Option A package charges.

Eligible customers and applicable discounts are as follow:

- New customers who do not have local exchange service with the Company, or new customers who have their local exchange access line service with another competitive local exchange carrier within the Company service area and who now wish to establish their local exchange access line service with the Company as a part of a Bundle^{/1/} (Win/Winback), and who subscribe to a 12-month Term Plan for BLC will receive a net monthly rate of \$25 (via a \$35 credit), or
- Existing customers currently subscribing to AT&T local service, who subscribe to a 12-month Term Plan for BLC and who are newly subscribing to AT&T Internet Service as a part of a Bundle^{/1/} will receive a net monthly rate of \$35 (via a \$25 credit).

Additional eligible customer and applicable discounts that will be in effect for a promotional period from August 30, 2017 through December 31, 2017 are as follow:

- Existing customers who communicate a desire to disconnect their lines then reconsider and keep the lines with the Company as a part of a Bundle^{/1/} (Save), and who subscribe to a 12-month Term Plan for BLC Option A will receive a net monthly rate of \$25 (via a \$35 credit).

For customers participating in this offer and receiving discounts as described in the three bullet points shown above (New, Win/Winback and Save), the 12-month term will be a 12-month term with an option to re-subscribe for two consecutive terms.

Furthermore,

- Customers participating in a Business Local Calling promotion as part of a Bundle^{/1/}, with the promotional rates listed below, may continue to participate in the promotion rates if they agree to a new 12-month term with an option to re-subscribe for two consecutive terms, prior to the expiration of their existing term.

First BLC Option A package line receiving a net monthly rate of \$50 (via a \$10 credit), and BLC Option A package lines 2-19 receiving a net monthly rate of \$25 (via a \$35 credit); or

First BLC Option A package line receiving a net monthly rate of \$35 (via a \$25 credit), and BLC Option A package lines 2-19 receiving a net monthly rate of \$25 (via a \$35 credit).

(N) /2/

/2/

(N)

/1/ The bundle combines the AT&T Business Local Calling Option A, provided by the Company with the following services (offered by affiliates of the Company) in a bundled offering: AT&T Long Distance, and AT&T Internet, AT&T Mobility, DIRECTV or AT&T U-verse TV.

/2/ Material previously appearing on this Sheet now appears on Sheet 33.

BUSINESS LOCAL CALLING – AFL BACK UP BUNDLE PROMOTION (cont'd)

With the exception of the Business Local Calling Additional Line promotion, this offer may not be combined with other AT&T Business Local Calling Term Plan discounts.

This offer is only allowed on single location accounts.

Billed to Number (BTN) arrangements are not allowed.

This offer is limited to nineteen (19) lines per customer location.

When the customer's bundle subscription expires, these benefits will no longer apply.

All other terms and conditions associated with AT&T Business Local Calling, as appropriate, will apply.

BUSINESS LOCAL CALLING ASSURANCE SAVE PROMOTION

A promotional period will be in effect from January 15, 2019, through December 31, 2021. During this period eligible Business customers will receive a discounted per line effective rate for AT&T Business Local Calling Assurance package charges. (C)

Eligible customers are existing customers who subscribe to the Business Local Calling Assurance package, and who communicate a desire to disconnect their lines, then reconsider and keep the lines with the Company (save).

Eligible customers will receive a net monthly rate of \$35 per line (via a \$10 credit per line) for 12 months, on their AT&T Business Local Calling Assurance package.

This offer is only allowed on single location accounts.

Billed to Number arrangements are not allowed.

Customers cannot call back at a subsequent date and receive additional credits for lines targeted for disconnection.

This offer may not be combined with other AT&T Business Local Calling Assurance discount.

All other terms and conditions associated with AT&T Business Local Calling Assurance, as appropriate, will apply.

BUSINESS LOCAL CALLING – AFL BACK UP BUNDLE PROMOTION II

A promotional period will be in effect from January 1, 2019, through June 30, 2019. During this period eligible Business customers will receive a net monthly rate of \$35 (via a \$25 credit) for AT&T Business Local Calling (BLC) Option A package charges. (C)

Eligible customers are as follow:

- New customers who do not have local exchange service with the Company, or new customers who have their local exchange access line service with another competitive local exchange carrier within the Company service area and who now wish to establish their local exchange access line service with the Company as a part of a Bundle^{/1/} (Win/Winback), and who subscribe to a 12-month Term Plan for BLC, or
- Existing customers currently subscribing to AT&T local service, who subscribe to a 12-month Term Plan for BLC and who are newly subscribing to or currently have AT&T Long Distance and AT&T Internet Service, AT&T Mobility, or DIRECTV as a part of a Bundle^{/1/}, or
- Existing customers who communicate a desire to disconnect their lines then reconsider and keep the lines with the Company as a part of a Bundle^{/1/} (Save), and who subscribe to a 12- month Term Plan for BLC Option A.

For customers participating in this offer and receiving discounts as described in the three bullet points shown above (New, Win/Winback and Save), the 12-month term will be a 12-month term with an option to re-subscribe for two consecutive terms.^{/2/} (C)

Furthermore,

- Customers participating in a Business Local Calling promotion as part of a Bundle^{/1/}, with the promotional rates listed below, may continue to participate in the promotion rates if they agree to a new 12-month term with an option to re-subscribe for two consecutive terms, prior to the expiration of their existing term.^{/2/} (C)

First BLC Option A package line receiving a net monthly rate of \$50 (via a \$10 credit), and BLC Option A package lines 2-19 receiving a net monthly rate of \$25 (via a \$35 credit); or

First BLC Option A package line receiving a net monthly rate of \$44 (via a \$10 credit plus a \$6 credit), and BLC Option A package lines 2-19 receiving a net monthly rate of \$25 (via a \$35 credit); or

/1/ The bundle combines the AT&T Business Local Calling Option A, provided by the Company with the following services (offered by affiliates of the Company) in a bundled offering: AT&T Long Distance, and AT&T Internet, AT&T Mobility or DIRECTV.

/2/ Customers participating in this offer prior to 7/01/2019 will retain the option to re-subscribe for two consecutive terms until such time as either party (Customer or Company) provides the other 30-days written notice that it does not wish to renew the agreement, per Part 4, Section 5, paragraph B.13. (N)
|
(N)

BUSINESS LOCAL CALLING – AFL BACK UP BUNDLE PROMOTION (cont'd)

(N)

Furthermore, (cont'd)

First BLC Option A package line receiving a net monthly rate of \$38 (via a \$10 credit plus a \$12 credit), and BLC Option A package lines 2-19 receiving a net monthly rate of \$25 (via a \$35 credit); or

First BLC Option A package line receiving a net monthly rate of \$35 (via a \$25 credit), and BLC Option A package lines 2-19 receiving a net monthly rate of \$25 (via a \$35 credit).

This offer may not be combined with other AT&T Business Local Calling Term Plan discounts.

This offer is only allowed on single location accounts.

Billed to Number (BTN) arrangements are not allowed.

This offer is limited to nineteen (19) lines per customer location.

When the customer's bundle subscription expires, these benefits will no longer apply.

All other terms and conditions associated with AT&T Business Local Calling, as appropriate, will apply.

/1/ The bundle combines the AT&T Business Local Calling Option A, provided by the Company with the following services (offered by affiliates of the Company) in a bundled offering: AT&T Long Distance, and AT&T Internet, AT&T Mobility or DIRECTV.

(N)

BUSINESS LOCAL CALLING – AFL BACK UP BUNDLE PROMOTION III

A promotional period will be in effect from July 1, 2019, through July 20, 2022. During this period eligible Business customers will receive a net monthly rate of \$35 (via a credit) for AT&T Business Local Calling (BLC) Option A package charges. (C)

Eligible customers are as follow:

- New customers who do not have local exchange service with the Company, or new customers who have their local exchange access line service with another competitive local exchange carrier within the Company service area and who now wish to establish their local exchange access line service with the Company as a part of a Bundle^{/1/} (Win/Winback), and who subscribe to a 12-month Term Plan for BLC, or
- Existing customers currently subscribing to AT&T local service, who subscribe to a 12-month Term Plan for BLC and who are newly subscribing to or currently have AT&T Long Distance and AT&T Internet Service, AT&T Mobility, or DIRECTV as a part of a Bundle^{/1/}, or
- Existing customers who communicate a desire to disconnect their lines then reconsider and keep the lines with the Company as a part of a Bundle^{/1/} (Save), and who subscribe to a 12-month Term Plan for BLC Option A.

Furthermore,

- Customers participating in a Business Local Calling promotion as part of a Bundle^{/1/}, may continue to participate in the Bundle^{/1/} and will receive a net monthly rate of \$40 (via a credit), if they agree to a new 12-month term.

This offer may not be combined with other AT&T Business Local Calling Term Plan discounts.

This offer is only allowed on single location accounts.

Billed to Number (BTN) arrangements are not allowed.

This offer is limited to nineteen (19) lines per customer location.

When the customer's bundle subscription expires, these benefits will no longer apply.

All other terms and conditions associated with AT&T Business Local Calling, as appropriate, will apply.

/1/ The bundle combines the AT&T Business Local Calling Option A, provided by the Company with the following services (offered by affiliates of the Company) in a bundled offering: AT&T Long Distance, and AT&T Internet, AT&T Mobility, or DIRECTV.

Business Telebranch with Unlimited Local Usage Win/Winback Promotion II

A promotional period will be established from January 1, 2021, through December 31, 2022. During this promotional period, eligible business customers will receive a net effective rate of \$5.00 per month per path for Telebranch service and unlimited AT&T Local Usage and AT&T Message Telecommunications Service. (C)

Eligible customers are business customers who have their exchange access service with another Carrier and who now establish their exchange access service with the Company or AT&T Business Voice over IP Service (AT&T Phone), are now requesting 1-10 business exchange access lines and/or 1-6 AT&T Phone seats, and cannot port their telephone number and require Telebranch to keep their existing telephone numbers at existing location

To qualify for this Promotion, the Call Forwarded number of the Telebranch service must terminate to a Company business access line (excluding 800 service lines) or AT&T Business Voice over IP Service, at the time customer subscribes to this Promotion. Subscribers must order Telebranch service within 30 days of establishing the qualifying exchange access service from the other carrier. Subscribers may have a maximum of ten Telebranch paths (initial/additional) per billing account participating in this discounted service, and the Telebranch path(s) must be located in the same state where service from the other carrier was located.

If subscriber with this Telebranch Promotion terminates Company business access line or AT&T Business Voice over IP Service and retains the Company's Telebranch service, this Promotion will continue to apply until customer terminates the Telebranch service. The monthly Telebranch rates and unlimited local or local toll usage will be discounted for each path and for each additional path.

Eligible customers will receive a waiver of the nonrecurring charges to add Telebranch service.

This Win/Winback Promotion cannot be combined with other Telebranch promotions or offers, including the existing Telebranch discount offer, which will still be available.