



Jerry D. Hendrix  
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September 30, 2011

Beth Salak, Director  
Competitive Markets and Enforcement  
Attn: Tariff Section  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

Dear Ms. Salak:

Pursuant to Florida Statute 364.051, attached for filing with the Commission are the following pages of the General Subscriber Service Tariff:

General Subscriber Service Tariff

- Section A2 - Sixth Revised Page 33.1
- Second Revised Page 33.1.1
- Fifth Revised Page 33.2
- Second Revised Page 33.2.1
- Second Revised Page 33.2.2
- Second Revised Page 33.2.3
- Second Revised Page 33.2.4

The purpose of this filing is to provide for the AT&T CompleteLink1.5 Promotion. This Special Promotion will begin October 1, 2011 and end September 30, 2012.

Acknowledgment, date of receipt and authority number of this filing are requested.

Your consideration and approval will be appreciated.

Yours very truly,

Jerry D. Hendrix (mrs)

Regulatory Vice President  
Attachments

## Promotion Description

### **CompleteLink 1.5**

#### **Overview**

The CompleteLink 1.5 promotion is scheduled to begin on 10/01/2011 and end on 9/30/2012. CompleteLink 1.5 is an optional discount plan. This plan provides eligible business customers monthly discounts on selected eligible business services based on the customer's Minimum Annual Revenue Commitment (MARC) and Term Agreement.

#### **Promotion Specifics**

Business customers who commit to a Minimum Annual Revenue Commitment (MARC), for a 1, 2 or 3 year term, will receive a monthly percentage discount credited off their monthly charges for Eligible Services, expressed as a total volume discount (TVD) on their monthly bill. The MARC is based on the customer's total billed revenue for Contributory Services. Annually, the amount of total volume discount credits a customer will receive is limited by the Maximum Annual Discount (MAD), which is based upon the MARC to which the customer has committed.

MARC	Maximum Annual Discount	TVD 1 Year	TVD 2 Year	TVD 3 Year
\$500	\$375	5%	8%	15%
\$2,500	\$1,000	5%	10%	20%
\$5,000	\$2,500	5%	10%	25%
\$10,000	\$7,500	5%	15%	30%
\$25,000	\$26,250	5%	20%	35%
\$75,000	\$40,000	5%	25%	40%

In addition to the TVD, eligible Win and Winback customers (Win and Winback customers include business customers who are moving their local exchange access line service from a competitive local exchange carrier to AT&T Alabama, AT&T Florida, AT&T Georgia, AT&T Kentucky, AT&T Louisiana, AT&T Mississippi, AT&T North Carolina, AT&T South Carolina or AT&T Tennessee) will receive accelerated discounts calculated as a percentage of their MARC. This additional, accelerated discount will be applied as a credit to their bill. Win and Winback customers will receive a waiver of the normally applicable service order and line connection non-recurring charges associated with local access lines and any vertical services ordered at the time of their initial subscription to CompleteLink 1.5. The accelerated discounts will be applied for 1, 2 or 3 year term commitments, according to the schedule below, in the 1st, 13th, and 25th months of the applicable term.

#### Accelerated Discounts

	1 Year Term	2 Year Term	3 Year Term
Upfront Credit	5%	15%	20%
1st Year Anniversary	N/A	10%	10%
2nd Year Anniversary	N/A	N/A	5%

#### Renewal Loyalty Accelerated Discounts

The following described AT&T Winning Rewards Promotion<sup>SM</sup> and CompleteLink customers who commit to a new CompleteLink 1.5 term contract of 2 years or more are eligible for an additional Renewal Loyalty accelerated discount as follows:

- AT&T Winning Rewards Promotion customers who opt out of their Winning Rewards term contracts before expiration, or who elect to sign up for CompleteLink 1.5 within 60 days of expiration; and,

- CompleteLink customers who have notified AT&T, as required by their CompleteLink contract, that they do not wish to renew their CompleteLink contract for another term.

Renewal Loyalty accelerated discounts are calculated as a percentage of the agreed upon MARC. The Renewal Loyalty accelerated discounts will be applied as a credit to the eligible subscriber's bill for 2 or 3 year term commitments, according to the schedule below, in the 1st, 13th and 25th month of the applicable term.

Renewal Loyalty

Accelerated Discounts

	1 Year Term	2 Year Term	3 Year Term
Upfront Credit	N/A	5%	5%
1st Year Anniversary	N/A	5%	5%
2nd Year Anniversary	N/A	N/A	5%

**Promotion Restrictions/Eligibility Requirements**

- This promotion is available to business customers on an aggregate billing telephone number ("BTN") basis, as follows: (a) to new or existing customers who subscribe to services reported by AT&T as regulated in accordance with the FCC's Part 32 Uniform System of Accounts ("Regulated Services"); and (b) to such customers who agree to be billed by AT&T for all of their BTNs in an aggregate monthly billing amount of not less than \$500 per year. This promotion is not transferable or assignable.
- BTNs that include Regulated Services pursuant to Contract Service Arrangements (CSAs) or other AT&T programs or promotions are not eligible for inclusion in this promotion.
- CompleteLink 1.5 is offered for term commitments of one, two or three years. Customers must select one of the offered MARC levels and must sign a Confirmation of Service Order ("CSO") to indicate their selection. A customer may increase their MARC level at any time without assessment of early termination charges. To increase a MARC, the customer must also commit to a new term. A decrease of the MARC level during the term is deemed to be a termination of the Service and early termination charges are applicable, unless the customer qualifies for a Business Downturn MARC Downgrade.
- The Term of a CompleteLink 1.5 agreement begins on the date all Billing Telephone Numbers ("BTNs") are entered into the AT&T billing system ("Commencement Date") and continues thereafter for the Term Length specified.
- "Contributory Services" are those services whose revenue is counted towards the achievement of a customer's selected minimum annual revenue commitment (MARC). Services contributing toward the MARC include all AT&T Regulated Services. The following charges do not contribute toward the MARC: E-911 Service charges, taxes, late payment charges, charges billed pursuant to Federal or State Access Service Tariffs, and charges collected on behalf of cities, municipalities or other governmental entities (including, but not limited to surcharges for 911 services, end user common line surcharges, non-regulated entities, 976 service charges, Miami Manhole surcharges, universal service fees, and telecommunication relay service surcharges).
- "Eligible Services" are those services that are eligible for discounts based on achievement of a specified MARC. MARC volume discounts are limited to the following Eligible Services: Individual business lines, analog trunks, TouchStar<sup>®</sup> Service features, selected Custom Calling Service features, Message Waiting Indication, RingMaster<sup>®</sup> I and II, Complete Choice for Business (CCB) excluding CCB with Term Plan discounts, and Hunting for a one year term. Hunting is not an Eligible Service for terms of 2 years or more, but will be separately discounted 50% for a two-year term commitment and 100% for a three-year term commitment, and those discounts will not apply against the MAD.
- With the exception of local exchange access service, CompleteLink 1.5 customers are not required to purchase any of the Contributory services.
- AT&T will send a notice to the Customer's billing address prior to the term expiration date of the CompleteLink 1.5 agreement. If a customer does not commit to a new term plan or an alternate plan by the last date of the existing term plan, the customer's CompleteLink 1.5 plan, discounts and rates will terminate and the customer will be billed at the prevailing tariff/price list rates.

- Eligible Win/Winback customers will receive a waiver of normally applicable service order and line connection non-recurring charges associated with local access lines and/or vertical services ordered at the time of the initial subscription to a CompleteLink 1.5 agreement. Standard non-recurring charges, as appropriate, will apply to lines and features added after the initial CompleteLink 1.5 order.
- Win/Winback business customers who establish service with AT&T and subscribe to a CompleteLink 1.5 agreement will receive an accelerated discount that is calculated as a percentage of their agreed upon MARC and will be applied as a credit to their bill. The accelerated discounts will be applied upon subscription to CompleteLink1.5 and yearly (for terms exceeding one year) thereafter.
- Customers who establish a CompleteLink 1.5 agreement and later upgrade to a new term length and or MARC level, or who terminate their CompleteLink 1.5 agreement prior to its expiration date, will forego any accelerated discounts not yet received. Customers who upgrade will retain any accelerated discounts already received and will not receive any yearly accelerated discounts based on their original CompleteLink 1.5 term.
- If the customer's actual billings for "Contributory Services" are less than the customer-selected MARC, the customer will be billed an "Annual Under Utilization" charge equal to the difference between the MARC and the billings for the Contributory Services for the same 12 month period.
- In the event the customer terminates this CompleteLink 1.5 agreement prior to the expiration of the Term, the customer shall be liable for Early Termination charges. The Early Termination charge shall be calculated as follows:
  - A. 50% of the MARC multiplied by the number of years remaining in the Term. If the termination includes calculation for a partial year and the partial year relevant billings are less than the customer's MARC commitment, the customer shall pay to AT&T 50% of the difference between the MARC and the actual amount of billings of Contributory Services for the same period of time.
  - B. In addition to the Early Termination charge described in A. above, the customer shall be liable for Early Termination charges equal to 50% of any accelerated discount(s) received, prorated for the number of months remaining under this Order.
- Termination liability charges applicable for CompleteLink 1.5 agreements will be offset by termination charges, if applicable, from other allowed agreements for any CompleteLink 1.5 Eligible Service as a result of the same customer termination activity. Termination charges resulting from the charge-back of Accelerated Discounts received will not be offset by termination charges as a result of the termination of other allowed agreements for CompleteLink 1.5 Eligible Services.
- At the customer's request, termination charges may not apply as follows:
  - A. Satisfaction Guarantee: the customer may terminate this Order without Early Termination charge liability within 90 days of subscribing, unless the customer had terminated another AT&T toll, access or usage term plan to subscribe to this CompleteLink 1.5 Plan. In addition, if the customer received an accelerated discount upon entering into this Order, the amount of the accelerated discount shall be charged to the customer's Main Billed Telephone number monthly statement or final bill.
  - B. MARC Downgrade Allowance for Technology Upgrade: Termination liability charges may not apply if during the term of the CompleteLink 1.5 agreement the customer disconnects one or more of the Contributory Services in column A and replaces these services with the corresponding AT&T service specified in column B ("Replacement Service"). Except for the \$500 MARC, if as a direct result of that replacement (comparing the spending for the removed service and the anticipated spending for the Replacement Service), the customer's annual spending for Contributory Services will be reduced by an amount greater than 50% of the difference between the Customer's MARC and the next lower available MARC under the Plan, the customer may terminate this Order without Early Termination Charge liability provided: (a) the customer enters into a new CompleteLink 1.5 term order for a term which is equal to or greater than the time remaining on the Order; and, (b) the MARC on the new order is the next lower MARC to that selected under the Order.

This waiver of charges as a result of replacing column A contributory services with the

corresponding column B service will be allowed only once per customer, per agreement term. CompleteLink 1.5 \$500 MARC service agreements are specifically not eligible for this Downgrade Allowance.

For purposes of this waiver, replacing a service means that the newly installed product(s) must be installed at the same customer service location(s) and in the same relative quantity(ies) as those being displaced. It is AT&T's sole determination whether a product change satisfies the requirements for waiver of the termination liability under this provision.

Column A	Column B
Analog Trunks	ISDN PRI
Basic Local Access Exchange Lines	ISDN PRI

The following is stated as a matter of convenience and not intended to imply that the list above is not inclusive. In no event will the following product changes satisfy the conditions required for termination without liability under this provision.

Centrex to PBX  
Centrex to ISDN PRI

This MARC downgrade waiver described above only applies to the termination charges applicable to the CompleteLink1.5 agreement. Termination charges may apply on those services being disconnected, and the application of those termination charges are not affected by this waiver. All the applicable recurring and non-recurring charges apply to the installation and removal of services. Products and services are subscribed separately and not as a part of the CompleteLink 1.5 subscription. As a result of selecting a reduced MARC level, discounts provided under the new CompleteLink 1.5 agreement may be less than those received under the higher MARC agreement (discounts for the new agreement will be those applicable to the new MARC level under the CompleteLink1.5 promotion in effect at the time the new contract is executed). The 90 day service guarantee does not apply to the new agreement.

C. Business Downturn MARC Downgrade: For purposes of this Order, the term "Business Downturn" is defined as an unplanned, measurable change in business conditions affecting the customer's business that was outside of the customer's control and that materially and negatively affected the customer's need for the level of AT&T Contributory Services. This provision may be invoked by the customer no earlier than on the 1st year anniversary date (based on the Commencement Date) of a two or three-year term agreement. To invoke this provision, the customer must provide in writing to AT&T the facts which support its request for Business Downturn, and AT&T will solely determine whether the customer's supporting materials describe a situation which constitutes a Business Downturn under this Order. Upon AT&T's determination that a Business Downturn has occurred, the customer and AT&T shall then negotiate in good faith an appropriate and commercially reasonable change to the customer's commitments hereunder. Examples of appropriate and commercially reasonable changes are (but are not limited to) a modification to the term length, price, MARC, or combination thereof. The Parties shall continue performance under this Order during AT&T's determination and the negotiations. If no agreement can be reached regarding a change to the customer's commitments, then the rates, MARC, terms and conditions of this Order shall remain in effect for its Term. The customer may invoke this provision only once during the Term of this Order. The customer specifically acknowledges the transfer or substitution of the contributory services to a provider other than an AT&T company during the Term which results in a reduction in the projected annual spending for Contributory Services under this Order does not qualify as a business downturn. This provision is not available and may not be invoked in the State of Florida.

D. During the Term of this Order, the customer may terminate without liability provided:  
a) the customer converts to another Company Access or Usage plan with a term equal to or greater than the remaining CompleteLink 1.5 plan, and a revenue commitment equal to or greater than the CompleteLink 1.5 MARC.

- Customers who have terminated a CompleteLink 1.5 agreement for the purpose of establishing

service with another carrier and who now return to AT&T and sign a new CompleteLink 1.5 agreement will receive a one-time waiver or refund of termination charges associated with early termination of their former CompleteLink 1.5 agreement. The new term period and MARC must be greater than or equal to that of the terminated plan. Customers must not have had service disconnected for nonpayment with AT&T or have any past due bills for regulated service owed to AT&T, and the "Bill Name" must be the same as on the prior AT&T account in order to qualify.

• Each business customer may have only one each of the following three types of contracts, (i.e. up to three active contracts) at any given time for which the customer qualifies. Each contract will be limited to a maximum of 1,000 BTN's:

- Standard
- Winback
- Renewal Loyalty

FLORIDA

~~ISSUED: September 30, 2011~~~~ISSUED: September 30, 2011~~~~ISSUED: September 30, 2010~~

~~EFFECTIVE: October 1, 2011~~~~EFFECTIVE: October 1, 2011~~~~EFFECTIVE: October 1, 2010~~

BY: Marshall M. Criser III, President -FL  
 Miami, Florida

## A2. GENERAL REGULATIONS

### A2.10 Special Promotions (Cont'd)

#### A2.10.2 Descriptions (Cont'd)

A. The following promotions are on file with the Commission: (Cont'd)

Area of Promotion	Service	Charges Waived	Period Authority
<del>(DELETED)</del>			
<del>AT&amp;T Florida Service Territory- From Central Offices Where services are available</del>	<del>AT&amp;T CompleteLink</del>	<del><i>CompleteLink is an optional discount plan. CompleteLink provides eligible business customers a monthly Total Volume Discount (TVD) on selected eligible business services. The discount is based on the customer's Minimum Annual Revenue Commitment (MARC) and Term Agreement. In addition to the TVD eligible Win and Winback customers (Win and Winback customers include business customers who are moving their local exchange access line service from a competitive local exchange carrier to AT&amp;T Florida) will receive accelerated discounts calculated as a percentage of their MARC, and a waiver of normally applicable service order and line connection non-recurring charges associated with local exchange access lines and any vertical services ordered at the time of their initial subscription to CompleteLink.</i></del>	<del>11/11/08 to 09/30/11</del>

(DC)

~~As of October 1, 2009 each business customer (not assumed name) is limited to a maximum of only one standard agreement (available to all eligible business customers), one win/winback agreement, and one renewal/loyalty agreement at any given time. This limitation applies for each business customer across AT&T Alabama, AT&T Florida, AT&T Georgia, AT&T Kentucky, AT&T Louisiana, AT&T Mississippi, AT&T North Carolina, AT&T South Carolina and AT&T Tennessee where the AT&T ILEC provides local exchange service and where the CompleteLink offer is also available. Agreements established prior to this time period will not be affected.~~

(T)

#### ~~Promotion Specifics~~

~~Business customers who commit to a Minimum Annual Revenue Commitment (MARC) for a one (1), two (2) or three (3) year term, will receive a monthly percentage discount credited off their monthly charges for eligible services, expressed as a total volume discount (TVD) on their monthly bill. A MARC is based on the customer's total billed revenue for Contributory Services. Annually, the amount of the total volume discount credits a customer will receive is limited by a Maximum Annual Discount (MAD), which is based upon the MARC to which the customer has committed.~~

(C)

MARC	TVD 1 Year	TVD 2 Year	TVD 3 Year
<del>\$500</del>	<del>5%</del>	<del>8%</del>	<del>15%</del>
<del>\$2,500</del>	<del>5%</del>	<del>10%</del>	<del>20%</del>
<del>\$5,000</del>	<del>5%</del>	<del>10%</del>	<del>25%</del>
<del>\$10,000</del>	<del>5%</del>	<del>15%</del>	<del>30%</del>
<del>\$25,000</del>	<del>5%</del>	<del>20%</del>	<del>35%</del>
<del>\$75,000</del>	<del>5%</del>	<del>25%</del>	<del>40%</del>

~~For hunting, the above discounts apply to hunting purchased under a 1 year term. For 2 or 3 year terms, instead of the discounts above, customers who subscribe to hunting will receive a 50% discount for a minimum 2 year term or 100% for a 3 year term.~~

FLORIDA

~~ISSUED: September 30, 2011~~ ~~ISSUED: September 30, 2011~~ ~~ISSUED: September 30, 2010~~

~~EFFECTIVE: October 1, 2011~~ ~~EFFECTIVE: October 1, 2011~~ ~~EFFECTIVE: October 1, 2010~~

BY: Marshall M. Criser III, President -FL

Miami, Florida

AT&T Florida  
Service Territory-  
From Central Offices  
Where services are  
available

AT&T  
CompleteLink1.5

CompleteLink 1.5 is an optional discount plan. This plan provides eligible business customers monthly discounts on selected eligible business services based on the customer's Minimum Annual Revenue Commitment (MARC) and Term Agreement.

10/01/11  
to  
9/30/12

(N)

(N)

(N)

**Promotion Specifics**

Business customers who commit to a Minimum Annual Revenue Commitment (MARC), for a 1, 2 or 3 year term, will receive a monthly percentage discount credited off their monthly charges for Eligible Services, expressed as a total volume discount (TVD) on their monthly bill. The MARC is based on the customer's total billed revenue for Contributory Services. Annually, the amount of total volume discount credits a customer will receive is limited by the Maximum Annual Discount (MAD), which is based upon the MARC to which the customer has committed.

(N)

<u>MARC</u>	<u>Maximum Annual Discount</u>	<u>TVD 1 Year</u>	<u>TVD 2 Year</u>	<u>TVD 3 Year</u>
<u>\$500</u>	<u>\$375</u>	<u>5%</u>	<u>8%</u>	<u>15%</u>
<u>\$2,500</u>	<u>\$1,000</u>	<u>5%</u>	<u>10%</u>	<u>20%</u>
<u>\$5,000</u>	<u>\$2,500</u>	<u>5%</u>	<u>10%</u>	<u>25%</u>
<u>\$10,000</u>	<u>\$7,500</u>	<u>5%</u>	<u>15%</u>	<u>30%</u>
<u>\$25,000</u>	<u>26,250</u>	<u>5%</u>	<u>20%</u>	<u>35%</u>
<u>\$75,000</u>	<u>\$40,000</u>	<u>5%</u>	<u>25%</u>	<u>40%</u>

(N)

In addition to the TVD, eligible Win and Winback customers (Win and Winback customers include business customers who are moving their local exchange access line service from a competitive local exchange carrier to AT&T Alabama, AT&T Florida, AT&T Georgia, AT&T Kentucky, AT&T Louisiana, AT&T Mississippi, AT&T North Carolina, AT&T South Carolina or AT&T Tennessee) will receive accelerated discounts calculated as a percentage of their MARC. This additional, accelerated discount will be applied as a credit to their bill. Win and Winback customers will receive a waiver of the normally applicable service order and line connection non-recurring charges associated with local access lines and any vertical services ordered at the time of their initial subscription to CompleteLink 1.5. The accelerated discounts will be applied for 1, 2 or 3 year term commitments, according to the schedule below, in the 1st, 13th, and 25th months of the applicable term.

(N)

Accelerated Discounts:

	<u>1 Year Term</u>	<u>2 Year Term</u>	<u>3 Year Term</u>
<u>Up Front Credit</u>	<u>5%</u>	<u>15%</u>	<u>20%</u>
<u>1<sup>st</sup> Year Anniversary</u>	<u>N/A</u>	<u>10%</u>	<u>10%</u>
<u>2<sup>nd</sup> Year Anniversary</u>	<u>N/A</u>	<u>N/A</u>	<u>5%</u>

BELLSOUTH

GENERAL SUBSCRIBER SERVICE TARIFF

~~Sixth Revised Page 33.1~~~~Sixth Revised Page~~

~~33.1~~~~Fifth Revised Page 33.1~~

~~TELECOMMUNICATIONS~~~~TELECOMMUNICATIONS~~~~TELECOMMUNICATIONS, INC.~~

~~Cancels Fifth Revised Page 33.1~~~~Cancels Fifth Revised Page 33.1~~~~Cancels Fourth Revised Page 33.1~~

FLORIDA

~~ISSUED: September 30, 2011~~~~ISSUED: September 30, 2011~~~~ISSUED: September 30, 2010~~

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Miami, Florida

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BY: Marshall M. Criser III, President -FL

Miami, Florida

**A2. GENERAL REGULATIONS**

**A2.10 Special Promotions (Cont'd)**

**A2.10.2 Descriptions (Cont'd)**

A. The following promotions are on file with the Commission: (Cont'd)

<b>Area of Promotion</b>	<b>Service</b>	<b>Charges Waived</b>	<b>Period Authority</b>
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~~(DELETED)~~

~~AT&T Florida  
Service Territory -  
From Central Offices  
Where services are  
available~~

~~AT&T CompleteLink  
(Cont'd)~~

~~The following Maximum Annual Discount (MAD) levels apply to all agreements established on or after October 1, 2009:~~

<del>MARC</del>	<del>— MAD</del>
<del>\$ —500</del>	<del>\$ —375</del>
<del>\$ —2,500</del>	<del>\$ —1,000</del>
<del>\$ —5,000</del>	<del>\$ —2,500</del>
<del>\$ 10,000</del>	<del>\$ —7,500</del>
<del>\$ 25,000</del>	<del>\$ 26,250</del>
<del>\$ 75,000</del>	<del>\$ 40,000</del>

(D)

~~In addition to the TVD, eligible Win and Winback customers (Win and Winback customers include business customers who have their local exchange access line service with another competitive local exchange carrier within the 9 state AT&T South East region and who now wish to establish their local exchange service with AT&T Florida) will receive an accelerated discount that is calculated as a percentage of their MARC. This additional discount will be applied as a credit to their bill. **The accelerated discounts will be applied for one (1), two (2), or three (3) year term commitments, according to the schedule following, in the 1<sup>st</sup>, 13<sup>th</sup> and 25<sup>th</sup> months of the applicable term.** Win and Winback customers will receive a waiver of the normally applicable service order and line connection non-recurring charges associated with local access lines and or vertical services ordered at the time of the initial subscription to CompleteLink.~~

(E)

<del>Term</del>	<del>1-Year</del>	<del>2-Year</del>	<del>3-Year</del>
<del>Up Front Credit</del>	<del>5%</del>	<del>15%</del>	<del>20%</del>
<del>1<sup>st</sup> Year Anniversary</del>	<del>N/A</del>	<del>10%</del>	<del>10%</del>
<del>2<sup>nd</sup> Year Anniversary</del>	<del>N/A</del>	<del>N/A</del>	<del>5%</del>

~~Winning Rewards customers who opt out of their contract or elect to sign up for CompleteLink within 60 days of the expiration of their Winning Rewards contract are eligible for a Renewal Loyalty accelerated discount. Minimum term requirement is a two-year CompleteLink contract.~~

~~CompleteLink customers who notify AT&T in writing in compliance with the conditions for withdrawing from auto renewal are eligible for the Renewal Loyalty accelerated discount. Minimum term requirement for a Renewal Loyalty discount is a two-year contract.~~

(E)

~~Renewal Loyalty accelerated discounts are calculated as a percentage of the agreed upon MARC and will be applied as a credit to the eligible subscriber's bill **for two (2) or three (3) year term commitments, according to the schedule following, in the 1<sup>st</sup>, 13<sup>th</sup> and 25<sup>th</sup> month of the applicable term.**~~

FLORIDA

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BY: Marshall M. Criser III, President -FL  
Miami, Florida

AT&T Florida      AT&T  
Service Territory-    CompleteLink1.5  
From Central Offices    (Cont'd)  
Where services are  
available

Renewal Loyalty Accelerated Discounts:

The following described AT&T Winning Rewards Promotion<sup>SM</sup> and CompleteLink customers who commit to a new CompleteLink 1.5 term contract of 2 years or more are eligible for an additional Renewal Loyalty accelerated discount as follows:

- AT&T Winning Rewards Promotion customers who opt out of their Winning Rewards term contracts before expiration, or who elect to sign up for CompleteLink 1.5 within 60 days of expiration; and,
- CompleteLink customers who have notified AT&T, as required by their CompleteLink contract, that they do not wish to renew their CompleteLink contract for another term.

Renewal Loyalty accelerated discounts are calculated as a percentage of the agreed upon MARC. The Renewal Loyalty accelerated discounts will be applied as a credit to the eligible subscriber's bill for 2 or 3 year term commitments, according to the schedule below, in the 1st, 13th and 25th month of the applicable term.

Renewal Loyalty Accelerated Discounts

<u>Term</u>	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
<u>Up Front Credit</u>	<u>N/A</u>	<u>5%</u>	<u>5%</u>
<u>1<sup>st</sup> Year Anniversary</u>	<u>N/A</u>	<u>5%</u>	<u>5%</u>
<u>2<sup>nd</sup> Year Anniversary</u>	<u>N/A</u>	<u>N/A</u>	<u>5%</u>

Promotion Restrictions/Eligibility Requirements

- This promotion is available to business customers on an aggregate billing telephone number ("BTN") basis, as follows: (a) to new or existing customers who subscribe to services reported by AT&T as regulated in accordance with the FCC's Part 32 Uniform System of Accounts ("Regulated Services"); and (b) to such customers who agree to be billed by AT&T for all of their BTNs in an aggregate monthly billing amount of not less than \$500 per year. This promotion is not transferable or assignable.
- BTNs that include Regulated Services pursuant to Contract Service Arrangements (CSAs) or other AT&T programs or promotions are not eligible for inclusion in this promotion.
- CompleteLink 1.5 is offered for term commitments of one, two or three years. Customers must select one of the offered MARC levels and must sign a Confirmation of Service Order ("CSO") to indicate their selection. A customer may increase their MARC level at any time without assessment of early termination charges. To increase a MARC, the customer must also commit to a new term. A decrease of the MARC level during the term is deemed to be a termination of the Service and early termination charges are applicable, unless the customer qualifies for a Business Downturn MARC Downgrade.
- The Term of a CompleteLink 1.5 agreement begins on the date all Billing Telephone Numbers ("BTNs") are entered into the AT&T billing system ("Commencement Date") and continues thereafter for the Term Length specified.

FLORIDA

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BY: Marshall M. Criser III, President -FL

Miami, Florida

**A2. GENERAL REGULATIONS**

**A2.10 Special Promotions (Cont'd)**

**A2.10.2 Descriptions (Cont'd)**

A. The following promotions are on file with the Commission: (Cont'd)

Area of Promotion	Service	Charges Waived	Period Authority
<del>(DELETED)</del>	<del>AT&amp;T Florida</del>	<del>AT&amp;T CompleteLink</del>	<del>(D)</del>
<del>Service Territory-</del>	<del>(Cont'd)</del>	<del><b>Renewal Loyalty Accelerated Discounts:</b></del>	<del>(E)</del>
<del>From Central Offices</del>		<del>Term</del>	<del>(E)</del>
<del>Where services are available</del>		<del>1 Year</del>	<del>(E)</del>
		<del>2 Year</del>	<del>(E)</del>
		<del>3 Year</del>	<del>(E)</del>
		<del>Upfront Credit</del>	<del>(E)</del>
		<del>1<sup>st</sup> Year Anniversary</del>	<del>(E)</del>
		<del>2<sup>nd</sup> Year Anniversary</del>	<del>(E)</del>
		<del><b>Promotion Restrictions/Eligibility Requirements</b></del>	
		<del>The Promotion is available to business customers on a per customer billing account number ("BTN") basis to new or existing customers who subscribe to services reported by AT&amp;T as regulated in accordance with the FCC's Part 32 Uniform System of Accounts (Regulated Services), and who are billed by for all their BTNs an aggregate monthly billing amount of a minimum of \$500 per year. The promotion is not transferable or assignable.</del>	
		<del>As of October 1, 2009, new agreements will be limited to a maximum of 1,000 BTNs per agreement in total. The BTN limit applies to the entire agreement (i.e. the BTN limit is applied on a per agreement basis rather than on a per state basis).</del>	
		<del>BTNs that include Regulated Services pursuant to Contract Service Arrangements (CSAs) or other AT&amp;T programs or promotions are not eligible for enrollment in the Promotion.</del>	
		<del>CompleteLink is offered under a one year, two year or three year term. Customers must select one of the offered MARC levels and must sign a Confirmation of Service Order (CSO) to indicate their selections. A customer may increase their MARC level at any time without assessment of early termination charges. To increase a MARC, the customer must also commit to a new term. A decrease of the MARC level during the term is deemed to be a termination of the service and early termination charges are applicable unless the customer qualifies for a Business Downturn MARC Downgrade.</del>	<del>(E)</del>
		<del>The Term of a CompleteLink CSO begins on the date all Billing Telephone Numbers ("BTNs") listed on Attachment B to the CSO are entered into the AT&amp;T billing system ("Commencement Date") and will continue for the Term Length specified in Attachment A to the CSO (the "Term"). Unless otherwise agreed to by the parties in writing prior to the term.</del>	<del>(E)</del>

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BY: Marshall M. Criser III, President -FL

Miami, Florida

AT&T Florida      AT&T  
Service Territory-    CompleteLink 1.5  
From Central Offices (Cont'd)  
Where services are  
available

• “Contributory Services” are those services whose revenue is counted towards the achievement of a customer’s selected minimum annual revenue commitment (MARC). Services contributing toward the MARC include all AT&T Regulated Services. The following charges do not contribute toward the MARC: E-911 Service charges, taxes, late payment charges, charges billed pursuant to Federal or State Access Service Tariffs, and charges collected on behalf of cities, municipalities or other governmental entities ( including, but not limited to surcharges for 911 services, end user common line surcharges, non-regulated entities, 976 service charges, Miami Manhole surcharges, universal service fees, and telecommunication relay service surcharges).

(N)

(N)

• “Eligible Services” are those services that are eligible for discounts based on achievement of a specified MARC. MARC volume discounts are limited to the following Eligible Services:

(N)

Individual business lines, analog trunks, TouchStar® Service features, selected Custom Calling Service features, Message Waiting Indication, RingMaster® I and II, Complete Choice for Business (CCB) excluding CCB with Term Plan discounts, and Hunting for a one year term. Hunting is not an Eligible Service for terms of 2 years or more, but will be separately discounted 50% for a two-year term commitment and 100% for a three-year term commitment, and those discounts will not apply against the MAD. . .

(N)

• With the exception of local exchange access service, CompleteLink 1.5 customers are not required to purchase any of the Contributory services.

(N)

• AT&T will send a notice to the Customer’s billing address prior to the term expiration date of the CompleteLink 1.5 agreement. If a customer does not commit to a new term plan or an alternate plan by the last date of the existing term plan, the customer’s CompleteLink 1.5 plan, discounts and rates will terminate and the customer will be billed at the prevailing tariff/price list rates.

(N)

• Eligible Win/Winback customers will receive a waiver of normally applicable service order and line connection non-recurring charges associated with local access lines and/or vertical services ordered at the time of the initial subscription to a CompleteLink 1.5 agreement. Standard non-recurring charges, as appropriate, will apply to lines and features added after the initial CompleteLink 1.5 order.

(N)

• Win/Winback business customers who establish service with AT&T and subscribe to a CompleteLink 1.5 agreement will receive an accelerated discount that is calculated as a percentage of their agreed upon MARC and will be applied as a credit to their bill. The accelerated discounts will be applied upon subscription to CompleteLink 1.5 and yearly (for terms exceeding one year) thereafter.

(N)

• Customers who establish a CompleteLink 1.5 agreement and later upgrade to a new term length and or MARC level, or who terminate their CompleteLink 1.5 agreement prior to its expiration date, will forego any accelerated discounts not yet received. Customers who upgrade will retain any accelerated discounts already received and will not receive any yearly accelerated discounts based on their original CompleteLink 1.5 term.

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BY: Marshall M. Criser III, President -FL

Miami, Florida

**A2. GENERAL REGULATIONS**

**A2.10 Special Promotions (Cont'd)**

**A2.10.2 Descriptions (Cont'd)**

A. The following promotions are on file with the Commission: (Cont'd)

Area of Promotion	Service	Charges Waived	Period Authority
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~~(DELETED)~~

~~AT&T Florida Service Territory- From Central Offices Where services are available~~

~~AT&T CompleteLink (Cont'd)~~

~~Contributory Services are those services whose revenue is counted towards the achievement of Customer's selected minimum annual revenue commitment (MARC). Services contributing towards the MARC include all AT&T regulated services. Revenue from the following services are not included as Contributory Services: SMARTPath, E-911 Services, MetroEthernet, Voice Mail, Inside Wiring, taxes, late payment charges, charges billed pursuant to Federal or State Access Service Tariffs, and charges collected on behalf of cities, municipalities or other governmental entities (including, but not limited to surcharges for 911 services, end user common line surcharges, non-regulated entities, 976 Service, Miami Manhole surcharge, universal service fees, and telecommunication relay service surcharge)~~

~~(D)~~

~~Eligible Services are those services that are eligible for discounts based on achievement of a Specified MARC. MARC volume discounts are limited to the following eligible services: Individual business lines, analog trunks, *TouchStar Service features, selected Custom Calling Service features, Message Waiting Indication, RingMaster I and II*, Complete Choice for Business (CCB) *excluding CCB with Term Plan discounts*, and Hunting for a one year term. Hunting is not an eligible service for terms of 2 years or more. Hunting will be discounted 50% for a two year term and 100% for a three year term.~~

~~(C)~~

~~With the exception of local exchange access service CompleteLink customers are not required to purchase any of the Contributory services.~~

~~AT&T will send a notice to the Customer's billing address prior to the term expiration date of the CompleteLink agreement. If a customer does not commit to a new term plan or an alternate plan by the last date of the existing term plan, the customer's CompleteLink plan, discounts and rates will terminate and the customer will be billed at the prevailing tariff/price list rates.~~

~~Eligible Win/Winback customers will receive a waiver of normally applicable service order and line connection non-recurring charges associated with local access lines and/or vertical services ordered at the time of the initial subscription to a CompleteLink agreement. Standard non-recurring charges as appropriate will apply to lines and features added after the initial CompleteLink order.~~

~~Win/Winback business customers who establish service with AT&T and subscribe to a CompleteLink agreement will receive an accelerated discount that is calculated as a percentage of their agreed upon MARC and will be applied as a credit to their bill. The accelerated discounts will be applied upon subscription to CompleteLink and yearly (for terms exceeding one year) thereafter~~

~~Customers who establish a CompleteLink agreement and later upgrade to a new length and/or MARC level, or terminate their CompleteLink agreement prior to its expiration date, will forego any accelerated discounts not yet received. Customers who upgrade will retain any accelerated discounts already received and will not receive any yearly accelerated discounts based on their original CompleteLink term.~~

~~Winning Reward customers who opt out of their contract or elect to sign up for CompleteLink within 60 days of the expiration of their Winning Rewards contract are eligible for the~~

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BY: Marshall M. Criser III, President -FL

Miami, Florida

~~Renewal Loyalty accelerated discount. Minimum term requirement is two years.~~

AT&T Florida      AT&T  
Service Territory-    CompleteLink1.5  
From Central Offices    (Cont'd)  
Where services are  
available

- If the customer's actual billings for "Contributory Services" are less than the customer-selected MARC, the customer will be billed an "Annual Under Utilization" charge equal to the difference between the MARC and the billings for the Contributory Services for the same 12 month period.
- In the event the customer terminates this CompleteLink 1.5 agreement prior to the expiration of the Term, the customer shall be liable for Early Termination charges. The Early Termination charge shall be calculated as follows:
  - A. 50% of the MARC multiplied by the number of years remaining in the Term. If the termination includes calculation for a partial year and the partial year relevant billings are less than the customer's MARC commitment, the customer shall pay to AT&T 50% of the difference between the MARC and the actual amount of billings of Contributory Services for the same period of time.
  - B. In addition to the Early Termination charge described in A. above, the customer shall be liable for Early Termination charges equal to 50% of any accelerated discount(s) received, prorated for the number of months remaining under this Order. .
- Termination liability charges applicable for CompleteLink 1.5 agreements will be offset by termination charges, if applicable, from other allowed agreements for any CompleteLink 1.5 Eligible Service as a result of the same customer termination activity. Termination charges resulting from the charge-back of Accelerated Discounts received will not be offset by termination charges as a result of the termination of other allowed agreements for CompleteLink 1.5 Eligible Services.
- At the customer's request, termination charges may not apply as follows:
  - A. Satisfaction Guarantee: the customer may terminate this Order without Early Termination charge liability within 90 days of subscribing, unless the customer had terminated another AT&T toll, access or usage term plan to subscribe to this CompleteLink 1.5 Plan. In addition, if the customer received an accelerated discount upon entering into this Order, the amount of the accelerated discount shall be charged to the customer's Main Billed Telephone number monthly statement or final bill.
  - B. MARC Downgrade Allowance for Technology Upgrade: Termination liability charges may not apply if during the term of the CompleteLink 1.5 agreement the customer disconnects one or more of the Contributory Services in column A and replaces these services with the corresponding AT&T service specified in column B ("Replacement Service"). Except for the \$500 MARC, if as a direct result of that replacement (comparing the spending for the removed service and the anticipated spending for the Replacement Service), the customer's annual spending for Contributory Services will be reduced by an amount greater than 50% of the difference between the Customer's MARC and the next lower available MARC under the Plan, the customer may terminate this Order without Early Termination Charge liability provided: (a) the customer enters into a new CompleteLink 1.5 term order for a term which is equal to or greater than the time remaining on the Order; and, (b) the MARC on the new order is the next lower MARC to that selected under the Order.

(N)

(N)

(N)

(N)

(N)

(N)

(N)

(N)

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BY: Marshall M. Criser III, President -FL

Miami, Florida

## A2. GENERAL REGULATIONS

### A2.10 Special Promotions (Cont'd)

#### A2.10.2 Descriptions (Cont'd)

A. The following promotions are on file with the Commission: (Cont'd)

Area of Promotion	Service	Charges Waived	Period Authority
<del>(DELETED)</del>			
<del>AT&amp;T Florida Service Territory- From Central Offices Where services are available</del>	<del>AT&amp;T CompleteLink (Cont'd)</del>	<p><del>Existing CompleteLink customers who send a written notice to AT&amp;T to opt out of auto renewal are eligible for the Renewal Loyalty accelerated discount as long as they renew for a minimum of two years.</del></p> <p><del>If the Customer's actual billings for "Contributory Services" are less than the Customer-selected MARC, Customer will be billed an "Annual Under Utilization" charge equal to the difference between the MARC and the billings for Contributory Services during the just prior 12 month period.</del></p> <p><del>In the event the customer terminates prior to the expiration of the Term, Customer shall be liable for an Early Termination charge. The Early Termination charge shall be calculated as follows:</del></p> <ul style="list-style-type: none"> <li><del>• 50% of the MARC multiplied by the number of years remaining in the Term. If the termination includes calculation for a partial year, if the partial year relevant billings is less than Customer's MARC commitment, Customer shall pay to AT&amp;T 50% of the difference between the MARC and the actual amount of billings of Contributory Services for the same period of time.</del></li> <li><del>• In addition to the Early Termination charge described above, upon an early termination, Customer shall be liable for Early Termination charges for any accelerated discount Customer received. The accelerated discount Early Termination charge shall equal 50% of the accelerated discount received, prorated for the number of months remaining under the Term. Customer's Early Termination charge liability shall be offset by the amount of any early termination charges incurred by Customer as a consequence of Customer discontinuing an AT&amp;T eligible term agreement for a Contributory Service. Early Termination charges for Accelerated Discounts shall not be offset by other early termination charges.</del></li> </ul> <p><del>Termination charges may not apply under the following conditions. Each condition is at AT&amp;T's option, at Customer's request:</del></p> <ul style="list-style-type: none"> <li><del>• Satisfaction Guarantee. If within 90 days of the Commencement Date Customer may terminate without Early Termination charge liability, except if Customer had terminated another AT&amp;T toll, access or usage term plan to subscribe to this CompleteLink Plan, the Customer is not eligible for this Satisfaction Guarantee. In addition, if Customer received an accelerated discount, the amount of the accelerated discount shall be charged to Customer's Main Billed Telephone number monthly statement or final bill.</del></li> <li><del>• MARC Downgrade Allowance for Technology Upgrade. Termination liability charges will not apply if during the term of the CompleteLink agreement Customer disconnects one or more of the Contributory Services in column A and replaces the Services with the AT&amp;T service specified on the corresponding service listed in column B ("Replacement Service"). Except for the \$500 MARC, if as a direct result of that replacement (comparing the spending for the removed service and the anticipated spending for the Replacement Service), the customer's annual spending for Contributory Services will be reduced by an amount greater than 50% of the difference between the customer's MARC and the next lower available MARC under the Plan. In such an event, Customer may request to terminate the existing CompleteLink agreement without termination liability provided: a) Customer enters into a new CompleteLink agreement for a term period that is equal to or greater than the term remaining on their current agreement, and b) the MARC on the new</del></li> </ul>	<del>(D)</del>

FLORIDA

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BY: Marshall M. Criser III, President -FL

Miami, Florida

~~agreement is the next lower MARC to that selected under the current agreement.~~

<u>AT&amp;T Florida</u>	<u>AT&amp;T</u>	<u>This waiver of charges as a result of replacing column A contributory services with the</u>	(N)
<u>Service Territory-</u>	<u>CompleteLink</u>	<u>corresponding column B service will be allowed only once per customer, per agreement term.</u>	
<u>From Central Offices</u>	<u>1.5</u>	<u>CompleteLink 1.5 \$500 MARC service agreements are specifically not eligible for this</u>	
<u>Where services are</u>	<u>(Cont'd)</u>	<u>Downgrade Allowance.</u>	(N)
<u>available</u>			

For purposes of this waiver, replacing a service means that the newly installed product(s) must be installed at the same customer service location(s) and in the same relative quantity(ies) as those being displaced. It is AT&T's sole determination whether a product change satisfies the requirements for waiver of the termination liability under this provision.

<u>Column A</u>	<u>Column B</u>
<u>Analog Trunks</u>	<u>ISDN PRI</u>
<u>Basic Local Access Exchange Lines</u>	<u>ISDN PRI</u>

The following is stated as a matter of convenience and not intended to imply that the list above is not inclusive. In no event will the following product changes satisfy the conditions required for termination without liability under this provision.

- Centrex to PBX
- Centrex to ISDN PRI

•This MARC downgrade waiver described above only applies to the termination charges applicable to the CompleteLink 1.5 agreement. Termination charges may apply on those services being disconnected, and the application of those termination charges are not affected by this waiver. All the applicable recurring and non-recurring charges apply to the installation and removal of services. Products and services are subscribed separately and not as a part of the CompleteLink 1.5 subscription. As a result of selecting a reduced MARC level, discounts provided under the new CompleteLink 1.5 agreement may be less than those received under the higher MARC agreement (discounts for the new agreement will be those applicable to the new MARC level under the CompleteLink 1.5 promotion in effect at the time the new contract is executed). The 90 day service guarantee does not apply to the new agreement.

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Miami, Florida

## A2. GENERAL REGULATIONS

### A2.10 Special Promotions (Cont'd)

#### A2.10.2 Descriptions (Cont'd)

A. The following promotions are on file with the Commission: (Cont'd)

Area of Promotion	Service	Charges Waived	Period Authority						
<del>(DELETED)</del>									
<del>AT&amp;T Florida Service Territory- From Central Offices Where services are available</del>	<del>AT&amp;T CompleteLink (Cont'd)</del>	<del>This waiver of charges as a result of replacing column A contributory services with the corresponding column B service will be allowed only once per customer, per agreement term. CompleteLink \$500 MARC service agreements are specifically not eligible for this Downgrade Allowance.</del>	<del>(D)</del>						
		<del>— For purposes of the waiver, replacing a service means that the newly installed product (s) must be installed at the same customer service location (s) and in the same relative quantity (ies) as those being displaced. It is at AT&amp;T sole determination whether a product change satisfies the requirements for waiver of the termination liability under this provision.</del>	<del>(F)</del>						
		<table border="1"> <thead> <tr> <th>Column A</th> <th>Column B</th> </tr> </thead> <tbody> <tr> <td>Analog Trunks</td> <td>ISDN PRI</td> </tr> <tr> <td>Basic Local Access Exchange Lines</td> <td>ISDN PRI</td> </tr> </tbody> </table>	Column A	Column B	Analog Trunks	ISDN PRI	Basic Local Access Exchange Lines	ISDN PRI	
Column A	Column B								
Analog Trunks	ISDN PRI								
Basic Local Access Exchange Lines	ISDN PRI								

~~The following is stated as a matter of convenience and not intended to imply that the list above is not inclusive. In no event will the following product changes satisfy the conditions required for termination without liability under this provision.~~

- ~~-Centrex to PBX~~
- ~~-Centrex to ISDN PRI~~

~~This MARC downgrade waiver described above only applies to the termination charges applicable to the CompleteLink agreement. Termination charges may apply on those services being disconnected, and the application of those termination charges are not affected by this waiver. All the applicable recurring and non-recurring charges apply to the installation and removal of services. Products and services are subscribed separately and not as a part of the CompleteLink subscription. As a result of selecting a reduced MARC level, discounts provided under the new CompleteLink agreement may be less than those received under the higher MARC agreement (discounts for the new agreement will be those applicable to the new MARC level under the CompleteLink promotion in effect at the time the new contract is executed). The 90-day service guarantee does not apply to the new agreement.~~

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BY: Marshall M. Criser III, President -FL

Miami, Florida

(N)

AT&T Florida      AT&T  
Service Territory-    CompleteLink1.5  
From Central Offices (Cont'd)  
Where services are  
available

C. Business Downturn MARC Downgrade: For purposes of this Order, the term "Business Downturn" is defined as an unplanned, measurable change in business conditions affecting the customer's business that was outside of the customer's control and that materially and negatively affected the customer's need for the level of AT&T Contributory Services. This provision may be invoked by the customer no earlier than on the 1st year anniversary date (based on the Commencement Date) of a two or three-year term agreement. To invoke this provision, the customer must provide in writing to AT&T the facts which support its request for Business Downturn, and AT&T will solely determine whether the customer's supporting materials describe a situation which constitutes a Business Downturn under this Order. Upon AT&T's determination that a Business Downturn has occurred, the customer and AT&T shall then negotiate in good faith an appropriate and commercially reasonable change to the customer's commitments hereunder. Examples of appropriate and commercially reasonable changes are (but are not limited to) a modification to the term length, price, MARC, or combination thereof. The Parties shall continue performance under this Order during AT&T's determination and the negotiations. If no agreement can be reached regarding a change to the customer's commitments, then the rates, MARC, terms and conditions of this Order shall remain in effect for its Term. The customer may invoke this provision only once during the Term of this Order. The customer specifically acknowledges the transfer or substitution of the contributory services to a provider other than an AT&T company during the Term which results in a reduction in the projected annual spending for Contributory Services under this Order does not qualify as a business downturn. This provision is not available and may not be invoked in the State of Florida

(N)

D. During the Term of this Order, the customer may terminate without liability provided: a) the customer converts to another Company Access or Usage plan with a term equal to or greater than the remaining CompleteLink 1.5 plan, and a revenue commitment equal to or greater than the CompleteLink 1.5 MARC.

(N)

• Customers who have terminated a CompleteLink 1.5 agreement for the purpose of establishing service with another carrier and who now return to AT&T and sign a new CompleteLink 1.5 agreement will receive a one-time waiver or refund of termination charges associated with early termination of their former CompleteLink 1.5 agreement. The new term period and MARC must be greater than or equal to that of the terminated plan. Customers must not have had service disconnected for nonpayment with AT&T or have any past due bills for regulated service owed to AT&T, and the "Bill Name" must be the same as on the prior AT&T account in order to qualify.

(N)

• Each business customer may have only one each of the following three types of contracts, (i.e. up to three active contracts) at any given time for which the customer qualifies. Each contract will be limited to a maximum of 1,000 BTN's:

(N)

(N)

(N)

- Standard
- Winback
- Renewal Loyalty

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Miami, Florida

### A2. GENERAL REGULATIONS

#### A2.10 Special Promotions (Cont'd)

##### A2.10.2 Descriptions (Cont'd)

A. The following promotions are on file with the Commission: (Cont'd)

Area of Promotion	Service	Charges Waived	Period Authority
<del>(DELETED)</del>			
<del>AT&amp;T Florida Service Territory- From Central Offices Where services are available</del>	<del>AT&amp;T CompleteLink (Cont'd)</del>	<del> <ul style="list-style-type: none"> <li>During the Term, Customer may terminate without liability provided: a) Customer enters into a new CompleteLink service agreement for a term period which is equal to or greater than the time remaining on the existing Term, and b) the MARC on the new agreement is equal to or greater than the MARC under the existing Term.</li> </ul> <p>Customers who have terminated a CompleteLink agreement for the purpose of establishing service with another carrier and who now return to AT&amp;T and sign a new CompleteLink agreement will receive a one-time waiver or refund of termination charges associated with early termination of their former CompleteLink agreement. The new term period and MARC must be greater than or equal to that of the terminated plan. Customers must not have had service disconnected for nonpayment with AT&amp;T or have any past due bills for regulated service owed to AT&amp;T, and the "Bill Name" must be the same as on the prior AT&amp;T account in order to qualify.</p> <p>Each business customer may have only one each of the following three (3) types of contracts, (i.e. up to three active contracts) at any given time for which the customer qualifies. Each contract will be limited to a maximum of 1,000 BTN's:</p> <ul style="list-style-type: none"> <li>Standard</li> <li>Winback</li> <li>Renewal Loyalty</li> </ul> <p>Unless Subscriber notifies AT&amp;T in writing of its intent not to renew for another like term under the program at least sixty (60) days prior to expiration, then upon expiration of the initial term, the program agreement shall automatically renew for another term as initially selected. AT&amp;T will attempt to provide written and/or verbal reminders to subscriber of the program agreement expiration date and the automatic renewal provision prior to expiration. If subscriber does not renew the program agreement for another term or at the expiration of the renewed term, subscriber agrees to pay full month-to-month charges under the then effective AT&amp;T "Service Descriptions &amp; Price Lists" or AT&amp;T applicable tariffs, as the case may be for Services.</p> </del>	<del>(D)</del>
			(N)

## A2. GENERAL REGULATIONS

### A2.10 Special Promotions (Cont'd)

#### A2.10.2 Descriptions (Cont'd)

A. The following promotions are on file with the Commission: (Cont'd)

Area of Promotion	Service	Charges Waived	Period Authority
<b>(DELETED)</b>			
AT&T Florida Service Territory- From Central Offices Where services are available	AT&T CompleteLink 1.5	CompleteLink 1.5 is an optional discount plan. This plan provides eligible business customers monthly discounts on selected eligible business services based on the customer's Minimum Annual Revenue Commitment (MARC) and Term Agreement.	10/01/11 to 9/30/12

(D)

(N)

#### Promotion Specifics

Business customers who commit to a Minimum Annual Revenue Commitment (MARC), for a 1, 2 or 3 year term, will receive a monthly percentage discount credited off their monthly charges for Eligible Services, expressed as a total volume discount (TVD) on their monthly bill. The MARC is based on the customer's total billed revenue for Contributory Services. Annually, the amount of total volume discount credits a customer will receive is limited by the Maximum Annual Discount (MAD), which is based upon the MARC to which the customer has committed.

(N)

(N)

MARC	Maximum Annual Discount	TVD 1 Year	TVD 2 Year	TVD 3 Year
\$500	\$375	5%	8%	15%
\$2,500	\$1,000	5%	10%	20%
\$5,000	\$2,500	5%	10%	25%
\$10,000	\$7,500	5%	15%	30%
\$25,000	26,250	5%	20%	35%
\$75,000	\$40,000	5%	25%	40%

(N)

In addition to the TVD, eligible Win and Winback customers (Win and Winback customers include business customers who are moving their local exchange access line service from a competitive local exchange carrier to AT&T Alabama, AT&T Florida, AT&T Georgia, AT&T Kentucky, AT&T Louisiana, AT&T Mississippi, AT&T North Carolina, AT&T South Carolina or AT&T Tennessee) will receive accelerated discounts calculated as a percentage of their MARC. This additional, accelerated discount will be applied as a credit to their bill. Win and Winback customers will receive a waiver of the normally applicable service order and line connection non-recurring charges associated with local access lines and any vertical services ordered at the time of their initial subscription to CompleteLink 1.5. The accelerated discounts will be applied for 1, 2 or 3 year term commitments, according to the schedule below, in the 1st, 13th, and 25th months of the applicable term.

(N)

#### Accelerated Discounts:

	1 Year Term	2 Year Term	3 Year Term
Up Front Credit	5%	15%	20%
1 <sup>st</sup> Year Anniversary	N/A	10%	10%
2 <sup>nd</sup> Year Anniversary	N/A	N/A	5%

(N)

**A2. GENERAL REGULATIONS**

**A2.10 Special Promotions (Cont'd)**

**A2.10.2 Descriptions (Cont'd)**

A. The following promotions are on file with the Commission: (Cont'd)

Area of Promotion	Service	Charges Waived	Period Authority																
<b>(DELETED)</b>			(D)																
AT&T Florida	AT&T	Renewal Loyalty Accelerated Discounts:	(N)																
Service Territory- From Central Offices Where services are available	CompleteLink 1.5 (Cont'd)	The following described AT&T Winning Rewards Promotion and CompleteLink customers who commit to a new CompleteLink 1.5 term contract of 2 years or more are eligible for an additional Renewal Loyalty accelerated discount as follows: -AT&T Winning Rewards Promotion customers who opt out of their Winning Rewards term contracts before expiration, or who elect to sign up for CompleteLink 1.5 within 60 days of expiration; and, -CompleteLink customers who have notified AT&T, as required by their CompleteLink contract, that they do not wish to renew their CompleteLink contract for another term.	(N)																
		Renewal Loyalty accelerated discounts are calculated as a percentage of the agreed upon MARC. The Renewal Loyalty accelerated discounts will be applied as a credit to the eligible subscriber's bill for 2 or 3 year term commitments, according to the schedule below, in the 1st, 13th and 25th month of the applicable term.	(N)																
		Renewal Loyalty Accelerated Discounts	(N)																
		<table border="1"> <thead> <tr> <th></th> <th>1 Year Term</th> <th>2 Year Term</th> <th>3 Year Term</th> </tr> </thead> <tbody> <tr> <td>Up Front Credit</td> <td>N/A</td> <td>5%</td> <td>5%</td> </tr> <tr> <td>1<sup>st</sup> Year Anniversary</td> <td>N/A</td> <td>5%</td> <td>5%</td> </tr> <tr> <td>2<sup>nd</sup> Year Anniversary</td> <td>N/A</td> <td>N/A</td> <td>5%</td> </tr> </tbody> </table>		1 Year Term	2 Year Term	3 Year Term	Up Front Credit	N/A	5%	5%	1 <sup>st</sup> Year Anniversary	N/A	5%	5%	2 <sup>nd</sup> Year Anniversary	N/A	N/A	5%	
	1 Year Term	2 Year Term	3 Year Term																
Up Front Credit	N/A	5%	5%																
1 <sup>st</sup> Year Anniversary	N/A	5%	5%																
2 <sup>nd</sup> Year Anniversary	N/A	N/A	5%																
		<b>Promotion Restrictions/Eligibility Requirements</b>	(N)																
		<ul style="list-style-type: none"> <li>This promotion is available to business customers on an aggregate billing telephone number ("BTN") basis, as follows: (a) to new or existing customers who subscribe to services reported by AT&amp;T as regulated in accordance with the FCC's Part 32 Uniform System of Accounts ("Regulated Services"); and (b) to such customers who agree to be billed by AT&amp;T for all of their BTNs in an aggregate monthly billing amount of not less than \$500 per year. This promotion is not transferable or assignable.</li> </ul>	(N)																
		<ul style="list-style-type: none"> <li>BTNs that include Regulated Services pursuant to Contract Service Arrangements (CSAs) or other AT&amp;T programs or promotions are not eligible for inclusion in this promotion.</li> </ul>	(N)																
		<ul style="list-style-type: none"> <li>CompleteLink 1.5 is offered for term commitments of one, two or three years. Customers must select one of the offered MARC levels and must sign a Confirmation of Service Order ("CSO") to indicate their selection. A customer may increase their MARC level at any time without assessment of early termination charges. To increase a MARC, the customer must also commit to a new term. A decrease of the MARC level during the term is deemed to be a termination of the Service and early termination charges are applicable, unless the customer qualifies for a Business Downtum MARC Downgrade.</li> </ul>	(N)																
		<ul style="list-style-type: none"> <li>The Term of a CompleteLink 1.5 agreement begins on the date all Billing Telephone Numbers ("BTNs") are entered into the AT&amp;T billing system ("Commencement Date") and continues thereafter for the Term Length specified.</li> </ul>	(N)																



**A2. GENERAL REGULATIONS**

**A2.10 Special Promotions (Cont'd)**

**A2.10.2 Descriptions (Cont'd)**

A. The following promotions are on file with the Commission: (Cont'd)

Area of Promotion	Service	Charges Waived	Period Authority
<b>(DELETED)</b>			
AT&T Florida Service Territory- From Central Offices Where services are available	AT&T CompleteLink 1.5 (Cont'd)	<ul style="list-style-type: none"> <li>• If the customer's actual billings for "Contributory Services" are less than the customer-selected MARC, the customer will be billed an "Annual Under Utilization" charge equal to the difference between the MARC and the billings for the Contributory Services for the same 12 month period.</li> <li>• In the event the customer terminates this CompleteLink 1.5 agreement prior to the expiration of the Term, the customer shall be liable for Early Termination charges. The Early Termination charge shall be calculated as follows:               <ul style="list-style-type: none"> <li>A. 50% of the MARC multiplied by the number of years remaining in the Term. If the termination includes calculation for a partial year and the partial year relevant billings are less than the customer's MARC commitment, the customer shall pay to AT&amp;T 50% of the difference between the MARC and the actual amount of billings of Contributory Services for the same period of time.</li> <li>B. In addition to the Early Termination charge described in A. above, the customer shall be liable for Early Termination charges equal to 50% of any accelerated discount(s) received, prorated for the number of months remaining under this Order.</li> </ul> </li> <li>• Termination liability charges applicable for CompleteLink 1.5 agreements will be offset by termination charges, if applicable, from other allowed agreements for any CompleteLink 1.5 Eligible Service as a result of the same customer termination activity. Termination charges resulting from the charge-back of Accelerated Discounts received will not be offset by termination charges as a result of the termination of other allowed agreements for CompleteLink 1.5 Eligible Services.</li> <li>• At the customer's request, termination charges may not apply as follows:               <ul style="list-style-type: none"> <li>A. Satisfaction Guarantee: the customer may terminate this Order without Early Termination charge liability within 90 days of subscribing, unless the customer had terminated another AT&amp;T toll, access or usage term plan to subscribe to this CompleteLink 1.5 Plan. In addition, if the customer received an accelerated discount upon entering into this Order, the amount of the accelerated discount shall be charged to the customer's Main Billed Telephone number monthly statement or final bill.</li> <li>B. MARC Downgrade Allowance for Technology Upgrade: Termination liability charges may not apply if during the term of the CompleteLink 1.5 agreement the customer disconnects one or more of the Contributory Services in column A and replaces these services with the corresponding AT&amp;T service specified in column B ("Replacement Service"). Except for the \$500 MARC, if as a direct result of that replacement (comparing the spending for the removed service and the anticipated spending for the Replacement Service), the customer's annual spending for Contributory Services will be reduced by an amount greater than 50% of the difference between the Customer's MARC and the next lower available MARC under the Plan, the customer may terminate this Order without Early Termination Charge liability provided: (a) the customer enters into a new CompleteLink 1.5 term order for a term which is equal to or greater than the time remaining on the Order; and, (b) the MARC on the new order is the next lower MARC to that selected under the Order.</li> </ul> </li> </ul>	(N) (N) (N) (N) (N) (N) (N) (N)

**A2. GENERAL REGULATIONS**

**A2.10 Special Promotions (Cont'd)**

**A2.10.2 Descriptions (Cont'd)**

A. The following promotions are on file with the Commission: (Cont'd)

Area of Promotion	Service	Charges Waived	Period Authority						
<b>(DELETED)</b>									
AT&T Florida	AT&T	This waiver of charges as a result of replacing column A contributory services with the corresponding column B service will be allowed only once per customer, per agreement term. CompleteLink 1.5 \$500 MARC service agreements are specifically not eligible for this Downgrade Allowance.	(D)						
Service Territory- From Central Offices Where services are available	CompleteLink 1.5 (Cont'd)		(N)						
		For purposes of this waiver, replacing a service means that the newly installed product(s) must be installed at the same customer service location(s) and in the same relative quantity(ies) as those being displaced. It is AT&T's sole determination whether a product change satisfies the requirements for waiver of the termination liability under this provision.	(N)						
		<table border="1"> <thead> <tr> <th>Column A</th> <th>Column B</th> </tr> </thead> <tbody> <tr> <td>Analog Trunks</td> <td>ISDN PRI</td> </tr> <tr> <td>Basic Local Access Exchange Lines</td> <td>ISDN PRI</td> </tr> </tbody> </table>	Column A	Column B	Analog Trunks	ISDN PRI	Basic Local Access Exchange Lines	ISDN PRI	(N)
Column A	Column B								
Analog Trunks	ISDN PRI								
Basic Local Access Exchange Lines	ISDN PRI								
		The following is stated as a matter of convenience and not intended to imply that the list above is not inclusive. In no event will the following product changes satisfy the conditions required for termination without liability under this provision.	(N)						
		Centrex to PBX	(N)						
		Centrex to ISDN PRI	(N)						
		This MARC downgrade waiver described above only applies to the termination charges applicable to the CompleteLink1.5 agreement. Termination charges may apply on those services being disconnected, and the application of those termination charges are not affected by this waiver. All the applicable recurring and non-recurring charges apply to the installation and removal of services. Products and services are subscribed separately and not as a part of the CompleteLink 1.5 subscription. As a result of selecting a reduced MARC level, discounts provided under the new CompleteLink 1.5 agreement may be less than those received under the higher MARC agreement (discounts for the new agreement will be those applicable to the new MARC level under the CompleteLink1.5 promotion in effect at the time the new contract is executed). The 90 day service guarantee does not apply to the new agreement.	(N)						

## A2. GENERAL REGULATIONS

### A2.10 Special Promotions (Cont'd)

#### A2.10.2 Descriptions (Cont'd)

A. The following promotions are on file with the Commission: (Cont'd)

Area of Promotion	Service	Charges Waived	Period Authority
<b>(DELETED)</b>			
AT&T Florida Service Territory- From Central Offices Where services are available	AT&T CompleteLink 1.5 (Cont'd)	C. Business Downturn MARC Downgrade: For purposes of this Order, the term "Business Downturn" is defined as an unplanned, measurable change in business conditions affecting the customer's business that was outside of the customer's control and that materially and negatively affected the customer's need for the level of AT&T Contributory Services. This provision may be invoked by the customer no earlier than on the 1st year anniversary date (based on the Commencement Date) of a two or three-year term agreement. To invoke this provision, the customer must provide in writing to AT&T the facts which support its request for Business Downturn, and AT&T will solely determine whether the customer's supporting materials describe a situation which constitutes a Business Downturn under this Order. Upon AT&T's determination that a Business Downturn has occurred, the customer and AT&T shall then negotiate in good faith an appropriate and commercially reasonable change to the customer's commitments hereunder. Examples of appropriate and commercially reasonable changes are (but are not limited to) a modification to the term length, price, MARC, or combination thereof. The Parties shall continue performance under this Order during AT&T's determination and the negotiations. If no agreement can be reached regarding a change to the customer's commitments, then the rates, MARC, terms and conditions of this Order shall remain in effect for its Term. The customer may invoke this provision only once during the Term of this Order. The customer specifically acknowledges the transfer or substitution of the contributory services to a provider other than an AT&T company during the Term which results in a reduction in the projected annual spending for Contributory Services under this Order does not qualify as a business downturn. This provision is not available and may not be invoked in the State of Florida.	(D) (N)
		D. During the Term of this Order, the customer may terminate without liability provided: a) the customer converts to another Company Access or Usage plan with a term equal to or greater than the remaining CompleteLink 1.5 plan, and a revenue commitment equal to or greater than the CompleteLink 1.5 MARC.	(N)
		• Customers who have terminated a CompleteLink 1.5 agreement for the purpose of establishing service with another carrier and who now return to AT&T and sign a new CompleteLink 1.5 agreement will receive a one-time waiver or refund of termination charges associated with early termination of their former CompleteLink 1.5 agreement. The new term period and MARC must be greater than or equal to that of the terminated plan. Customers must not have had service disconnected for nonpayment with AT&T or have any past due bills for regulated service owed to AT&T, and the "Bill Name" must be the same as on the prior AT&T account in order to qualify.	(N)
		• Each business customer may have only one each of the following three types of contracts, (i.e. up to three active contracts) at any given time for which the customer qualifies. Each contract will be limited to a maximum of 1,000 BTN's: •Standard •Winback •Renewal Loyalty	(N) (N) (N)

BELLSOUTH  
TELECOMMUNICATIONS  
FLORIDA

GENERAL SUBSCRIBER SERVICE TARIFF

Second Revised Page 33.2.4  
Cancels First Revised Page 33.2.4

ISSUED: September 30, 2011  
BY: Marshall M. Criser III, President -FL  
Miami, Florida

EFFECTIVE: October 1, 2011

**A2. GENERAL REGULATIONS**

**A2.10 Special Promotions (Cont'd)**

**A2.10.2 Descriptions (Cont'd)**

A. The following promotions are on file with the Commission: (Cont'd)

Area of Promotion	Service	Charges Waived	Period Authority	(D)
(DELETED)				