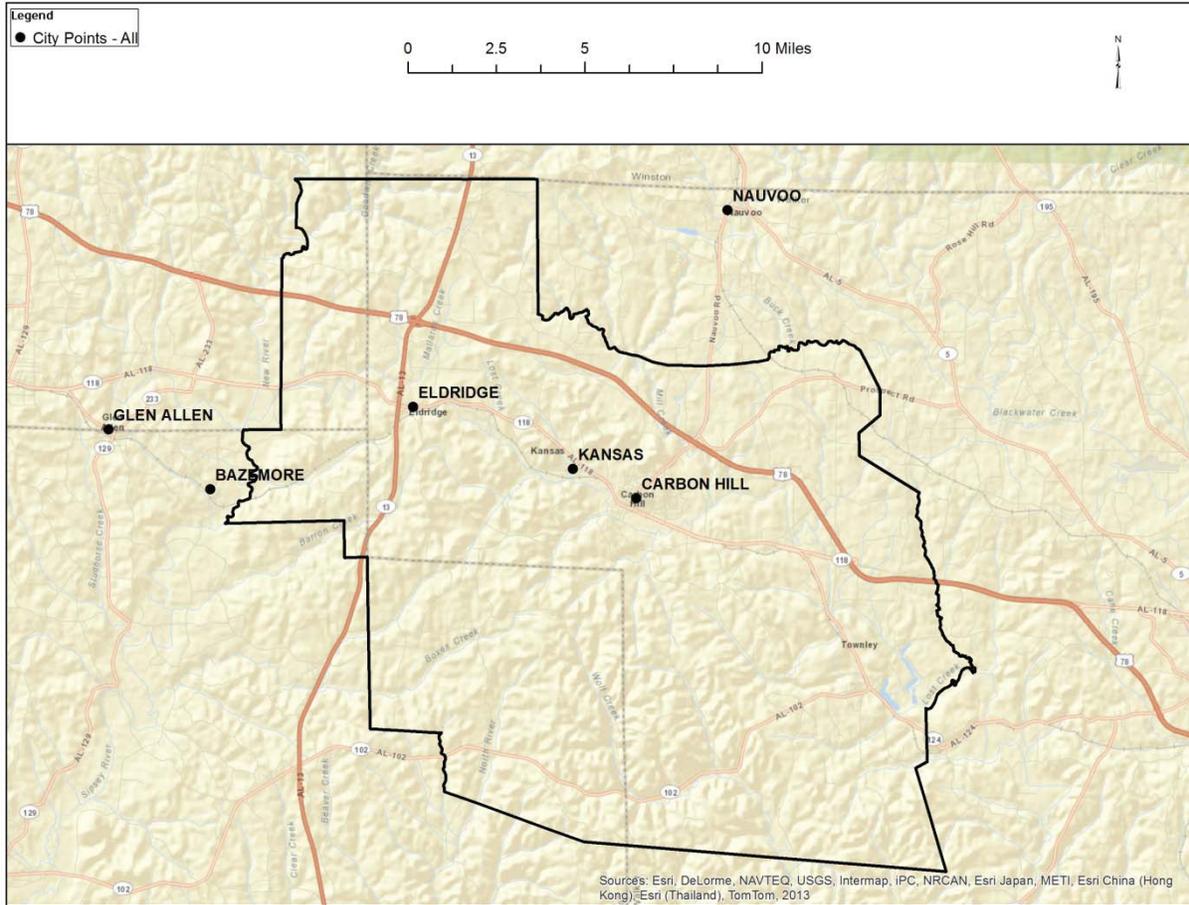


Exhibit A

Carbon Hill, AL SWC Area Coverage Map



Kings Point, FL SWC Area Coverage Map

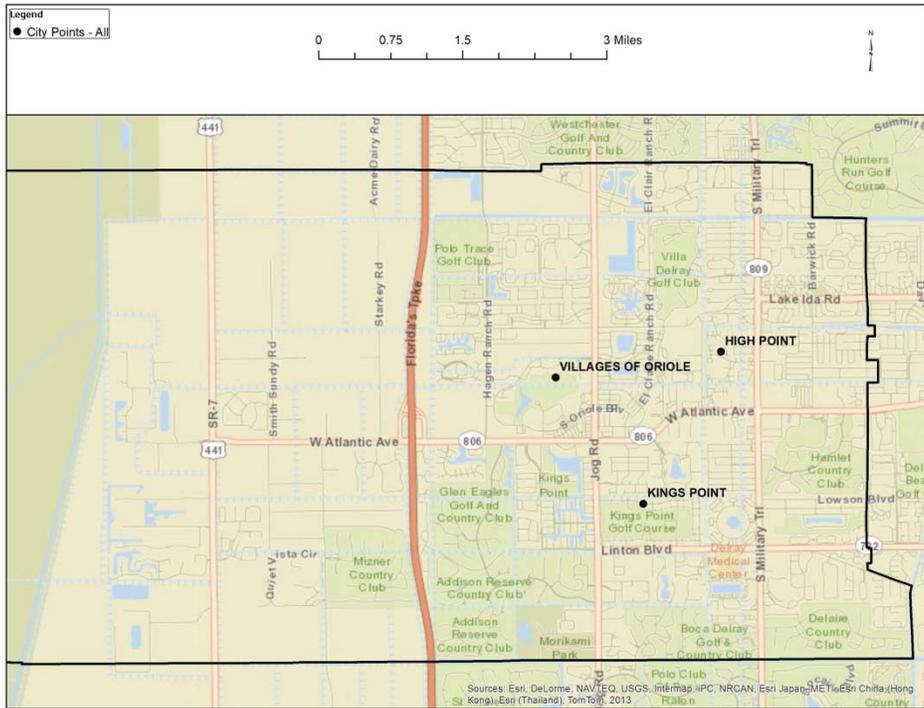
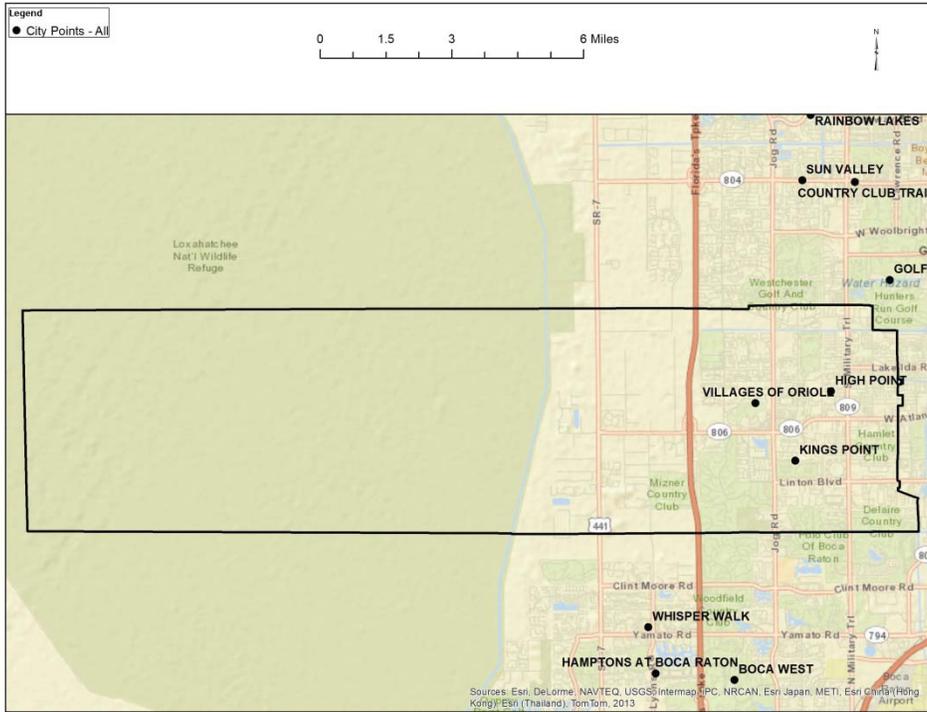
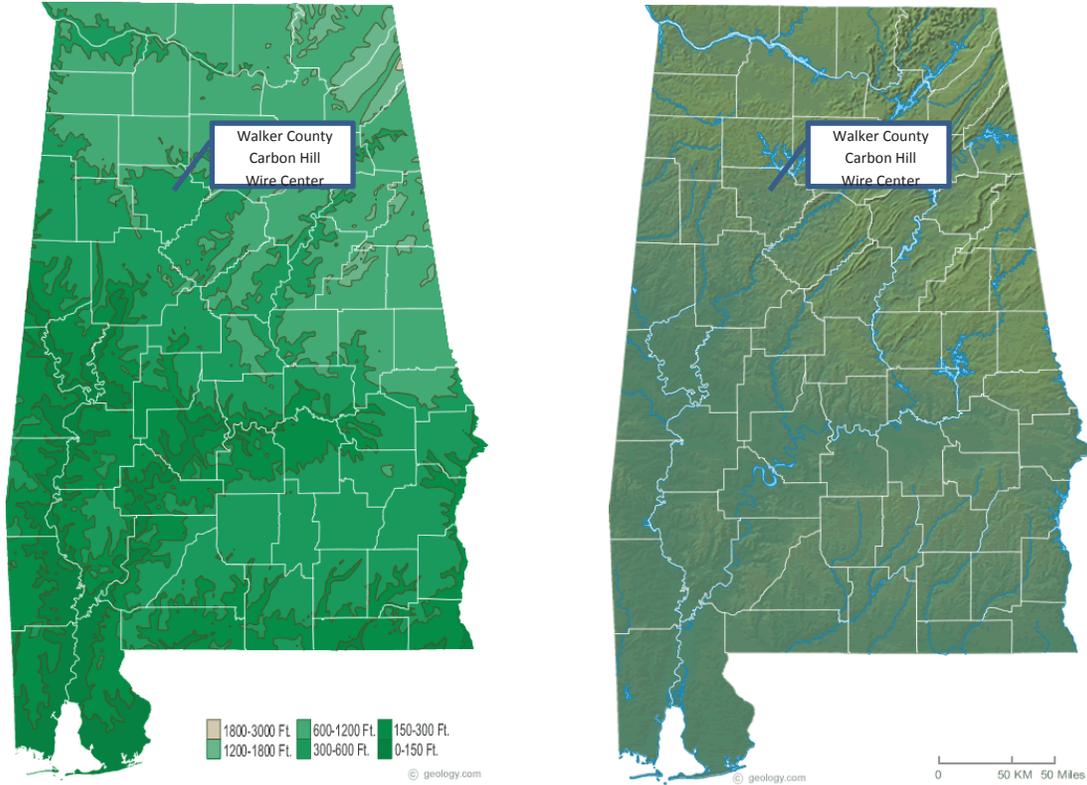


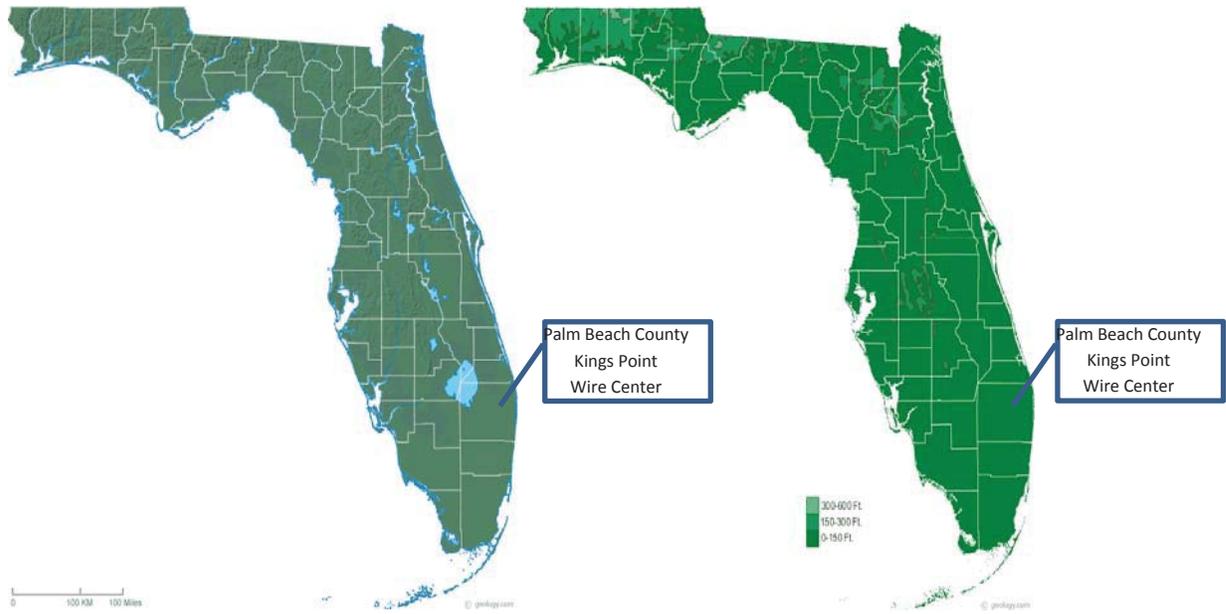
Exhibit B

Walker County, location of the Carbon Hill Wire Center¹



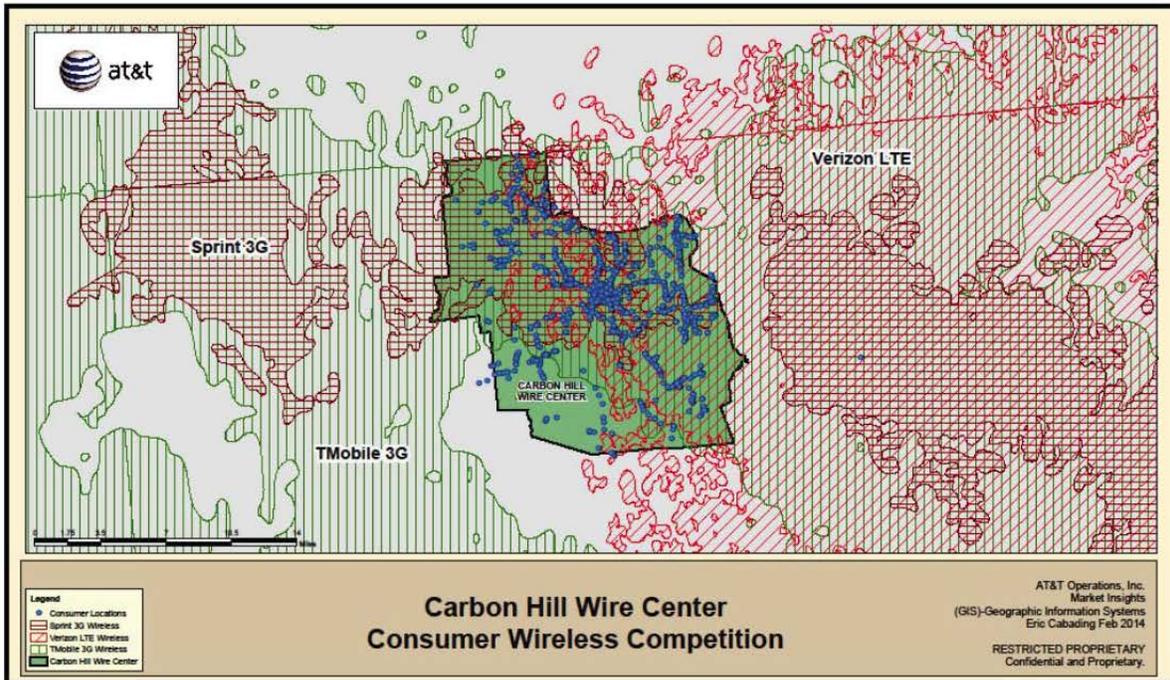
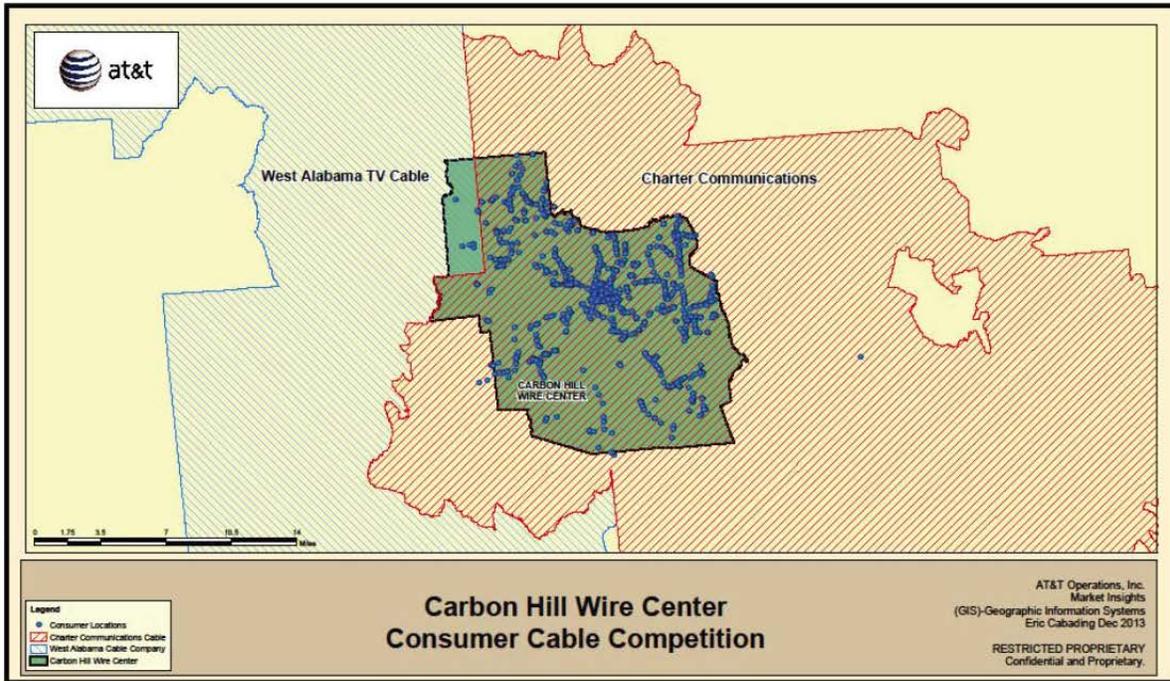
¹ See Geology.com, Alabama Map Collection, available at <http://geology.com/state-map/alabama.shtml> (visited Feb. 24, 2014).

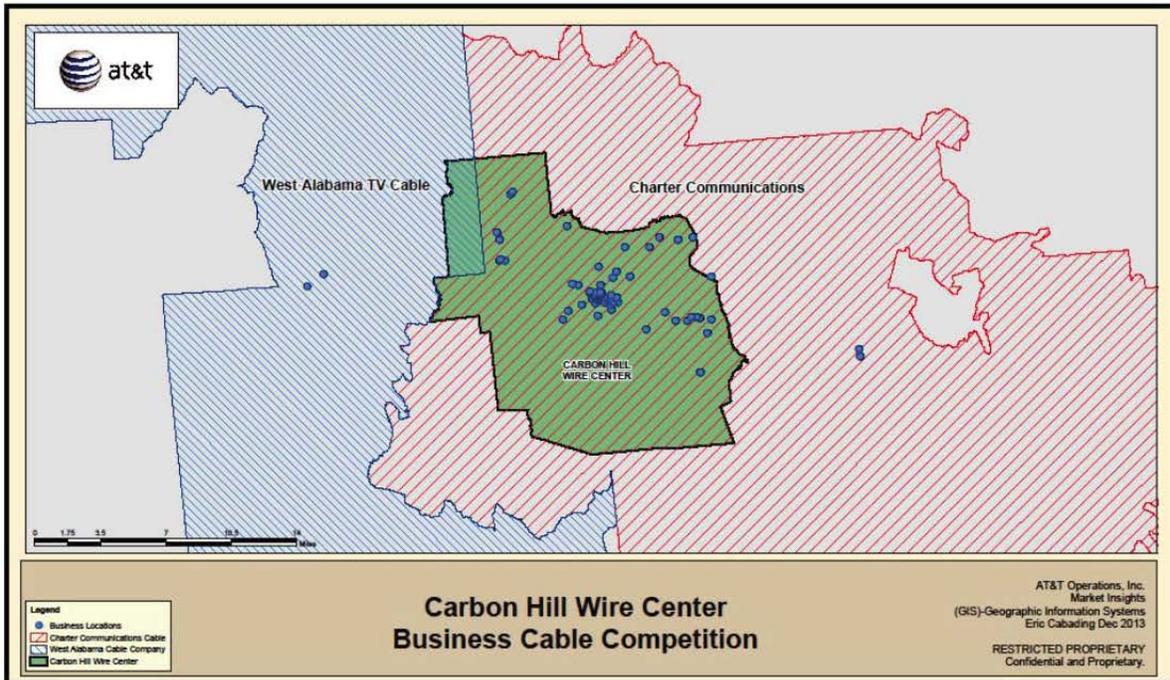
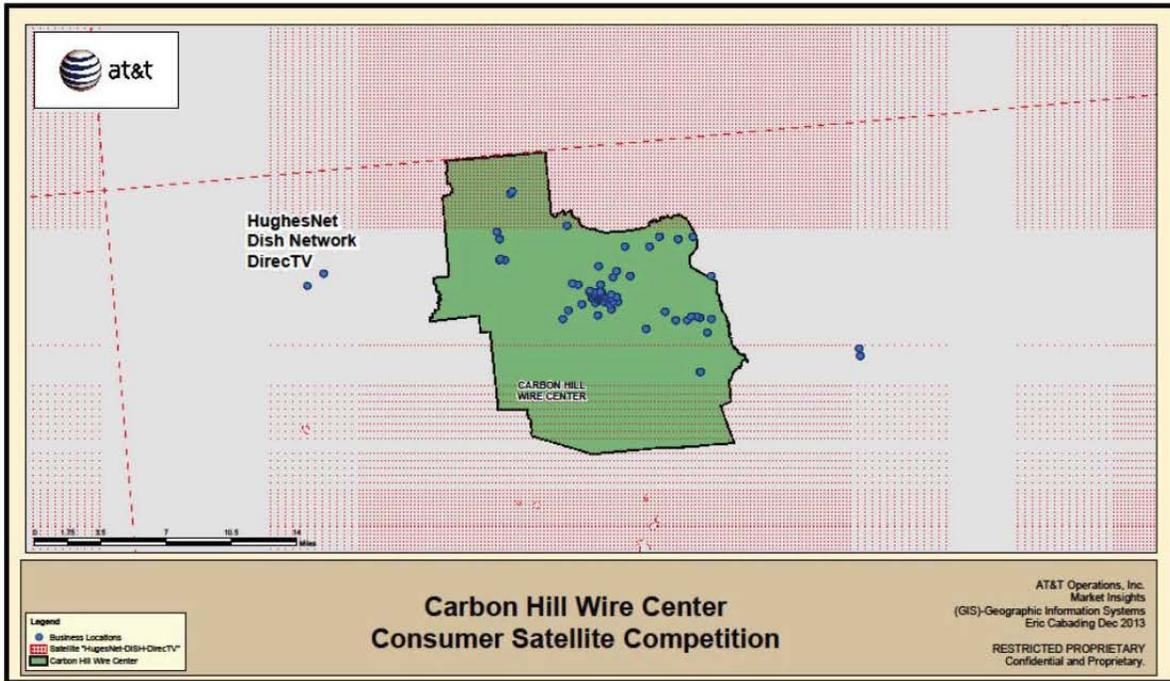
Palm Beach County, location of the Kings Point Wire Center²

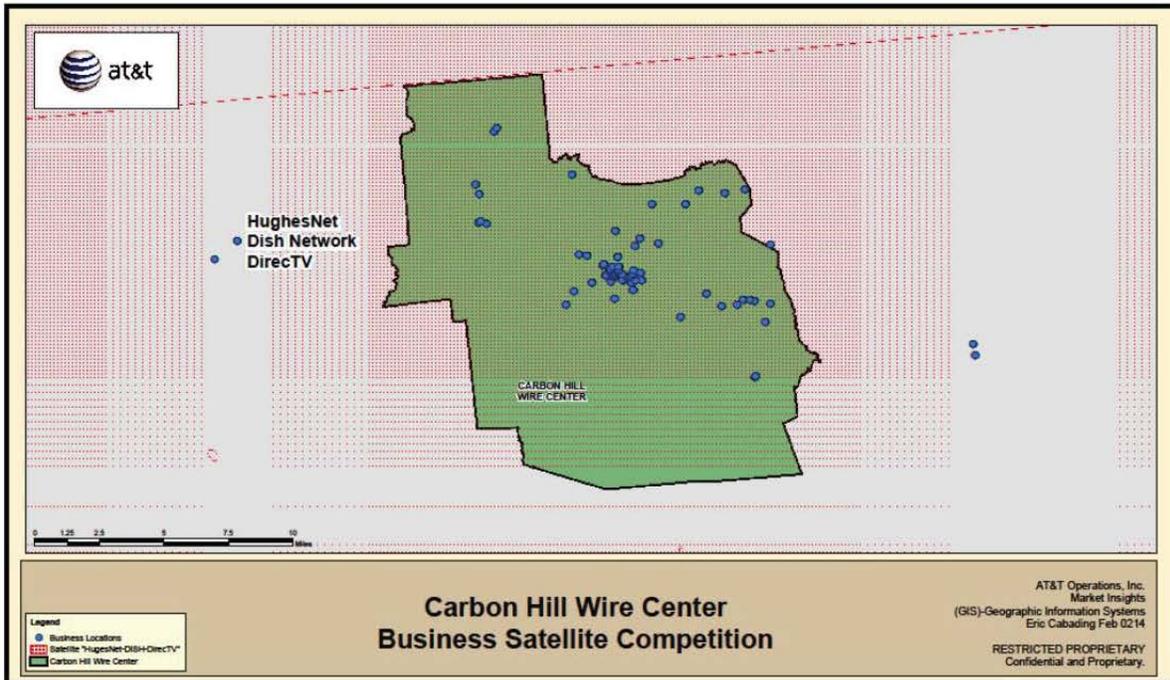
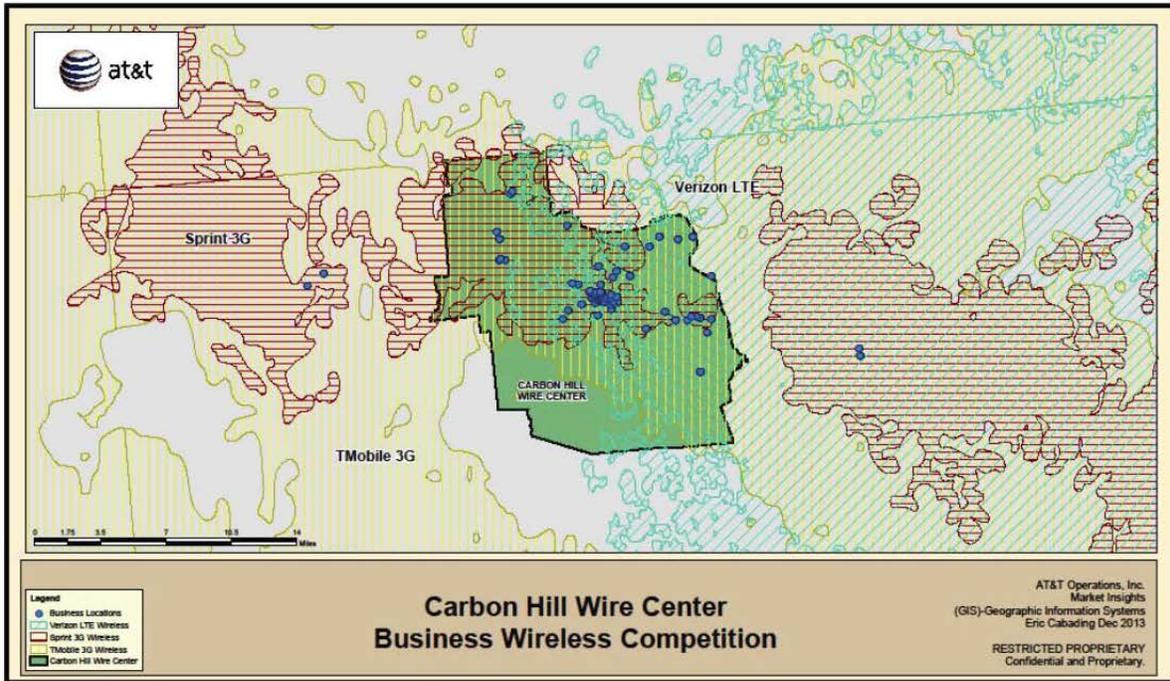


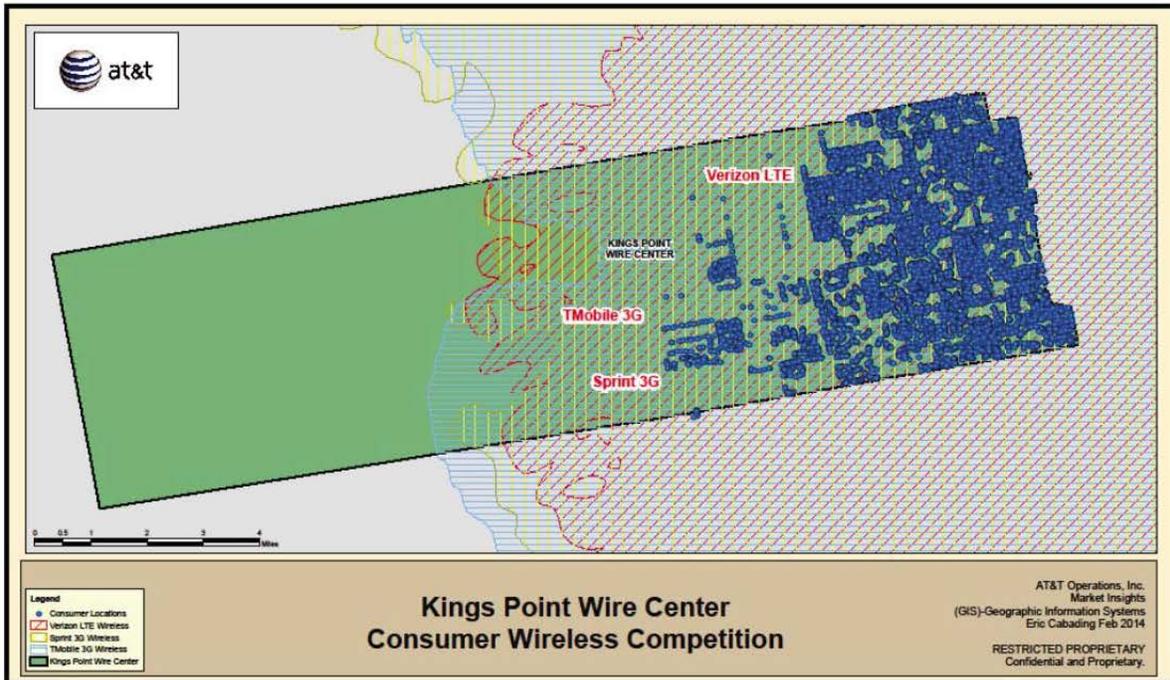
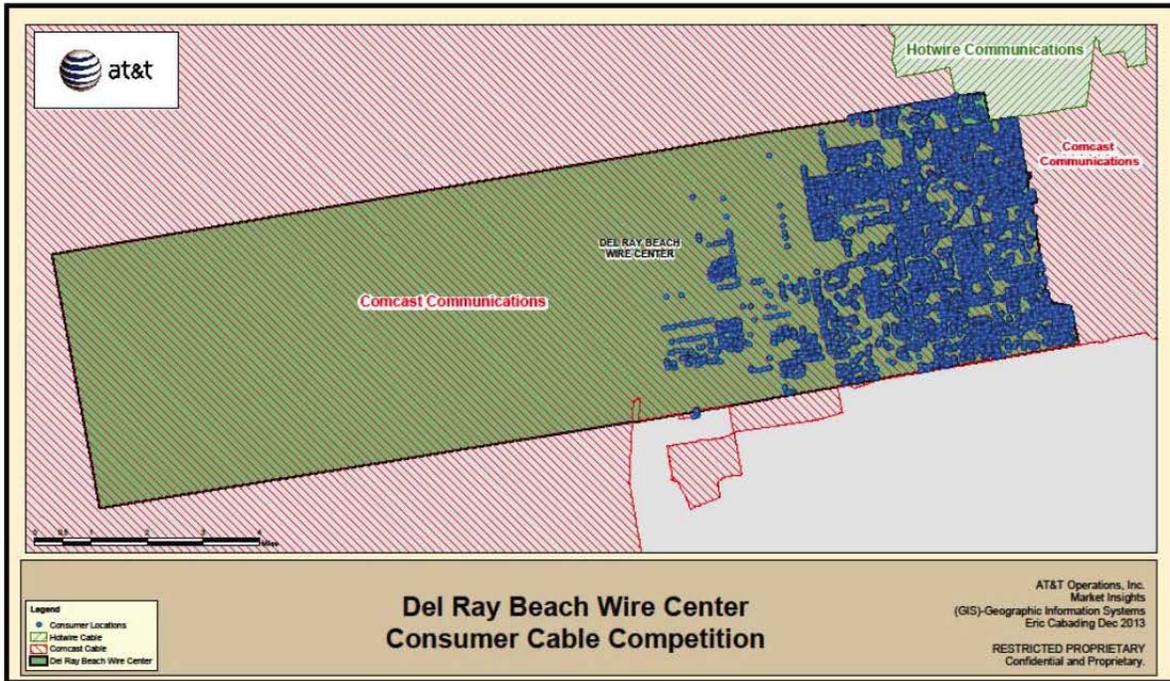
² See Geology.com, Florida Map Collection, available at <http://geology.com/state-map/florida.shtml> (visited Feb. 24, 2014).

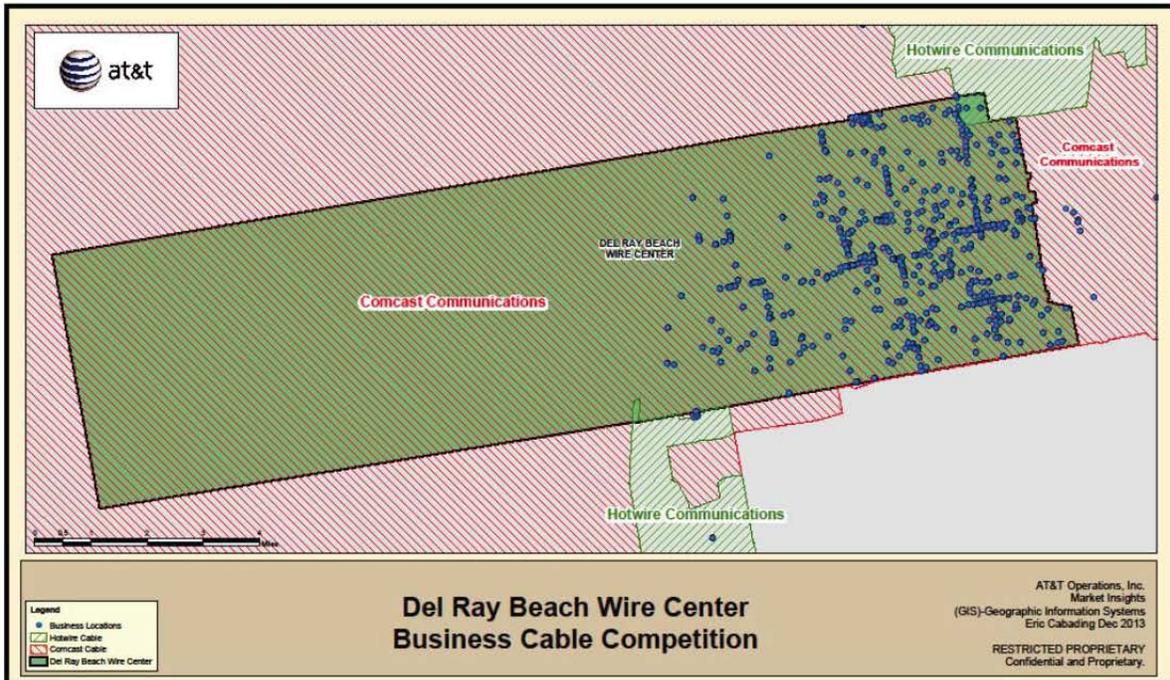
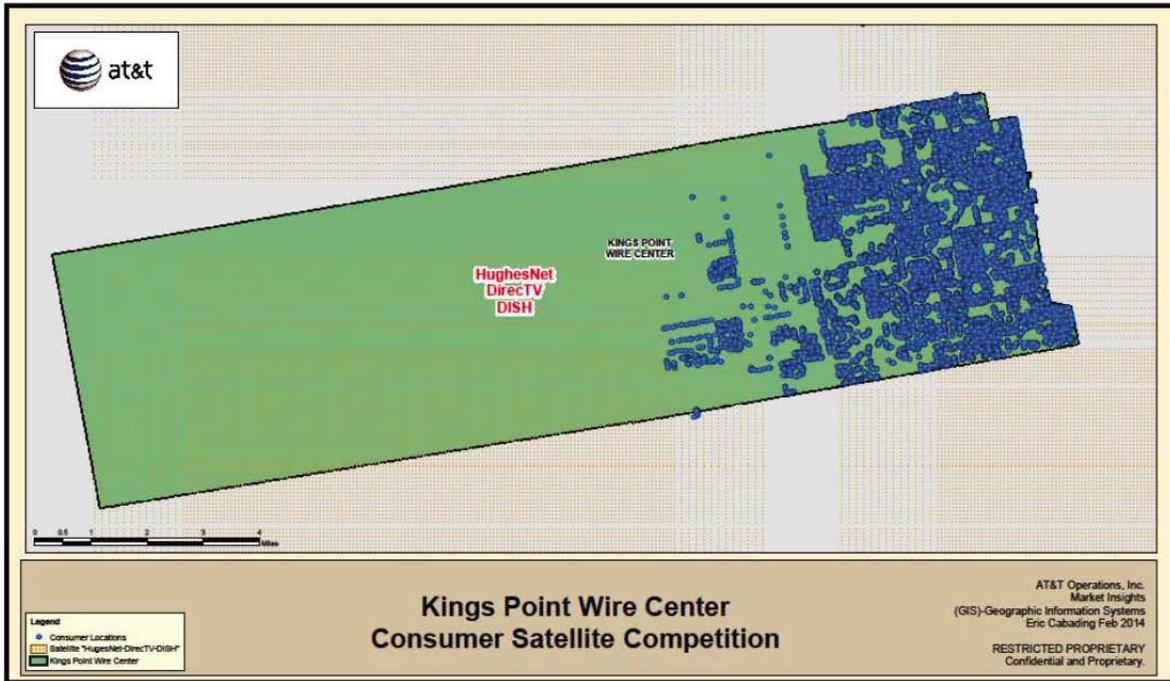
Exhibit C











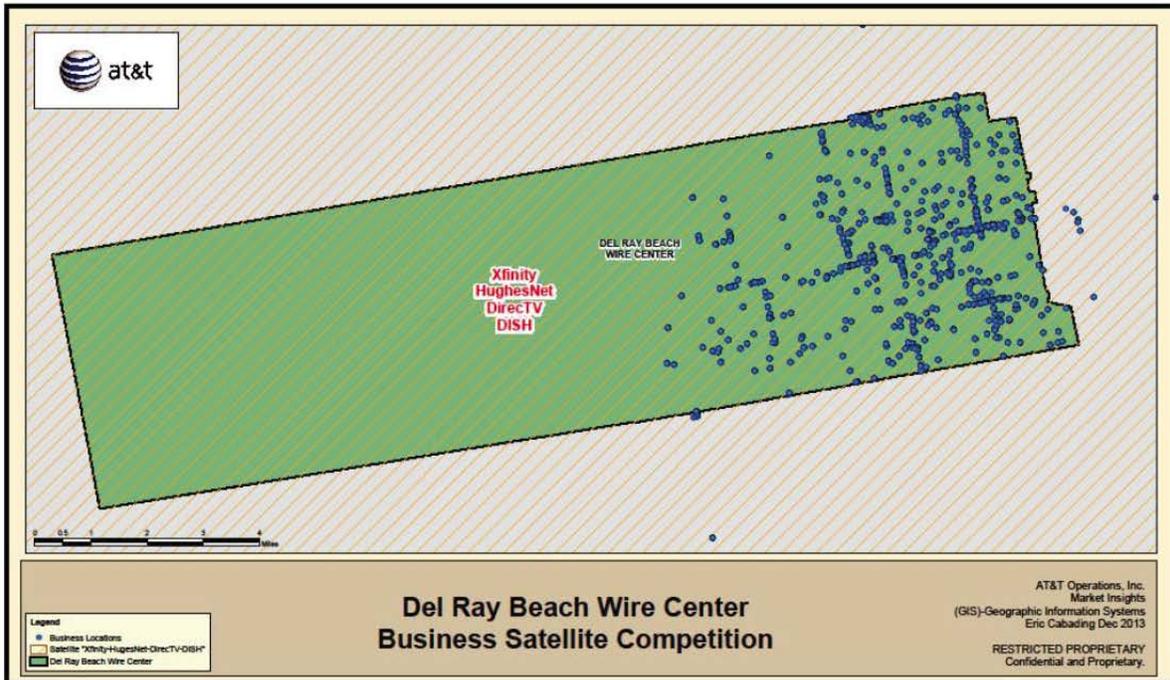
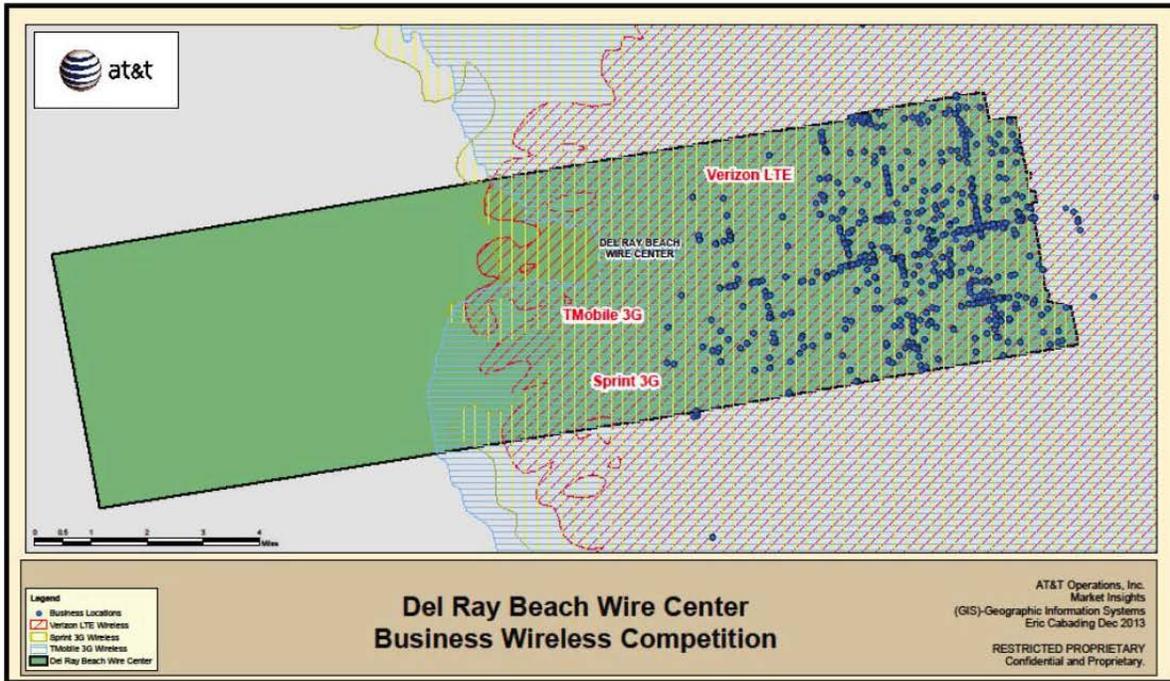


Exhibit D

**REDACTED
FOR PUBLIC
INSPECTION**

AT&T's Proposed Service Transition Timeline

Consumer Timeline

| BellSouth Consumer TDM-based Services | Grandfather Customer Notice & Phase I 214 Filing for Interstate Services | Proposed Effective Date to Grandfather | Sunset Customer Notice & Phase II 214 Filing for Interstate Services | Proposed Effective Date to Sunset | Sunset Complete (0 customers) |
|---------------------------------------|--|--|--|-----------------------------------|-------------------------------|
| TDM-Voice Svcs: | | | | | |
| Flat Line Svc | | | | | |
| Measured Rate | | | | | |
| Voice Packages | | | | | |
| Local Intralata toll | | | | | |
| EUCL | | | | | |
| Long Distance Plans: | | | | | |
| Domestic Unlimited Plan | | | | | |
| Domestic Block of time | | | | | |
| Int'l Per Minute | | | | | |
| Int'l Voice Plans | | | | | |
| Consumer Internet Access: | | | | | |
| DSL Direct | | | | | |
| DSL Lineshare | | | | | |

See the Product Data sheets for the details associated with each product category

Business Timeline

| BellSouthBusiness TDM-based Services | Grandfather Customer Notice & Phase I 214 Filing for Interstate Services | Proposed Effective Date to Grandfather | Sunset Customer Notice & Phase II 214 Filing for Interstate Services | Proposed Effective Date to Sunset | Sunset Complete (0 customers) |
|--|--|--|--|-----------------------------------|-------------------------------|
| | | | | | |
| Flat Line; Measured Line | | | | | |
| Flat Trunks; PBX Trunks | | | | | |
| ISDN BRI/PRI | | | | | |
| Centrex | | | | | |
| Business DSL | | | | | |
| Analog PL - Voice Grade Services (DS0) | | | | | |
| DS-1 Services | | | | | |
| DS-3 Services | | | | | |
| Switched Access: FG-A, FG-B,FG-D | | | | | |
| SMART Ring | Grandfathering Beyond 2016 | | | | |

See the Product Data Sheets for the details associated with each product category

Exhibit E

**REDACTED
FOR PUBLIC
INSPECTION**

Carbon Hill, Consumer Market Product Data Sheets

PUBLIC VERSION

Carbon Hill Consumer: Flat Rate Main Station Line Service, Individual Line, Residence (Active)

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| CRHLALNM | BellSouth Telecommunications, LLC | AT&T Alabama (BellSouth Telecommunications, LLC) | CH1 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Guidebook Reference |
|-------------------------|--------------------|---------|---|
| Intrastate | Dominant | 1857952 | AL Gen Exchange GB: A3.2.1 USOC 1FR, 1FRCL |

| Product Retirement | |
|----------------------------|---|
| Service to be Discontinued | Flat Rate Main Station Line Service, individual line, Residence |

| Service Description |
|--|
| A classification of exchange access line service for which a stipulated charge is made, regardless of the amount of use. |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| | | |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook Link |
|--|------------------------|---|
| | | http://cpr.web.att.com/pdf/al/g003.pdf |

| Next Generation Product Offer | |
|---|---|
| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
| AT&T U-Verse Voice 200 BOT with Internet Speed Range: 3MB- 100MB Rack Rate Price Range: \$41.00 to \$111.00 | AT&T U-verse Voice 200 BOT includes 200 minutes per month with over 20 advanced voice features. \$.05 per minute after 200 minutes includes Canada. 200 minutes include unlimited local calling and 200 long distance minutes. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---|---|
| AT&T U-Verse Voice Unlimited with Internet Speed Range: 3MB to 100MB Rack Rate Price Range: \$51.00 to \$121.00 | AT&T U-verse Voice Unlimited includes Unlimited Calls to US and Canada with over 20 advanced voice features. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---|--|
| AT&T U-verse International with Internet Speed Range: 3MB to 100MB Rack Rate Price Range: \$56.00 to \$126.00 | AT&T U-verse Voice International includes Unlimited calls to US and Canada and low rates to International countries with over 20 advanced voice features. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|--|--|
| AT&T Wireless Home Phone/ \$19.99 per month/\$9.99 when added with Family Talk | Unlimited Nationwide Calling- Home Phone with Wireless Network with Caller ID, Three Way Calling, Call Forwarding and Voicemail. |

| Demand Count | | | |
|--|--|--|--|
| Number of Customers | | Number of customers Without An AT&T Catch Product | |
| Number of Customer Locations | | Number of Customers with a Competitive Catch Product in their Service Area | |
| Number of Services | | Number of Customers Without AT&T or Competitive Catch Product | |
| Number of Customers with an AT&T Catch Product Available in their Service Area | | Under Assessment, may have AT&T or Competitive Catch Product | |

| Competitive Presence | | |
|------------------------|---|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| CHARTER COMMUNICATIONS | Cable C DOWN : 100 Mbps - C UP : 4 Mbps | 88.00 % |
| WEST ALABAMA TV CABLE | Cable C DOWN : UNKNOWN - C UP : UNKNOWN | 2.23 % |
| HUGHESNET | SATELLITE | 90.23 % |
| DISH NETWORK | SATELLITE | 90.23 % |
| DIRECTV | SATELLITE | 90.23 % |
| Sprint | WIRELESS 3G | 54.23 % |
| Verizon Wireless | WIRELESS LTE | 46.23 % |
| T-Mobile USA | WIRELESS 3G | 82.67 % |

Carbon Hill Consumer: Area Plus Service, Individual line service, Residence (Active)

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| CRHLALNM | BellSouth Telecommunications, LLC | AT&T Alabama (BellSouth Telecommunications, LLC) | CH2 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Guidebook Reference |
|-------------------------|--------------------|---------|---|
| Intrastate | Dominant | 1857952 | AL Gen Exchg GB A3.2.11 USOC AC1, AC1CL, VR5, VR5CL, VRS, VR6CL, ACML2, ACML3 |

| Product Retirement | |
|----------------------------|---|
| Service to be Discontinued | Area Plus Service, Individual line service, Residence |

| Service Description |
|---|
| Area Plus service provides residence subscribers a flat rate access line with unlimited calling to all access lines within the serving exchange, the additional exchanges in the associated Extended Area Service (EAS) and Extended Calling. |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| | | |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook Link |
|--|------------------------|---|
| | | 06/01/2016 http://cpr.web.att.com/pdf/al/g003.pdf |

| Next Generation Product Offer | |
|--|---|
| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
| AT&T U-Verse Voice 200 BOT with Internet Speed Range: 3MB- 100MB; Rack Rate Price Range: \$41.00 to \$111.00 | AT&T U-verse Voice 200 BOT includes 200 minutes per month with over 20 advanced voice features. \$.05 per minute after 200 minutes includes Canada. 200 minutes include unlimited local calling and 200 long distance minutes. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|--|---|
| AT&T U-Verse Voice Unlimited with Internet Speed Range: 3MB to 100MB; Rack Rate Price Range: \$51.00 to \$121.00 | AT&T U-verse Voice Unlimited includes Unlimited Calls to US and Canada with over 20 advanced voice features. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|--|--|
| AT&T U-verse International with Internet Speed Range: 3MB to 100MB; Rack Rate Price Range: \$56.00 to \$126.00 | AT&T U-verse Voice International includes Unlimited calls to US and Canada and low rates to International countries with over 20 advanced voice features. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|--|---|
| AT&T Wireless Home Phone/ \$19.99 per month/\$9.99 when added with Family Talk | Unlimited Nationwide Calling- Home Phone with Wireless Network with Caller ID, Three Way Calling, Call Forwarding and Voicemail |

| Demand Count | | | |
|--|--|--|--|
| Number of Customers | | Number of customers Without An AT&T Catch Product | |
| Number of Customer Locations | | Number of Customers with a Competitive Catch Product in their Service Area | |
| Number of Services | | Number of Customers Without AT&T or Competitive Catch Product | |
| Number of Customers with an AT&T Catch Product Available in their Service Area | | Under Assessment, may have AT&T or Competitive Catch Product | |

| Competitive Presence | | |
|------------------------|---|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| CHARTER COMMUNICATIONS | Cable C DOWN : 100 Mbps - C UP : 4 Mbps | 100.00 % |
| HUGHESNET | SATELLITE | 100.00 % |
| DISH NETWORK | SATELLITE | 100.00 % |
| DIRECTV | SATELLITE | 100.00 % |
| Sprint | WIRELESS 3G | 62.50 % |
| Verizon Wireless | WIRELESS LTE | 87.50 % |
| T-Mobile USA | WIRELESS 3G | 100.00 % |

Carbon Hill Consumer: Area Calling Service, Access Line, Residence (Grandfathered)

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| CRHLALNM | BellSouth Telecommunications, LLC | AT&T Alabama (BellSouth Telecommunications, LLC) | CH3 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Guidebook Reference |
|-------------------------|--------------------|---------|--|
| Intrastate | Dominant | 1857952 | AL Gen Exch. GB A103.2.9 USOC: ACP, ACPCL, ASR, ASRCL |

| Product Retirement | |
|----------------------------|--|
| Service to be Discontinued | Area Calling Service, Access Line, Residence |

| Service Description |
|---|
| A classification of exchange service which includes an individual line and a usage package. In addition, usage charges apply for outward completed local calling and are based on number of calls, duration, time of day/day. |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| | | |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook Link |
|--|------------------------|---|
| | | http://cpr.web.att.com/pdf/al/g103.pdf |

| Next Generation Product Offer | |
|--|---|
| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
| AT&T U-Verse Voice 200 BOT with Internet Speed Range: 3MB- 100MB; Rack Rate Price Range: \$41.00 to \$111.00 | AT&T U-verse Voice 200 BOT includes 200 minutes per month with over 20 advanced voice features. \$.05 per minute after 200 minutes includes Canada. 200 minutes include unlimited local calling and 200 long distance minutes. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|--|---|
| AT&T U-Verse Voice Unlimited with Internet Speed Range: 3MB to 100MB; Rack Rate Price Range: \$51.00 to \$121.00 | AT&T U-verse Voice Unlimited includes Unlimited Calls to US and Canada with over 20 advanced voice features. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|--|--|
| AT&T U-verse International with Internet Speed Range: 3MB to 100MB; Rack Rate Price Range: \$56.00 to \$126.00 | AT&T U-verse Voice International includes Unlimited calls to US and Canada and low rates to International countries with over 20 advanced voice features. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|--|---|
| AT&T Wireless Home Phone/ \$19.99 per month/\$9.99 when added with Family Talk | Unlimited Nationwide Calling- Home Phone with Wireless Network with Caller ID, Three Way Calling, Call Forwarding and Voicemail |

| Demand Count | | | |
|--|--|--|--|
| Number of Customers | | Number of customers Without An AT&T Catch Product | |
| Number of Customer Locations | | Number of Customers with a Competitive Catch Product in their Service Area | |
| Number of Services | | Number of Customers Without AT&T or Competitive Catch Product | |
| Number of Customers with an AT&T Catch Product Available in their Service Area | | Under Assessment, may have AT&T or Competitive Catch Product | |

| Competitive Presence | | |
|------------------------|---|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| CHARTER COMMUNICATIONS | Cable C DOWN : 100 Mbps - C UP : 4 Mbps | 95.00 % |
| WEST ALABAMA TV CABLE | Cable C DOWN : UNKNOWN - C UP : UNKNOWN | 5.00 % |
| HUGHESNET | SATELLITE | 100.00 % |
| DISH NETWORK | SATELLITE | 100.00 % |
| DIRECTV | SATELLITE | 100.00 % |
| Sprint | WIRELESS 3G | 65.00 % |
| Verizon Wireless | WIRELESS LTE | 45.00 % |
| T-Mobile USA | WIRELESS 3G | 90.00 % |

Carbon Hill Consumer: Complete Choice Basic Service (Active)

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| CRHLALNM | BellSouth Telecommunications, LLC | AT&T Alabama (BellSouth Telecommunications, LLC) | CH5 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Guidebook Reference |
|-------------------------|--------------------|---------|----------------------------------|
| Intrastate | Dominant | 1857952 | AL Gen Exchg A3.2.15 USOC: PAMA7 |

| Product Retirement | |
|----------------------------|-------------------------------|
| Service to be Discontinued | Complete Choice Basic Service |

| Service Description |
|--|
| Complete Choice Basic service provides a flat rate access line and unlimited calling to all exchange access lines within the subscriber's local calling area. Subscribers have unlimited use of 2 calling features: Call Waiting ID and Caller ID. |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| | | |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook Link |
|--|------------------------|---|
| | | http://cpr.web.att.com/pdf/al/g003.pdf |

| Next Generation Product Offer | |
|---|---|
| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
| AT&T U-Verse Voice 200 BOT with Internet Speed Range: 3MB- 100MB Rack Rate Price Range: \$41.00 to \$111.00 | AT&T U-verse Voice 200 BOT includes 200 minutes per month with over 20 advanced voice features. \$.05 per minute after 200 minutes includes Canada. 200 minutes include unlimited local calling and 200 long distance minutes. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|--|---|
| AT&T U-Verse Voice Unlimited with Internet Speed Range: 3MB to 100MB; Rack Rate Price Range: \$51.00 to \$121.00 | AT&T U-verse Voice Unlimited includes Unlimited Calls to US and Canada with over 20 advanced voice features. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|--|--|
| AT&T U-verse International with Internet Speed Range: 3MB to 100MB; Rack Rate Price Range: \$56.00 to \$126.00 | AT&T U-verse Voice International includes Unlimited calls to US and Canada and low rates to International countries with over 20 advanced voice features. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|--|---|
| AT&T Wireless Home Phone/ \$19.99 per month/\$9.99 when added with Family Talk | Unlimited Nationwide Calling- Home Phone with Wireless Network with Caller ID, Three Way Calling, Call Forwarding and Voicemail |

| Demand Count | | | |
|--|--|--|--|
| Number of Customers | | Number of customers Without An AT&T Catch Product | |
| Number of Customer Locations | | Number of Customers with a Competitive Catch Product in their Service Area | |
| Number of Services | | Number of Customers Without AT&T or Competitive Catch Product | |
| Number of Customers with an AT&T Catch Product Available in their Service Area | | Under Assessment, may have AT&T or Competitive Catch Product | |

| Competitive Presence | | |
|------------------------|---|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| CHARTER COMMUNICATIONS | Cable C DOWN : 100 Mbps - C UP : 4 Mbps | 98.21 % |
| WEST ALABAMA TV CABLE | Cable C DOWN : UNKNOWN - C UP : UNKNOWN | 0.89 % |
| HUGHESNET | SATELLITE | 99.10 % |
| DISH NETWORK | SATELLITE | 99.10 % |
| DIRECTV | SATELLITE | 99.10 % |
| Sprint | WIRELESS 3G | 54.46 % |
| Verizon Wireless | WIRELESS LTE | 69.64 % |
| T-Mobile USA | WIRELESS 3G | 95.54 % |

Carbon Hill Consumer: 2 Pack Plan (Grandfathered)

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| CRHLALNM | BellSouth Telecommunications, LLC | AT&T Alabama (BellSouth Telecommunications, LLC) | CH6 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Guidebook Reference |
|-------------------------|--------------------|---------|---|
| Intrastate | Dominant | 1857952 | AL Gen Exchng GB: A103.2.13 USOC PAMA6 |

| Product Retirement | |
|----------------------------|-------------|
| Service to be Discontinued | 2 Pack Plan |

| Service Description |
|--|
| The 2 Pack Plan provides a flat rate access line with Touch-Tone capability and unlimited calling to all exchange access lines within the subscriber's local calling area. The plan also entitles a residence subscriber to unlimited use of 5 features and services. Subscribers have unlimited use of 6 the features/services. |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| ■ | ■ | ■ |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook Link |
|--|------------------------|---|
| ■ | ■ | http://cpr.web.att.com/pdf/al/g103.pdf |

| Next Generation Product Offer | |
|---|---|
| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
| AT&T U-Verse Voice 200 BOT with Internet Speed Range: 3MB- 100MB Rack Rate Price Range: \$41.00 to \$111.00 | AT&T U-verse Voice 200 BOT includes 200 minutes per month with over 20 advanced voice features. \$.05 per minute after 200 minutes includes Canada. 200 minutes include unlimited local calling and 200 long distance minutes. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|--|---|
| AT&T U-Verse Voice Unlimited with Internet Speed Range: 3MB to 100MB; Rack Rate Price Range: \$51.00 to \$121.00 | AT&T U-verse Voice Unlimited includes Unlimited Calls to US and Canada with over 20 advanced voice features. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|--|--|
| AT&T U-verse International with Internet Speed Range: 3MB to 100MB; Rack Rate Price Range: \$56.00 to \$126.00 | AT&T U-verse Voice International includes Unlimited calls to US and Canada and low rates to International countries with over 20 advanced voice features. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|--|---|
| AT&T Wireless Home Phone/ \$19.99 per month/\$9.99 when added with Family Talk | Unlimited Nationwide Calling- Home Phone with Wireless Network with Caller ID, Three Way Calling, Call Forwarding and Voicemail |

| Demand Count | | | |
|--|---|--|---|
| Number of Customers | ■ | Number of customers Without An AT&T Catch Product | ■ |
| Number of Customer Locations | ■ | Number of Customers with a Competitive Catch Product in their Service Area | ■ |
| Number of Services | ■ | Number of Customers Without AT&T or Competitive Catch Product | ■ |
| Number of Customers with an AT&T Catch Product Available in their Service Area | ■ | Under Assessment, may have AT&T or Competitive Catch Product | ■ |

| Competitive Presence | | |
|------------------------|---|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| CHARTER COMMUNICATIONS | Cable C DOWN : 100 Mbps - C UP : 4 Mbps | 100.00 % |
| HUGHESNET | SATELLITE | 100.00 % |
| DISH NETWORK | SATELLITE | 100.00 % |
| DIRECTV | SATELLITE | 100.00 % |
| Sprint | WIRELESS 3G | 60.00 % |
| Verizon Wireless | WIRELESS LTE | 40.00 % |
| T-Mobile USA | WIRELESS 3G | 80.00 % |

Carbon Hill Consumer: Long Distance Message Telecommunications Service (Active)

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| CRHLALNM | BellSouth Telecommunications, LLC | AT&T Alabama (BellSouth Telecommunications, LLC) | CH7 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Guidebook Reference |
|-------------------------|--------------------|---------|---|
| Intrastate | Dominant | 1857952 | AL Gen Exchg GB:A18.3.1 USOC: PAMA1, PAMA2 |

Product Retirement

| | |
|----------------------------|--|
| Service to be Discontinued | Long Distance Message Telecommunications Service |
|----------------------------|--|

Service Description

(IntraLATA Local Toll) Long Distance Message Telecommunications Service provides facilities for communications between stations in different rate centers for either two-point or conference service. Rates for service between points are based on airline mileage between rate centers. In general, each point is designated as a rate center except that certain small towns or communities are assigned adjacent rate centers with which they are closely associated for communication purposes or by community of interest.

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| | | |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook Link |
|--|------------------------|---|
| | | http://cpr.web.att.com/pdf/al/g018.pdf |

Next Generation Product Offer

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---|---|
| AT&T U-Verse Voice 200 BOT with Internet Speed Range: 3MB- 100MB Rack Rate Price Range: \$41.00 to \$111.00 | AT&T U-verse Voice 200 BOT includes 200 minutes per month with over 20 advanced voice features. \$.05 per minute after 200 minutes includes Canada. 200 minutes include unlimited local calling and 200 long distance minutes. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|--|---|
| AT&T U-Verse Voice Unlimited with Internet Speed Range: 3MB to 100MB; Rack Rate Price Range: \$51.00 to \$121.00 | AT&T U-verse Voice Unlimited includes Unlimited Calls to US and Canada with over 20 advanced voice features. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|--|--|
| AT&T U-verse International with Internet Speed Range: 3MB to 100MB; Rack Rate Price Range: \$56.00 to \$126.00 | AT&T U-verse Voice International includes Unlimited calls to US and Canada and low rates to International countries with over 20 advanced voice features. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|--|---|
| AT&T Wireless Home Phone/ \$19.99 per month/\$9.99 when added with Family Talk | Unlimited Nationwide Calling- Home Phone with Wireless Network with Caller ID, Three Way Calling, Call Forwarding and Voicemail |

Demand Count

| | | | |
|--|--|--|--|
| Number of Customers | | Number of customers Without An AT&T Catch Product | |
| Number of Customer Locations | | Number of Customers with a Competitive Catch Product in their Service Area | |
| Number of Services | | Number of Customers Without AT&T or Competitive Catch Product | |
| Number of Customers with an AT&T Catch Product Available in their Service Area | | Under Assessment, may have AT&T or Competitive Catch Product | |

Competitive Presence

| COMPETITOR | TECHNOLOGY | Percent Covered |
|-------------------|------------|-----------------|
| No Records Found. | | |

Carbon Hill Consumer: PreferredPack Plan (Grandfathered)

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| CRHLALNM | BellSouth Telecommunications, LLC | AT&T Alabama (BellSouth Telecommunications, LLC) | CH8 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Guidebook Reference |
|-------------------------|--------------------|---------|---|
| Intrastate | Dominant | 1857952 | AL Gen Exchg GB: A103.2.12 USOC: PAMA5 |

| Product Retirement | |
|----------------------------|--------------------|
| Service to be Discontinued | PreferredPack Plan |

| Service Description |
|--|
| The Preferred Pack plan provides a flat rate access line with Touch-Tone capability and entitles a residence subscriber to unlimited calling to all exchange access lines within the subscriber's local calling area 3. The plan also entitles a residence subscriber to unlimited use of 9 features/services. |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Moves, Add, Changes |
|--------------------------------------|-------------|------------------------------|
| | | |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook Link |
|--|------------------------|---|
| | | http://cpr.web.att.com/pdf/al/g103.pdf |

| Next Generation Product Offer | |
|--|---|
| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
| AT&T U-Verse Voice 200 BOT with Internet Speed Range: 3MB- 100MB Rack Rate Price Range: \$41.00 to \$111.00 | AT&T U-verse Voice 200 BOT includes 200 minutes per month with over 20 advanced voice features. \$.05 per minute after 200 minutes includes Canada. 200 minutes include unlimited local calling and 200 long distance minutes. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---|---|
| AT&T U-Verse Voice Unlimited with Internet Speed Range: 3MB to 100MB; Rack Rate Price Range: \$51.00 to \$121.00 | AT&T U-verse Voice Unlimited includes Unlimited Calls to US and Canada with over 20 advanced voice features. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---|--|
| AT&T U-verse International with Internet Speed Range: 3MB to 100MB; Rack Rate Price Range: \$56.00 to \$126.00 | AT&T U-verse Voice International includes Unlimited calls to US and Canada and low rates to International countries with over 20 advanced voice features. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|--|---|
| AT&T Wireless Home Phone/ \$19.99 per month/\$9.99 when added with Family Talk | Unlimited Nationwide Calling- Home Phone with Wireless Network with Caller ID, Three Way Calling, Call Forwarding and Voicemail |

| Demand Count | | | |
|--|--|--|--|
| Number of Customers | | Number of customers Without An AT&T Catch Product | |
| Number of Customer Locations | | Number of Customers with a Competitive Catch Product in their Service Area | |
| Number of Services | | Number of Customers Without AT&T or Competitive Catch Product | |
| Number of Customers with an AT&T Catch Product Available in their Service Area | | Under Assessment, may have AT&T or Competitive Catch Product | |

| Competitive Presence | | |
|------------------------|---|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| CHARTER COMMUNICATIONS | Cable C DOWN : 100 Mbps - C UP : 4 Mbps | 100.00 % |
| HUGHESNET | SATELLITE | 100.00 % |
| DISH NETWORK | SATELLITE | 100.00 % |
| DIRECTV | SATELLITE | 100.00 % |
| Sprint | WIRELESS 3G | 33.33 % |
| Verizon Wireless | WIRELESS LTE | 33.33 % |
| T-Mobile USA | WIRELESS 3G | 100.00 % |

Carbon Hill Consumer: Custom Rate Plan (Active)

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| CRHLALNM | BellSouth Telecommunications, LLC | AT&T Alabama (BellSouth Telecommunications, LLC) | CH9 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Guidebook Reference |
|-------------------------|--------------------|---------|--|
| Intrastate | Dominant | 1857952 | AL Gen Exchg GB: A20.3.9 USOC OSR20 |

| Product Retirement | |
|----------------------------|------------------|
| Service to be Discontinued | Custom Rate Plan |

| Service Description |
|--|
| Custom Rate Plan is an Optional Calling Plan offered to residential customers and is applicable to intrastate intraLATA long distance calls originated and terminated in the customer's home state. Eligible calls include those dialed on a Station-to-Station basis (as either Dial, Dial Calling Card, or Operator) or on a Person-to-Person basis. |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Moves, Add, Changes |
|--------------------------------------|-------------|------------------------------|
| █ | █ | █ |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook Link |
|--|------------------------|---|
| █ | █ | http://cpr.web.att.com/pdf/al/g020.pdf |

Next Generation Product Offer

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---|---|
| AT&T U-Verse Voice 200 BOT with Internet Speed Range: 3MB- 100MB Rack Rate Price Range: \$41.00 to \$111.00 | AT&T U-verse Voice 200 BOT includes 200 minutes per month with over 20 advanced voice features. \$.05 per minute after 200 minutes includes Canada. 200 minutes include unlimited local calling and 200 long distance minutes. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---|---|
| AT&T U-Verse Voice Unlimited with Internet Speed Range: 3MB to 100MB Rack Rate Price Range: \$51.00 to \$121.00 | AT&T U-verse Voice Unlimited includes Unlimited Calls to US and Canada with over 20 advanced voice features. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---|--|
| AT&T U-verse International with Internet Speed Range: 3MB to 100MB Rack Rate Price Range: \$56.00 to \$126.00 | AT&T U-verse Voice International includes Unlimited calls to US and Canada and low rates to International countries with over 20 advanced voice features. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|--|---|
| AT&T Wireless Home Phone/ \$19.99 per month/\$9.99 when added with Family Talk | Unlimited Nationwide Calling- Home Phone with Wireless Network with Caller ID, Three Way Calling, Call Forwarding and Voicemail |

Demand Count

| | | | |
|--|---|--|---|
| Number of Customers | █ | Number of customers Without An AT&T Catch Product | █ |
| Number of Customer Locations | █ | Number of Customers with a Competitive Catch Product in their Service Area | █ |
| Number of Services | █ | Number of Customers Without AT&T or Competitive Catch Product | █ |
| Number of Customers with an AT&T Catch Product Available in their Service Area | █ | Under Assessment, may have AT&T or Competitive Catch Product | █ |

Competitive Presence

| COMPETITOR | TECHNOLOGY | Percent Covered |
|------------------------|---|-----------------|
| CHARTER COMMUNICATIONS | Cable C DOWN : 100 Mbps - C UP : 4 Mbps | 100.00 % |
| HUGHESNET | SATELLITE | 100.00 % |
| DISH NETWORK | SATELLITE | 100.00 % |
| DIRECTV | SATELLITE | 100.00 % |
| Verizon Wireless | WIRELESS LTE | 100.00 % |
| T-Mobile USA | WIRELESS 3G | 100.00 % |

Carbon Hill Consumer: Easy Calling Plans, Plan No.1 (Active)

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| CRHLALNM | BellSouth Telecommunications, LLC | AT&T Alabama (BellSouth Telecommunications, LLC) | CH10 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Guidebook Reference |
|-------------------------|--------------------|---------|-------------------------------------|
| Intrastate | Dominant | 1857952 | AL Gen Exchg. GB: A20.4, USOC OC910 |

| Product Retirement | |
|----------------------------|-------------------------------|
| Service to be Discontinued | Easy Calling Plans, Plan No.1 |

| Service Description |
|--|
| An optional intrastate intraLATA toll calling plan that allows all direct dialed sent paid (non-operator assisted) intrastate calls that originate and terminate in the customer's home Calling Zone/LATA to be rated at \$.10 per minute. |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Moves, Add, Changes |
|--------------------------------------|-------------|------------------------------|
| | | |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook Link |
|--|------------------------|---|
| | | http://cpr.web.att.com/pdf/alq020.pdf |

| Next Generation Product Offer | |
|---|---|
| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
| AT&T U-Verse Voice 200 BOT with Internet Speed Range: 3MB- 100MB Rack Rate Price Range: \$41.00 to \$111.00 | AT&T U-verse Voice 200 BOT includes 200 minutes per month with over 20 advanced voice features. \$.05 per minute after 200 minutes includes Canada. 200 minutes include unlimited local calling and 200 long distance minutes. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---|---|
| AT&T U-Verse Voice Unlimited with Internet Speed Range: 3MB to 100MB Rack Rate Price Range: \$51.00 to \$121.00 | AT&T U-verse Voice Unlimited includes Unlimited Calls to US and Canada with over 20 advanced voice features. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---|--|
| AT&T U-verse International with Internet Speed Range: 3MB to 100MB Rack Rate Price Range: \$56.00 to \$126.00 | AT&T U-verse Voice International includes Unlimited calls to US and Canada and low rates to International countries with over 20 advanced voice features. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|--|---|
| AT&T Wireless Home Phone/ \$19.99 per month/\$9.99 when added with Family Talk | Unlimited Nationwide Calling- Home Phone with Wireless Network with Caller ID, Three Way Calling, Call Forwarding and Voicemail |

| Demand Count | | | |
|--|--|--|--|
| Number of Customers | | Number of customers Without An AT&T Catch Product | |
| Number of Customer Locations | | Number of Customers with a Competitive Catch Product in their Service Area | |
| Number of Services | | Number of Customers Without AT&T or Competitive Catch Product | |
| Number of Customers with an AT&T Catch Product Available in their Service Area | | Under Assessment, may have AT&T or Competitive Catch Product | |

| Competitive Presence | | |
|------------------------|---|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| CHARTER COMMUNICATIONS | Cable C DOWN : 100 Mbps - C UP : 4 Mbps | 100.00 % |
| HUGHESNET | SATELLITE | 100.00 % |
| DISH NETWORK | SATELLITE | 100.00 % |
| DIRECTV | SATELLITE | 100.00 % |
| Sprint | WIRELESS 3G | 33.34 % |
| Verizon Wireless | WIRELESS LTE | 83.34 % |
| T-Mobile USA | WIRELESS 3G | 83.34 % |

Carbon Hill Consumer: Integrated Services Digital Network (ISDN),Residence Srvc (IRS) (Active)

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| CRHLALNM | BellSouth Telecommunications, LLC | AT&T Florida (BellSouth Telecommunications, LLC) | CH11 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Guidebook Reference |
|-------------------------|--------------------|---------|---|
| Intrastate | Dominant | 1857952 | AL Gen Exchng GB A42.2 USOC: LQAFX,LQGFY |

| Product Retirement | |
|----------------------------|---|
| Service to be Discontinued | Integrated Services Digital Network (ISDN), Residence Service (IRS) |

| Service Description |
|--|
| Residence Service (IRS) supports simultaneous transmission of voice, data, and packet services on the same exchange access line. Calling/Called Number Delivery, Calling Name Delivery, and Call Hold are included with this service. IRS provides a method of access to the telephone network called Basic Rate Access. Basic Rate Access consists of the ability to access up to two 64 Kbps (B) channels and one 16 Kbps (D) channel at the service delivery point. IRS is provided through Basic Rate Access. Features are available to increase the capability of the Bearer Alternative Service and may be subscribed to on an as-needed basis. B channel circuit switched services offer up to 64 Kbps intra-office transmission of voice or data. This option permits the customer to utilize either circuit voice or data transmission paths on a per call selection basis. Transmission on the B channel will be circuit switched at 64 Kbps within the switch and/or equipped facilities between ISDN compatible central offices. |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Moves, Add, Changes |
|--------------------------------------|-------------|------------------------------|
| █ | █ | █ |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook Link |
|--|------------------------|---|
| █ | █ | http://cpr.web.att.com/pdf/fl/g042.pdf |

| Next Generation Product Offer | |
|---|---|
| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
| AT&T U-Verse Voice 200 BOT with Internet Speed Range: 3MB- 100MB Rack Rate Price Range: \$41.00 to \$111.00 | AT&T U-verse Voice 200 BOT includes 200 minutes per month with over 20 advanced voice features. \$.05 per minute after 200 minutes includes Canada. 200 minutes include unlimited local calling and 200 long distance minutes. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---|---|
| AT&T U-Verse Voice Unlimited with Internet Speed Range: 3MB to 100MB Rack Rate Price Range: \$51.00 to \$121.00 | AT&T U-verse Voice Unlimited includes Unlimited Calls to US and Canada with over 20 advanced voice features. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---|--|
| AT&T U-verse International with Internet Speed Range: 3MB to 100MB Rack Rate Price Range: \$56.00 to \$126.00 | AT&T U-verse Voice International includes Unlimited calls to US and Canada and low rates to International countries with over 20 advanced voice features. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|--|---|
| AT&T Wireless Home Phone/ \$19.99 per month/\$9.99 when added with Family Talk | Unlimited Nationwide Calling- Home Phone with Wireless Network with Caller ID, Three Way Calling, Call Forwarding and Voicemail |

| Demand Count | | | |
|--|---|--|---|
| Number of Customers | █ | Number of customers Without An AT&T Catch Product | █ |
| Number of Customer Locations | █ | Number of Customers with a Competitive Catch Product in their Service Area | █ |
| Number of Services | █ | Number of Customers Without AT&T or Competitive Catch Product | █ |
| Number of Customers with an AT&T Catch Product Available in their Service Area | █ | Under Assessment, may have AT&T or Competitive Catch Product | █ |

| Competitive Presence | | |
|----------------------|------------|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| No Records Found. | | |

Carbon Hill Consumer: Complete Choice Service (Grandfathered)

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| CRHLALNM | BellSouth Telecommunications, LLC | AT&T Alabama (BellSouth Telecommunications, LLC) | CH12 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Guidebook Reference |
|-------------------------|--------------------|---------|--|
| Intrastate | Dominant | 1857952 | AL Gen Exchange GB A103.2.10 USOC Vr3, VSB, CCML2, CCML3 |

| Product Retirement | |
|----------------------------|-------------------------|
| Service to be Discontinued | Complete Choice Service |

| Service Description |
|---|
| Complete Choice service provides a flat rate access line with Touch-Tone capability and unlimited calling to all exchange access lines in the subscriber's local calling area. It also entitles a residence subscriber to unlimited use of 32 services/features. Residence customers may subscribe to the Two-Line Plan or the Three-Line Plan for Complete Choice service. All lines in each multi-line package must be billed to the same account and located at the same premises. |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Moves, Add, Changes |
|--------------------------------------|-------------|------------------------------|
| ■ | ■ | ■ |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook Link |
|--|------------------------|---|
| ■ | ■ | http://cpr.web.att.com/pdf/al/q103.pdf |

| Next Generation Product Offer | |
|---|---|
| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
| AT&T U-Verse Voice 200 BOT with Internet Speed Range: 3MB- 100MB Rack Rate Price Range: \$41.00 to \$111.00 | AT&T U-verse Voice 200 BOT includes 200 minutes per month with over 20 advanced voice features. \$.05 per minute after 200 minutes includes Canada. 200 minutes include unlimited local calling and 200 long distance minutes. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|--|---|
| AT&T U-Verse Voice Unlimited with Internet Speed Range: 3MB to 100MB; Rack Rate Price Range: \$51.00 to \$121.00 | AT&T U-verse Voice Unlimited includes Unlimited Calls to US and Canada with over 20 advanced voice features. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|--|--|
| AT&T U-verse International with Internet Speed Range: 3MB to 100MB; Rack Rate Price Range: \$56.00 to \$126.00 | AT&T U-verse Voice International includes Unlimited calls to US and Canada and low rates to International countries with over 20 advanced voice features. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|--|---|
| AT&T Wireless Home Phone/ \$19.99 per month/\$9.99 when added with Family Talk | Unlimited Nationwide Calling- Home Phone with Wireless Network with Caller ID, Three Way Calling, Call Forwarding and Voicemail |

| Demand Count | | | |
|--|---|--|---|
| Number of Customers | ■ | Number of customers Without An AT&T Catch Product | ■ |
| Number of Customer Locations | ■ | Number of Customers with a Competitive Catch Product in their Service Area | ■ |
| Number of Services | ■ | Number of Customers Without AT&T or Competitive Catch Product | ■ |
| Number of Customers with an AT&T Catch Product Available in their Service Area | ■ | Under Assessment, may have AT&T or Competitive Catch Product | ■ |

| Competitive Presence | | |
|------------------------|---|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| CHARTER COMMUNICATIONS | Cable C DOWN : 100 Mbps - C UP : 4 Mbps | 100.00 % |
| HUGHESNET | SATELLITE | 100.00 % |
| DISH NETWORK | SATELLITE | 100.00 % |
| DIRECTV | SATELLITE | 100.00 % |
| Sprint | WIRELESS 3G | 66.67 % |
| Verizon Wireless | WIRELESS LTE | 69.05 % |
| T-Mobile USA | WIRELESS 3G | 97.62 % |

Carbon Hill Consumer: Foreign Exchange Service (Active)

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| CRHLALNM | BellSouth Telecommunications, LLC | AT&T Alabama (BellSouth Telecommunications, LLC) | CH13 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Guidebook Reference |
|-------------------------|--------------------|---------|--|
| Intrastate | Dominant | 1857952 | AL Gen Exchg GB A9.1.3 USOC 1LH++,FRT++ |

| Product Retirement | |
|----------------------------|--------------------------|
| Service to be Discontinued | Foreign Exchange Service |

| Service Description |
|---|
| A classification of exchange service furnished to a subscriber from an exchange other than the one from which they would normally be served |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Moves, Add, Changes |
|--------------------------------------|-------------|------------------------------|
| ██████████ | ██████████ | ██████████ |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook Link |
|--|------------------------|---|
| ██████████ | ██████████ | http://cpr.web.att.com/pdf/al/g009.pdf |

| Next Generation Product Offer | |
|-------------------------------|---------------------------|
| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
| n/a | n/a |

| Demand Count | | | |
|--|---|--|---|
| Number of Customers | █ | Number of customers Without An AT&T Catch Product | █ |
| Number of Customer Locations | █ | Number of Customers with a Competitive Catch Product in their Service Area | █ |
| Number of Services | █ | Number of Customers Without AT&T or Competitive Catch Product | █ |
| Number of Customers with an AT&T Catch Product Available in their Service Area | █ | Under Assessment, may have AT&T or Competitive Catch Product | █ |

| Competitive Presence | | |
|----------------------|------------|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| No Records Found. | | |

Carbon Hill Consumer: Foreign Central Office Service (Active)

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| CRHLALNM | BellSouth Telecommunications, LLC | AT&T Alabama (BellSouth Telecommunications, LLC) | CH 14 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Guidebook Reference |
|-------------------------|--------------------|---------|---|
| Intrastate | Dominant | 1857952 | AL Gen Exchg GB: A9.2.2 USOC 1LX++ |

| Product Retirement | |
|----------------------------|--------------------------------|
| Service to be Discontinued | Foreign Central Office Service |

| Service Description |
|---|
| Foreign Central Office Service is exchange service furnished to a subscriber in a multi-office exchange from a central office |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Moves, Add, Changes |
|--------------------------------------|-------------|------------------------------|
| ██████████ | ██████████ | ██████████ |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook Link |
|--|------------------------|---|
| ██████████ | ██████████ | http://cpr.web.att.com/pdf/al/g009.pdf |

| Next Generation Product Offer | |
|-------------------------------|---------------------------|
| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
| | |

| Demand Count | | | |
|--|---|--|---|
| Number of Customers | █ | Number of customers Without An AT&T Catch Product | █ |
| Number of Customer Locations | █ | Number of Customers with a Competitive Catch Product in their Service Area | █ |
| Number of Services | █ | Number of Customers Without AT&T or Competitive Catch Product | █ |
| Number of Customers with an AT&T Catch Product Available in their Service Area | █ | Under Assessment, may have AT&T or Competitive Catch Product | █ |

| Competitive Presence | | |
|----------------------|------------|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| No Records Found. | | |

Carbon Hill Consumer: DSL Direct

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| CRHLALNM | BellSouth Telecommunications, LLC | AT&T Florida (BellSouth Telecommunications, LLC) | CH15 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Tariff Reference (Tariff) |
|-------------------------|--------------------|-----|---------------------------|
| n/a | n/a | n/a | N/A |

| Product Retirement | | | |
|--|--|--|--|
| DSL Direct (Elite, Pro, Express and Basic) | | | |

| Service Description |
|---|
| DSL WITHOUT home phone service: DSL Direct Elite up to 6.0 Mbps downstream and up to 768 Kbps Upstream; DSL Direct Pro up to 3.0 Mbps Downstream and up to 512 Kbps Upstream;DSL Direct Basic up to 768 Kbps Downstream and up to 384 Kbps Upstream. |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| ■ | ■ | ■ |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE |
|--|------------------------|
| ■ | ■ |

| Next Generation Product Offer | |
|---|--|
| CATCH PRODUCT NAME | CATCH PRODUCT DESCRIPTION |
| AT&T U-Verse HSIA. Speed Range: 3MB to 100MB Rack Rate Price Range: \$41.00 to \$110.00 | High Speed Internet providing streaming video, large downloads, gaming with speeds available up to 24Mbps and access to national AT&T Wi-Fi Hot Spot network included. Requires the purchase of IP Broadband |

| Demand Count | | | |
|---|---|---|---|
| Number of Customers | ■ | Number of Services Without An AT&T Catch Product | ■ |
| Number of Customer Locations | ■ | Number of Services with a Competitive Catch Product in their Service Area | ■ |
| Number of Services | ■ | Number of Services Without AT&T or Competitive Catch Product | ■ |
| Number of Services with an AT&T Catch Product Available in their Service Area | ■ | | |

| Competitive Presence | | |
|------------------------|---|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| CHARTER COMMUNICATIONS | Cable C DOWN : 105 Mbps - C UP : 768 Kbps | 100% |
| HUGHESNET | Cable C DOWN : UNKNOWN - C UP : UNKNOWN | 90.00 % |
| DISH NETWORK | SATELLITE | 75.00 % |
| DIRECTV | SATELLITE | 100% |
| SPRINT | SATELLITE | 100% |
| VERIZON WIRELESS | SATELLITE | 100% |
| T-Mobile USA | WIRELESS LTE | 100% |

Carbon Hill Consumer: DSL Line Share

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| CRHLALNM | BellSouth Telecommunications, LLC | AT&T Florida (BellSouth Telecommunications, LLC) | CH16 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Tariff Reference (Tariff |
|-------------------------|--------------------|-----|--------------------------|
| n/a | n/a | n/a | N/A |

Product Retirement

DSL Line Share

Service Description

DSL **WITH** home phone service: DSL Direct Elite up to 6.0 Mbps downstream and up to 768 Kbps Upstream; DSL Direct Pro up to 3.0 Mbps Downstream and up to 512 Kbps Upstream; DSL Direct Basic up to 768 Kbps Downstream and up to 384 Kbps Upstream.

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| ■ | ■ | ■ |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE |
|--|------------------------|
| ■ | ■ |

Next Generation Product Offer

| CATCH PRODUCT NAME | CATCH PRODUCT DESCRIPTION |
|--|---|
| AT&TU-Verse HSIA. Speed Range: 3MB to 100MB Rack Rate Price Range: \$41.00 to \$110.00 | High Speed Internet providing streaming video, large downloads, gaming with speeds available up to 24Mbps and access to national AT&T Wi-Fi Hot Spot network included. Requires the purchase of IP Broadband. |

Demand Count

| | | | |
|---------------------|---|--|---|
| Number of Customers | ■ | Number of Services Without An AT&T Catch Product | ■ |
|---------------------|---|--|---|

| | | | |
|------------------------------|---|---|---|
| Number of Customer Locations | ■ | Number of Services with a Competitive Catch Product in their Service Area | ■ |
|------------------------------|---|---|---|

| | | | |
|--------------------|---|--|---|
| Number of Services | ■ | Number of Services Without AT&T or Competitive Catch Product | ■ |
|--------------------|---|--|---|

| | |
|---|---|
| Number of Services with an AT&T Catch Product Available in their Service Area | ■ |
|---|---|

Competitive Presence

| COMPETITOR | TECHNOLOGY | Percent Covered |
|------------------------|---|-----------------|
| CHARTER COMMUNICATIONS | Cable C DOWN : 105 Mbps - C UP : 768 Kbps | 100% |
| HUGHESNET | Cable C DOWN : UNKNOWN - C UP : UNKNOWN | 90.00 % |
| DISH NETWORK | SATELLITE | 75.00 % |
| DIRECTV | SATELLITE | 100% |
| SPRINT | SATELLITE | 100% |
| VERIZON WIRELESS | SATELLITE | 100% |
| T-Mobile USA | WIRELESS LTE | 100% |

Carbon Hill Consumer: End User Access Service (Active)

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| CRHLALNM | BellSouth Telecommunications, LLC | AT&T Alabama (BellSouth Telecommunications, LLC) | CH17 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Tariff Reference |
|-------------------------|--------------------|---------|---|
| Interstate | Dominant | 1857952 | FCC Tariff #1 Access Services. USOC(s): 9LM 9ZR, |

| Product Retirement |
|-------------------------|
| End User Access Service |

| Service Description |
|---|
| End User Access service provides for the use of an End User Common Line by an end user. AT&T provides End User Access service to end users who obtain local exchange service from its general interstate or local exchange tariffs. |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| ■ | ■ | ■ |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Tariff Link |
|--|------------------------|---|
| ■ | ■ | http://cpr.att.com/pdf/fcc/1004.pdf |

| Next Generation Product Offer | |
|-------------------------------|---------------------------|
| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
| N/A | |

| Demand Count | | | |
|---------------------|---|--|---|
| Number of Customers | ■ | Number of Services Without An AT&T Catch Product | ■ |

Carbon Hill Consumer: Complete Choice Enhanced (Active)

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| CRHLALNM | BellSouth Telecommunications, LLC | AT&T Alabama (BellSouth Telecommunications, LLC) | CH18 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Guidebook Reference |
|-------------------------|--------------------|---------|---|
| Intrastate | Dominant | 1857952 | AL Gen Exchg A3.2.1 USOC: PAMA8 |

| Product Retirement | |
|----------------------------|-------------------------------|
| Service to be Discontinued | Complete Choice Basic Service |

| Service Description |
|---|
| Complete Choice Enhanced service provides a flat rate access line and unlimited calling to all exchange access lines within the subscriber's local calling area. Subscribers may select an unlimited number of the following compatible services or features: Custom Calling, TouchStar, RingMaster, Message Waiting Indicator. *some exclusions may apply. |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| | | |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook Link |
|--|------------------------|---|
| | | http://cpr.web.att.com/pdf/al/g003.pdf |

| Next Generation Product Offer | |
|--|---|
| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
| AT&T U-Verse Voice 200 BOT with Internet Speed Range: 3MB- 100MB Rack Rate Price Range: \$41.00 to \$111.00 | AT&T U-verse Voice 200 BOT includes 200 minutes per month with over 20 advanced voice features. \$.05 per minute after 200 minutes includes Canada. 200 minutes include unlimited local calling and 200 long distance minutes. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|--|---|
| AT&T U-Verse Voice Unlimited with Internet Speed Range: 3MB to 100MB Rack Rate Price Range: \$51.00 to \$121.00 | AT&T U-verse Voice Unlimited includes Unlimited Calls to US and Canada with over 20 advanced voice features. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|--|--|
| AT&T U-verse International with Internet Speed Range: 3MB to 100MB Rack Rate Price Range: \$56.00 to \$126.00 | AT&T U-verse Voice International includes Unlimited calls to US and Canada and low rates to International countries with over 20 advanced voice features. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|--|---|
| AT&T Wireless Home Phone/ \$19.99 per month/\$9.99 when added with Family Talk | Unlimited Nationwide Calling- Home Phone with Wireless Network with Caller ID, Three Way Calling, Call Forwarding and Voicemail |

| Demand Count | | | |
|--|--|--|--|
| Number of Customers | | Number of customers Without An AT&T Catch Product | |
| Number of Customer Locations | | Number of Customers with a Competitive Catch Product in their Service Area | |
| Number of Services | | Number of Customers Without AT&T or Competitive Catch Product | |
| Number of Customers with an AT&T Catch Product Available in their Service Area | | Under Assessment, may have AT&T or Competitive Catch Product | |

| Competitive Presence | | |
|----------------------|------------|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| No Records Found. | | |

King's Point, Consumer Market Product Data Sheets

PUBLIC VERSION

King's Point Consumer: Flat Rate Service, Residence Service, Individual Service (Active)

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| DLBHFLKP | BellSouth Telecommunications, LLC | AT&T Florida (BellSouth Telecommunications, LLC) | KP1 |

| Regulatory Jurisdiction | Type of Regulation | | Guidebook Reference |
|-------------------------|--------------------|---------|--|
| Intrastate | Dominant | 1857952 | FL Gen Exchg GB: A3.4.2 USOC: 1FR, 1FRCL |

| Product Retirement | |
|----------------------------|--|
| Service to be Discontinued | Flat Rate Service, Residence Service, Individual Service |

| Service Description |
|--|
| A classification of exchange access line service for which a stipulated charge is made, regardless of the amount of use. |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| ██████ | ██████ | ██████ |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook Link |
|--|------------------------|---|
| ██████ | ██████ | http://cpr.web.att.com/pdf/fl/g003.pdf |

| Next Generation Product Offer | |
|---|---|
| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
| AT&T U-Verse Voice 200 BOT with Internet Speed Range: 3MB- 100MB Rack Rate Price Range: \$41.00 to \$111.00 | AT&T U-verse Voice 200 BOT includes 200 minutes per month with over 20 advanced voice features. \$.05 per minute after 200 minutes includes Canada. 200 minutes include unlimited local calling and 200 long distance minutes. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---|---|
| AT&T U-Verse Voice Unlimited with Internet Speed Range: 3MB to 100MB Rack Rate Price Range: \$51.00 to \$121.00 | AT&T U-verse Voice Unlimited includes Unlimited Calls to US and Canada with over 20 advanced voice features. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---|--|
| AT&T U-verse International with Internet Speed Range: 3MB to 100MB Rack Rate Price Range: \$56.00 to \$126.00 | AT&T U-verse Voice International includes Unlimited calls to US and Canada and low rates to International countries with over 20 advanced voice features. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|--|---|
| AT&T Wireless Home Phone/ \$19.99 per month/\$9.99 when added with Family Talk | Unlimited Nationwide Calling- Home Phone with Wireless Network with Caller ID, Three Way Calling, Call Forwarding and Voicemail |

| Demand Count | | | |
|--|--------|--|--------|
| Number of Customers | ██████ | Number of customers Without An AT&T Catch Product | ██████ |
| Number of Customer Locations | ██████ | Number of Customers with a Competitive Catch Product in their Service Area | ██████ |
| Number of Services | ██████ | Number of Customers Without AT&T or Competitive Catch Product | ██████ |
| Number of Customers with an AT&T Catch Product Available in their Service Area | ██████ | Under Assessment, may have AT&T or Competitive Catch Product | ██████ |

| Competitive Presence | | |
|------------------------|---|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| COMCAST CORPORATION | Cable C DOWN : 105 Mbps - C UP : 768 Kbps | 98.63 % |
| HOTWIRE COMMUNICATIONS | Cable C DOWN : UNKNOWN - C UP : UNKNOWN | 0.02 % |
| HUGHESNET | SATELLITE | 98.64 % |
| DIRECTV | SATELLITE | 98.64 % |
| DISH NETWORK | SATELLITE | 98.64 % |
| Verizon Wireless | WIRELESS LTE | 98.64 % |
| SPRINT | WIRELESS 3G | 98.64 % |
| T-MOBILE | WIRELESS 3G | 98.64 % |

King's Point Consumer: Flat Rate Service, Area Plus Service (Active)

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| DLBHFLKP | BellSouth Telecommunications, LLC | AT&T Florida (BellSouth Telecommunications, LLC) | KP2 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Guidebook Reference |
|-------------------------|--------------------|---------|--|
| Intrastate | Dominant | 1857952 | FL Gen Exchg GB: A3.4.4, A103.4.3 USOC: VR5, VR5CL, VR6, VR6CL, ACML2, ACML3 |

| Product Retirement | |
|----------------------------|--------------------------------------|
| Service to be Discontinued | Flat Rate Service, Area Plus Service |

| Service Description |
|---|
| Area Plus service provides residence subscribers a flat rate access line with unlimited calling to all access lines within the serving exchange, the additional exchanges in the associated Extended Area Service(EAS)and Extended Calling. |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| | | |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook Link |
|--|------------------------|---|
| | | http://cpr.web.att.com/pdf/fl/g003.pdf |

| Next Generation Product Offer | |
|---|---|
| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
| AT&T U-Verse Voice 200 BOT with Internet Speed Range: 3MB- 100MB Rack Rate Price Range: \$41.00 to \$111.00 | AT&T U-verse Voice 200 BOT includes 200 minutes per month with over 20 advanced voice features. \$.05 per minute after 200 minutes includes Canada. 200 minutes include unlimited local calling and 200 long distance minutes. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---|---|
| AT&T U-Verse Voice Unlimited with Internet Speed Range: 3MB to 100MB Rack Rate Price Range: \$51.00 to \$121.00 | AT&T U-verse Voice Unlimited includes Unlimited Calls to US and Canada with over 20 advanced voice features. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---|--|
| AT&T U-verse International with Internet Speed Range: 3MB to 100MB Rack Rate Price Range: \$56.00 to \$126.00 | AT&T U-verse Voice International includes Unlimited calls to US and Canada and low rates to International countries with over 20 advanced voice features. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|--|---|
| AT&T Wireless Home Phone/ \$19.99 per month/\$9.99 when added with Family Talk | Unlimited Nationwide Calling- Home Phone with Wireless Network with Caller ID, Three Way Calling, Call Forwarding and Voicemail |

| Demand Count | | | |
|--|--|--|--|
| Number of Customers | | Number of customers Without An AT&T Catch Product | |
| Number of Customer Locations | | Number of Customers with a Competitive Catch Product in their Service Area | |
| Number of Services | | Number of Customers Without AT&T or Competitive Catch Product | |
| Number of Customers with an AT&T Catch Product Available in their Service Area | | Under Assessment, may have AT&T or Competitive Catch Product | |

| Competitive Presence | | |
|----------------------|---|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| COMCAST CORPORATION | Cable C DOWN : 105 Mbps - C UP : 768 Kbps | 100.00 % |
| HUGHESNET | SATELLITE | 100.00 % |
| DIRECTV | SATELLITE | 100.00 % |
| DISH NETWORK | SATELLITE | 100.00 % |
| Verizon Wireless | WIRELESS LTE | 100.00 % |
| SPRINT | WIRELESS 3G | 100.00 % |
| T-MOBILE | WIRELESS 3G | 100.00 % |

King's Point Consumer: **Complete Choice Basic Service (Active)**

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| DLBHFLKP | BellSouth Telecommunications, LLC | AT&T Florida (BellSouth Telecommunications, LLC) | KP3 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Guidebook Reference |
|-------------------------|--------------------|---------|-----------------------------------|
| Intrastate | Dominant | 1857952 | FL Gen Exchg GB: A3.49 USOC PAMA7 |

| Product Retirement | |
|----------------------------|-------------------------------|
| Service to be Discontinued | Complete Choice Basic Service |

| Service Description |
|---|
| Complete Choice Basic service provides a flat rate access line and unlimited calling to all exchange access lines within the subscribers local calling area. Subscribers have unlimited use of 2 calling features: Call Waiting ID and Caller ID. |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| | | |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook Link |
|--|------------------------|---|
| | | http://cpr.web.att.com/pdf/fl/g003.pdf |

| Next Generation Product Offer | |
|---|---|
| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
| AT&T U-Verse Voice 200 BOT with Internet Speed Range: 3MB- 100MB Rack Rate Price Range: \$41.00 to \$111.00 | AT&T U-verse Voice 200 BOT includes 200 minutes per month with over 20 advanced voice features. \$.05 per minute after 200 minutes includes Canada. 200 minutes include unlimited local calling and 200 long distance minutes. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---|---|
| AT&T U-Verse Voice Unlimited with Internet Speed Range: 3MB to 100MB Rack Rate Price Range: \$51.00 to \$121.00 | AT&T U-verse Voice Unlimited includes Unlimited Calls to US and Canada with over 20 advanced voice features. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|--|--|
| AT&T U-verse International with Internet Speed Range: 3MB to 100MB; Rack Rate Price Range: \$56.00 to \$126.00 | AT&T U-verse International includes Unlimited calls to US and Canada and low rates to International countries with over 20 advanced voice features. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|--|---|
| AT&T Wireless Home Phone/ \$19.99 per month/\$9.99 when added with Family Talk | Unlimited Nationwide Calling- Home Phone with Wireless Network with Caller ID, Three Way Calling, Call Forwarding and Voicemail |

| Demand Count | | | |
|--|--|--|--|
| Number of Customers | | Number of customers Without An AT&T Catch Product | |
| Number of Customer Locations | | Number of Customers with a Competitive Catch Product in their Service Area | |
| Number of Services | | Number of Customers Without AT&T or Competitive Catch Product | |
| Number of Customers with an AT&T Catch Product Available in their Service Area | | Under Assessment, may have AT&T or Competitive Catch Product | |

| Competitive Presence | | |
|------------------------|---|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| COMCAST CORPORATION | Cable C DOWN : 105 Mbps - C UP : 768 Kbps | 96.67 % |
| HOTWIRE COMMUNICATIONS | Cable C DOWN : UNKNOWN - C UP : UNKNOWN | 0.10 % |
| HUGHESNET | SATELLITE | 96.77 % |
| DIRECTV | SATELLITE | 96.77 % |
| DISH NETWORK | SATELLITE | 96.77 % |
| Verizon Wireless | WIRELESS LTE | 96.77 % |
| SPRINT | WIRELESS 3G | 96.77 % |
| T-MOBILE | WIRELESS 3G | 96.77 % |

King's Point Consumer: **Easy Calling Plans, Plan No.1 (Active)**

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| DLBHFLKP | BellSouth Telecommunications, LLC | AT&T Florida (BellSouth Telecommunications, LLC) | KP4 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Guidebook Reference |
|-------------------------|--------------------|---------|-------------------------------------|
| Intrastate | Dominant | 1857952 | FL Gen Exchg GB: A18.18 USOC: OC910 |

| Product Retirement | |
|----------------------------|-------------------------------|
| Service to be Discontinued | Easy Calling Plans, Plan No.1 |

| Service Description |
|--|
| An optional intrastate intraLATA toll calling plan that allows all direct dialed sent paid (non-operator assisted) intrastate calls that originate and terminate in the customer's home Calling Zone/LATA to be rated at \$.10 per minute. |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| | | |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook Link |
|--|------------------------|---|
| | | http://cpr.web.att.com/pdf/fl/g018.pdf |

| Next Generation Product Offer | |
|---|---|
| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
| AT&T U-Verse Voice 200 BOT with Internet Speed Range: 3MB- 100MB Rack Rate Price Range: \$41.00 to \$111.00 | AT&T U-verse Voice 200 BOT includes 200 minutes per month with over 20 advanced voice features. \$.05 per minute after 200 minutes includes Canada. 200 minutes include unlimited local calling and 200 long distance minutes. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---|---|
| AT&T U-Verse Voice Unlimited with Internet Speed Range: 3MB to 100MB Rack Rate Price Range: \$51.00 to \$121.00 | AT&T U-verse Voice Unlimited includes Unlimited Calls to US and Canada with over 20 advanced voice features. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---|--|
| AT&T U-verse International with Internet Speed Range: 3MB to 100MB Rack Rate Price Range: \$56.00 to \$126.00 | AT&T U-verse Voice International includes Unlimited calls to US and Canada and low rates to International countries with over 20 advanced voice features. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|--|---|
| AT&T Wireless Home Phone/ \$19.99 per month/\$9.99 when added with Family Talk | Unlimited Nationwide Calling- Home Phone with Wireless Network with Caller ID, Three Way Calling, Call Forwarding and Voicemail |

| Demand Count | | | |
|--|--|--|--|
| Number of Customers | | Number of customers Without An AT&T Catch Product | |
| Number of Customer Locations | | Number of Customers with a Competitive Catch Product in their Service Area | |
| Number of Services | | Number of Customers Without AT&T or Competitive Catch Product | |
| Number of Customers with an AT&T Catch Product Available in their Service Area | | Under Assessment, may have AT&T or Competitive Catch Product | |

| Competitive Presence | | |
|----------------------|---|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| COMCAST CORPORATION | Cable C DOWN : 105 Mbps - C UP : 768 Kbps | 100.00 % |
| HUGHESNET | SATELLITE | 100.00 % |
| DIRECTV | SATELLITE | 100.00 % |
| DISH NETWORK | SATELLITE | 100.00 % |
| Verizon Wireless | WIRELESS LTE | 100.00 % |
| SPRINT | WIRELESS 3G | 100.00 % |
| T-MOBILE | WIRELESS 3G | 100.00 % |

King's Point Consumer: **Long Distance Message Telecommunications Service (Active)**

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| DLBHFLKP | BellSouth Telecommunications, LLC | AT&T Florida (BellSouth Telecommunications, LLC) | KP5 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Guidebook Reference |
|-------------------------|--------------------|---------|---|
| Intrastate | Dominant | 1857952 | FL Gen. Excg GB: A18.3 USOC: PAMA1, PAMA2 |

| Product Retirement | |
|----------------------------|--|
| Service to be Discontinued | Long Distance Message Telecommunications Service |

| Service Description |
|--|
| Long Distance Message Telecommunications Service is that of furnishing facilities for communications between stations in different rate centers for either two-point or conference service. Rates for service between points are based on airline mileage between rate centers. In general, each point is designated as a rate center except that certain small towns or communities are assigned adjacent rate centers with which they are closely associated for communication purposes or by community of interest. |

| | | |
|---|--------------------|-------------------------------|
| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
| | | |

| | | |
|---|-------------------------------|---|
| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook Link |
| | | http://cpr.web.att.com/pdf/fl/g018.pdf |

| Next Generation Product Offer | |
|---|---|
| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
| AT&T U-Verse Voice 200 BOT with Internet Speed Range: 3MB- 100MB Rack Rate Price Range: \$41.00 to \$111.00 | AT&T U-verse Voice 200 BOT includes 200 minutes per month with over 20 advanced voice features. \$.05 per minute after 200 minutes includes Canada. 200 minutes include unlimited local calling and 200 long distance minutes. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---|---|
| AT&T U-Verse Voice Unlimited with Internet Speed Range: 3MB to 100MB Rack Rate Price Range: \$51.00 to \$121.00 | AT&T U-verse Voice Unlimited includes Unlimited Calls to US and Canada with over 20 advanced voice features. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---|--|
| AT&T U-verse International with Internet Speed Range: 3MB to 100MB Rack Rate Price Range: \$56.00 to \$126.00 | AT&T U-verse Voice International includes Unlimited calls to US and Canada and low rates to International countries with over 20 advanced voice features. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|--|---|
| AT&T Wireless Home Phone/ \$19.99 per month/\$9.99 when added with Family Talk | Unlimited Nationwide Calling- Home Phone with Wireless Network with Caller ID, Three Way Calling, Call Forwarding and Voicemail |

| Demand Count | | | |
|--|--|--|--|
| Number of Customers | | Number of customers Without An AT&T Catch Product | |
| Number of Customer Locations | | Number of Customers with a Competitive Catch Product in their Service Area | |
| Number of Services | | Number of Customers Without AT&T or Competitive Catch Product | |
| Number of Customers with an AT&T Catch Product Available in their Service Area | | Under Assessment, may have AT&T or Competitive Catch Product | |

| Competitive Presence | | |
|----------------------|---|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| COMCAST CORPORATION | Cable C DOWN : 105 Mbps - C UP : 768 Kbps | 100.00 % |
| HUGHESNET | SATELLITE | 100.00 % |
| DIRECTV | SATELLITE | 100.00 % |
| DISH NETWORK | SATELLITE | 100.00 % |
| Verizon Wireless | WIRELESS LTE | 100.00 % |
| SPRINT | WIRELESS 3G | 100.00 % |
| T-MOBILE | WIRELESS 3G | 100.00 % |

King's Point Consumer: 2 Pack Plan (Grandfathered)

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| DLBHFLKP | BellSouth Telecommunications, LLC | AT&T Florida (BellSouth Telecommunications, LLC) | KP6 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Guidebook Reference # |
|-------------------------|--------------------|---------|---------------------------------------|
| Intrastate | Dominant | 1857952 | FL Gen Exchg GB: A103.4.7 USOC: PAMA6 |

| Product Retirement | |
|----------------------------|-------------|
| Service to be Discontinued | 2 Pack Plan |

| Service Description |
|---|
| The 2 Pack Plan provides a flat rate access line with Touch-Tone capability and unlimited calling to all exchange access lines within the subscribers local calling area. The plan also entitles a residence subscriber to unlimited use of 5 features and services. Subscribers have unlimited use of 6 the features/services. |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| | | |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook Link |
|--|------------------------|---|
| | | http://cpr.web.att.com/pdf/fl/g103.pdf |

| Next Generation Product Offer | |
|---|---|
| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
| AT&T U-Verse Voice 200 BOT with Internet Speed Range: 3MB- 100MB Rack Rate Price Range: \$41.00 to \$111.00 | AT&T U-verse Voice 200 BOT includes 200 minutes per month with over 20 advanced voice features. \$.05 per minute after 200 minutes includes Canada. 200 minutes include unlimited local calling and 200 long distance minutes. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|--|---|
| AT&T U-Verse Voice Unlimited with Internet Speed Range: 3MB to 100MB; Rack Rate Price Range: \$51.00 to \$121.00 | AT&T U-verse Voice Unlimited includes Unlimited Calls to US and Canada with over 20 advanced voice features. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|--|--|
| AT&T U-verse International with Internet Speed Range: 3MB to 100MB; Rack Rate Price Range: \$56.00 to \$126.00 | AT&T U-verse Voice International includes Unlimited calls to US and Canada and low rates to International countries with over 20 advanced voice features. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|--|---|
| AT&T Wireless Home Phone/ \$19.99 per month/\$9.99 when added with Family Talk | Unlimited Nationwide Calling- Home Phone with Wireless Network with Caller ID, Three Way Calling, Call Forwarding and Voicemail |

| Demand Count | | | |
|--|--|--|--|
| Number of Customers | | Number of customers Without An AT&T Catch Product | |
| Number of Customer Locations | | Number of Customers with a Competitive Catch Product in their Service Area | |
| Number of Services | | Number of Customers Without AT&T or Competitive Catch Product | |
| Number of Customers with an AT&T Catch Product Available in their Service Area | | Under Assessment, may have AT&T or Competitive Catch Product | |

| Competitive Presence | | |
|----------------------|---|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| COMCAST CORPORATION | Cable C DOWN : 105 Mbps - C UP : 768 Kbps | 100.00 % |
| HUGHESNET | SATELLITE | 100.00 % |
| DIRECTV | SATELLITE | 100.00 % |
| DISH NETWORK | SATELLITE | 100.00 % |
| Verizon Wireless | WIRELESS LTE | 100.00 % |
| SPRINT | WIRELESS 3G | 100.00 % |
| T-MOBILE | WIRELESS 3G | 100.00 % |

King's Point Consumer: PreferredPack Plan (Grandfathered)

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Project Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| DLBHFLKP | BellSouth Telecommunications, LLC | AT&T Florida (BellSouth Telecommunications, LLC) | KP7 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Guidebook Ref |
|-------------------------|--------------------|---------|---------------------------------------|
| Intrastate | Dominant | 1857952 | FL Gen Exchg GB: A103.4.6 USOC: PAMA5 |

| Product Retirement | |
|----------------------------|--------------------|
| Service to be Discontinued | PreferredPack Plan |

| Service Description |
|--|
| The Preferred Pack plan provides a flat rate access line with Touch-Tone capability and entitles a residence subscriber to unlimited calling to all exchange access lines within the subscriber's local calling area 3. The plan also entitles a residence subscriber to unlimited use of 9 features/services. |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| | | |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook Link |
|--|------------------------|---|
| | | http://cpr.web.att.com/pdf/fl/g103.pdf |

| Next Generation Product Offer | |
|---|---|
| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
| AT&T U-Verse Voice 200 BOT with Internet Speed Range: 3MB- 100MB Rack Rate Price Range: \$41.00 to \$111.00 | AT&T U-verse Voice 200 BOT includes 200 minutes per month with over 20 advanced voice features. \$.05 per minute after 200 minutes includes Canada. 200 minutes include unlimited local calling and 200 long distance minutes. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---|---|
| AT&T U-Verse Voice Unlimited with Internet Speed Range: 3MB to 100MB Rack Rate Price Range: \$51.00 to \$121.00 | AT&T U-verse Voice Unlimited includes Unlimited Calls to US and Canada with over 20 advanced voice features. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---|--|
| AT&T U-verse International with Internet Speed Range: 3MB to 100MB Rack Rate Price Range: \$56.00 to \$126.00 | AT&T U-verse Voice International includes Unlimited calls to US and Canada and low rates to International countries with over 20 advanced voice features. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|--|---|
| AT&T Wireless Home Phone/ \$19.99 per month/\$9.99 when added with Family Talk | Unlimited Nationwide Calling- Home Phone with Wireless Network with Caller ID, Three Way Calling, Call Forwarding and Voicemail |

| Demand Count | | | |
|--|--|--|--|
| Number of Customers | | Number of customers Without An AT&T Catch Product | |
| Number of Customer Locations | | Number of Customers with a Competitive Catch Product in their Service Area | |
| Number of Services | | Number of Customers Without AT&T or Competitive Catch Product | |
| Number of Customers with an AT&T Catch Product Available in their Service Area | | Under Assessment, may have AT&T or Competitive Catch Product | |

| Competitive Presence | | |
|----------------------|---|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| COMCAST CORPORATION | Cable C DOWN : 105 Mbps - C UP : 768 Kbps | 100.00 % |
| HUGHESNET | SATELLITE | 100.00 % |
| DIRECTV | SATELLITE | 100.00 % |
| DISH NETWORK | SATELLITE | 100.00 % |
| Verizon Wireless | WIRELESS LTE | 100.00 % |
| SPRINT | WIRELESS 3G | 100.00 % |
| T-MOBILE | WIRELESS 3G | 100.00 % |

King's Point Consumer: Custom Rate Plan (Active)

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| DLBHFLKP | BellSouth Telecommunications, LLC | AT&T Florida (BellSouth Telecommunications, LLC) | KP8 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Guidebook Reference |
|-------------------------|--------------------|---------|-----------------------------------|
| Intrastate | Dominant | 1857952 | FL Gen Excg GB: A18.21 USOC OSR20 |

| Product Retirement | |
|----------------------------|------------------|
| Service to be Discontinued | Custom Rate Plan |

| Service Description |
|--|
| Custom Rate Plan is an Optional Calling Plan offered to residential customers and is applicable to intrastate intraLATA long distance calls originated and terminated in the customer's home state. Eligible calls include those dialed on a Station-to-Station basis (as either Dial, Dial Calling Card, or Operator) or on a Person-to-Person basis. |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| | | |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook Link |
|--|------------------------|---|
| | | http://cpr.web.att.com/pdf/fl/g018.pdf |

| Next Generation Product Offer | |
|---|---|
| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
| AT&T U-Verse Voice 200 BOT with Internet Speed Range: 3MB- 100MB Rack Rate Price Range: \$41.00 to \$111.00 | AT&T U-verse Voice 200 BOT includes 200 minutes per month with over 20 advanced voice features. \$.05 per minute after 200 minutes includes Canada. 200 minutes include unlimited local calling and 200 long distance minutes. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---|---|
| AT&T U-Verse Voice Unlimited with Internet Speed Range: 3MB to 100MB Rack Rate Price Range: \$51.00 to \$121.00 | AT&T U-verse Voice Unlimited includes Unlimited Calls to US and Canada with over 20 advanced voice features. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---|--|
| AT&T U-verse International with Internet Speed Range: 3MB to 100MB Rack Rate Price Range: \$56.00 to \$126.00 | AT&T U-verse Voice International includes Unlimited calls to US and Canada and low rates to International countries with over 20 advanced voice features. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|--|---|
| AT&T Wireless Home Phone/ \$19.99 per month/\$9.99 when added with Family Talk | Unlimited Nationwide Calling- Home Phone with Wireless Network with Caller ID, Three Way Calling, Call Forwarding and Voicemail |

| Demand Count | | | |
|--|--|--|--|
| Number of Customers | | Number of customers Without An AT&T Catch Product | |
| Number of Customer Locations | | Number of Customers with a Competitive Catch Product in their Service Area | |
| Number of Services | | Number of Customers Without AT&T or Competitive Catch Product | |
| Number of Customers with an AT&T Catch Product Available in their Service Area | | Under Assessment, may have AT&T or Competitive Catch Product | |

| Competitive Presence | | |
|----------------------|---|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| COMCAST CORPORATION | Cable C DOWN : 105 Mbps - C UP : 768 Kbps | 97.62 % |
| HUGHESNET | SATELLITE | 97.62 % |
| DIRECTV | SATELLITE | 97.62 % |
| DISH NETWORK | SATELLITE | 97.62 % |
| Verizon Wireless | WIRELESS LTE | 97.62 % |
| SPRINT | WIRELESS 3G | 97.62 % |
| T-MOBILE | WIRELESS 3G | 97.62 % |

King's Point Consumer: Integrated Services Digital Network(ISDN),ResidenceService(IRS)
(Active)

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| DLBHFLKP | BellSouth Telecommunications, LLC | AT&T Alabama (BellSouth Telecommunications, LLC) | KP9 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Guidebook Reference |
|-------------------------|--------------------|---------|---|
| Intrastate | Dominant | 1857952 | FL Gen Exchg GB: A42.2 USOC: LQAFX, LQGFX |

Product Retirement

| | |
|----------------------------|---|
| Service to be Discontinued | Integrated Services Digital Network (ISDN), Residence Service (IRS) |
|----------------------------|---|

Service Description

Residence Service (IRS) supports simultaneous transmission of voice, data, and packet services on the same exchange access line. Calling/Called Number Delivery, Calling Name Delivery, and Call Hold are included with this service. IRS provides a method of access to the telephone network called Basic Rate Access. Basic Rate Access consists of the ability to access up to two 64 Kbps (B) channels and one 16 Kbps (D) channel at the service delivery point. IRS is provided through Basic Rate Access. B channel circuit switched services offer up to 64 Kbps intra-office transmission of voice or data. This option permits the customer to utilize either circuit voice or data transmission paths on a per call selection basis. Transmission on the B channel will be circuit switched at 64 Kbps within the switch and/or equipped facilities between ISDN compatible central offices.

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| | | |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook Link |
|--|------------------------|---|
| | | http://cpr.web.att.com/pdf/fl/g042.pdf |

Next Generation Product Offer

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---|---|
| AT&T U-Verse Voice 200 BOT with Internet Speed Range: 3MB- 100MB Rack Rate Price Range: \$41.00 to \$111.00 | AT&T U-verse Voice 200 BOT includes 200 minutes per month with over 20 advanced voice features. \$.05 per minute after 200 minutes includes Canada. 200 minutes include unlimited local calling and 200 long distance minutes. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---|---|
| AT&T U-Verse Voice Unlimited with Internet Speed Range: 3MB to 100MB Rack Rate Price Range: \$51.00 to \$121.00 | AT&T U-verse Voice Unlimited includes Unlimited Calls to US and Canada with over 20 advanced voice features. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---|--|
| AT&T U-verse International with Internet Speed Range: 3MB to 100MB Rack Rate Price Range: \$56.00 to \$126.00 | AT&T U-verse Voice International includes Unlimited calls to US and Canada and low rates to International countries with over 20 advanced voice features. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|--|---|
| AT&T Wireless Home Phone/ \$19.99 per month/\$9.99 when added with Family Talk | Unlimited Nationwide Calling- Home Phone with Wireless Network with Caller ID, Three Way Calling, Call Forwarding and Voicemail |

Demand Count

| | | | |
|--|--|--|--|
| Number of Customers | | Number of customers Without An AT&T Catch Product | |
| Number of Customer Locations | | Number of Customers with a Competitive Catch Product in their Service Area | |
| Number of Services | | Number of Customers Without AT&T or Competitive Catch Product | |
| Number of Customers with an AT&T Catch Product Available in their Service Area | | Under Assessment, may have AT&T or Competitive Catch Product | |

Competitive Presence

| COMPETITOR | TECHNOLOGY | Percent Covered |
|---------------------|---|-----------------|
| COMCAST CORPORATION | Cable C DOWN : 105 Mbps - C UP : 768 Kbps | 100.00 % |
| HUGHESNET | SATELLITE | 100.00 % |
| DIRECTV | SATELLITE | 100.00 % |
| DISH NETWORK | SATELLITE | 100.00 % |
| Verizon Wireless | WIRELESS LTE | 100.00 % |
| SPRINT | WIRELESS 3G | 100.00 % |
| T-MOBILE | WIRELESS 3G | 100.00 % |

King's Point Consumer: Complete Choice Service (Grandfathered)

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|--------------------------------------|---|----------------------|
| DLBHFLKP | BellSouth Telecommunications, LLC | AT&T Florida (BellSouth Telecommunications, LLC) | KP10 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Guidebook Reference |
|-------------------------|--------------------|---------|--|
| Intrastate | Dominant | 1857952 | FL Gen. Exng GB: A103.4.3 USOC VR3, VSB, CCML2, CCML3 |

| Product Retirement | |
|----------------------------|-------------------------|
| Service to be Discontinued | Complete Choice Service |

| Service Description |
|---|
| Complete Choice service provides a flat rate access line with Touch-Tone capability and unlimited calling to all exchange access lines in the subscriber's local calling area. It also entitles a residence subscriber to unlimited use of 32 services/features. Residence customers may subscribe to the Two-Line Plan or the Three-Line Plan for Complete Choice service. All lines in each multi-line package must be billed to the same account and located at the same premises. Complete Choice is also available with Area Plus Service. |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| | | |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook Link |
|--|------------------------|---|
| | | http://cpr.web.att.com/pdf/fl/g103.pdf |

| Next Generation Product Offer | |
|---|---|
| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
| AT&T U-Verse Voice 200 BOT with Internet Speed Range: 3MB- 100MB Rack Rate Price Range: \$41.00 to \$111.00 | AT&T U-verse Voice 200 BOT includes 200 minutes per month with over 20 advanced voice features. \$.05 per minute after 200 minutes includes Canada. 200 minutes include unlimited local calling and 200 long distance minutes. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---|---|
| AT&T U-Verse Voice Unlimited with Internet Speed Range: 3MB to 100MB Rack Rate Price Range: \$51.00 to \$121.00 | AT&T U-verse Voice Unlimited includes Unlimited Calls to US and Canada with over 20 advanced voice features. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---|--|
| AT&T U-verse International with Internet Speed Range: 3MB to 100MB Rack Rate Price Range: \$56.00 to \$126.00 | AT&T U-verse Voice International includes Unlimited calls to US and Canada and low rates to International countries with over 20 advanced voice features. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|--|---|
| AT&T Wireless Home Phone/ \$19.99 per month/\$9.99 when added with Family Talk | Unlimited Nationwide Calling- Home Phone with Wireless Network with Caller ID, Three Way Calling, Call Forwarding and Voicemail |

| Demand Count | | | |
|--|--|--|--|
| Number of Customers | | Number of customers Without An AT&T Catch Product | |
| Number of Customer Locations | | Number of Customers with a Competitive Catch Product in their Service Area | |
| Number of Services | | Number of Customers Without AT&T or Competitive Catch Product | |
| Number of Customers with an AT&T Catch Product Available in their Service Area | | Under Assessment, may have AT&T or Competitive Catch Product | |

| Competitive Presence | | |
|----------------------|---|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| COMCAST CORPORATION | Cable C DOWN : 105 Mbps - C UP : 768 Kbps | 100.00 % |
| HUGHESNET | SATELLITE | 100.00 % |
| DIRECTV | SATELLITE | 100.00 % |
| DISH NETWORK | SATELLITE | 100.00 % |
| Verizon Wireless | WIRELESS LTE | 100.00 % |
| SPRINT | WIRELESS 3G | 100.00 % |
| T-MOBILE | WIRELESS 3G | 100.00 % |

King's Point Consumer: Foreign Exchange Service (Active)

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| DLBHFLKP | BellSouth Telecommunications, LLC | AT&T Florida (BellSouth Telecommunications, LLC) | KP11 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Guidebook Reference |
|-------------------------|--------------------|---------|---|
| Intrastate | Dominant | 1857952 | FL Gen Exchg GB: A9.1.6 USOC: 1D9++, 1L9++, BME, FX5++ |

| Product Retirement | |
|----------------------------|--------------------------|
| Service to be Discontinued | Foreign Exchange Service |

| Service Description |
|---|
| A classification of exchange service furnished to a subscriber from an exchange other than the one from which they would normally be served |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| █ | █ | █ |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook Link |
|--|------------------------|---|
| █ | █ | http://cpr.web.att.com/pdf/fl/g009.pdf |

| Next Generation Product Offer | |
|-------------------------------|---------------------------|
| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
| n/a | n/a |

| Demand Count | | | |
|--|---|--|---|
| Number of Customers | █ | Number of customers Without An AT&T Catch Product | █ |
| Number of Customer Locations | █ | Number of Customers with a Competitive Catch Product in their Service Area | █ |
| Number of Services | █ | Number of Customers Without AT&T or Competitive Catch Product | █ |
| Number of Customers with an AT&T Catch Product Available in their Service Area | █ | Under Assessment, may have AT&T or Competitive Catch Product | █ |

| Competitive Presence | | |
|----------------------|------------|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| No records found. | | |

King's Point Consumer: Foreign Central Office Service (Active)

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| DLBHFLKP | BellSouth Telecommunications, LLC | AT&T Florida (BellSouth Telecommunications, LLC) | KP11 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Guidebook Reference |
|-------------------------|--------------------|---------|--|
| Intrastate | Dominant | 1857952 | FL Gen Exchg GB: A9.2 USOC: 1LHGV |

| Product Retirement | |
|----------------------------|--------------------------|
| Service to be Discontinued | Foreign Exchange Service |

| Service Description |
|---|
| Foreign Central Office Service is exchange service furnished to a subscriber in a multi-office exchange from a central office |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| ██████████ | ██████████ | ██████████ |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook Link |
|--|------------------------|---|
| ██████████ | ██████████ | http://cpr.web.att.com/pdf/fl/g009.pdf |

| Next Generation Product Offer | |
|-------------------------------|---------------------------|
| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
| n/a | n/a |

| Demand Count | | | |
|--|---|--|---|
| Number of Customers | █ | Number of customers Without An AT&T Catch Product | █ |
| Number of Customer Locations | █ | Number of Customers with a Competitive Catch Product in their Service Area | █ |
| Number of Services | █ | Number of Customers Without AT&T or Competitive Catch Product | █ |
| Number of Customers with an AT&T Catch Product Available in their Service Area | █ | Under Assessment, may have AT&T or Competitive Catch Product | █ |

| Competitive Presence | | |
|----------------------|------------|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| No records found. | | |

King's Point Consumer: DSL Direct

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| DLBHFLKP | BellSouth Telecommunications, LLC | AT&T Florida (BellSouth Telecommunications, LLC) | KP13 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Tariff Reference (Tariff) |
|-------------------------|--------------------|-----|---------------------------|
| n/a | n/a | n/a | N/A |

| Product Retirement | | | |
|--|--|--|--|
| DSL Direct (Elite, Pro, Express and Basic) | | | |

| Service Description |
|--|
| DSL WITHOUT home phone service: DSL Direct Elite up to 6.0 Mbps downstream and up to 768 Kbps Upstream; DSL Direct Pro up to 3.0 Mbps Downstream and up to 512 Kbps Upstream; DSL Direct Basic up to 768 Kbps Downstream and up to 384 Kbps Upstream. |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| █ | █ | █ |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE |
|--|------------------------|
| █ | █ |

| Next Generation Product Offer | |
|---|--|
| CATCH PRODUCT NAME | CATCH PRODUCT DESCRIPTION |
| AT&T U-Verse HSIA. Speed Range: 3MB to 100MB; Rack Rate Price Range: \$41.00 to \$111.00 | High Speed Internet providing streaming video, large downloads, gaming with speeds available up to 24Mbps and access to national AT&T Wi-Fi Hot Spot network included. Requires the purchase of IP Broadband |

| Demand Count | | | |
|---|---|---|---|
| Number of Customers | █ | Number of Services Without An AT&T Catch Product | █ |
| Number of Customer Locations | █ | Number of Services with a Competitive Catch Product in their Service Area | █ |
| Number of Services | █ | Number of Services Without AT&T or Competitive Catch Product | █ |
| Number of Services with an AT&T Catch Product Available in their Service Area | █ | | |

| Competitive Presence | | |
|----------------------|---|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| COMCAST | Cable C DOWN : 105 Mbps - C UP : 768 Kbps | 99% |
| HUGHESNET | Cable C DOWN : UNKNOWN - C UP : UNKNOWN | 96.00 % |
| DISH NETWORK | SATELLITE | 96.00 % |
| DIRECTV | SATELLITE | 96.00 % |
| SPRINT | 3G | 96.00 % |
| VERIZON WIRELESS | LTE | 96.00 % |
| T-MOBILE USA | 3G | 96.00 % |

King's Point Consumer: DSL Line Share

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| DLBHFLKP | BellSouth Telecommunications, LLC | AT&T Florida (BellSouth Telecommunications, LLC) | KP14 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Tariff Reference (Tariff) |
|-------------------------|--------------------|-----|---------------------------|
| n/a | n/a | n/a | N/A |

| |
|---------------------------|
| Product Retirement |
| DSL Line Share |

| |
|---|
| Service Description |
| DSL WITH home phone service: DSL Direct Elite up to 6.0 Mbps downstream and up to 768 Kbps Upstream; DSL Direct Pro up to 3.0 Mbps Downstream and up to 512 Kbps Upstream; DSL Direct Basic up to 768 Kbps Downstream and up to 384 Kbps Upstream. |

| | | |
|---|--------------------|-------------------------------|
| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
| [REDACTED] | [REDACTED] | [REDACTED] |

| | |
|---|-------------------------------|
| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE |
| [REDACTED] | [REDACTED] |

| Next Generation Product Offer | |
|---|--|
| CATCH PRODUCT NAME | CATCH PRODUCT DESCRIPTION |
| AT&T U-Verse HSIA. Speed Range: 3MB to 100MB; Rack Rate Price Range: \$41.00 to \$111.00 | High Speed Internet providing streaming video, large downloads, gaming with speeds available up to 24Mbps and access to national AT&T Wi-Fi Hot Spot network included. Requires the purchase of IP Broadband |

| | | | |
|---|------------|---|------------|
| Demand Count | | | |
| Number of Customers | [REDACTED] | Number of Services Without An AT&T Catch Product | [REDACTED] |
| Number of Customer Locations | [REDACTED] | Number of Services with a Competitive Catch Product in their Service Area | [REDACTED] |
| Number of Services | [REDACTED] | Number of Services Without AT&T or Competitive Catch Product | [REDACTED] |
| Number of Services with an AT&T Catch Product Available in their Service Area | [REDACTED] | | |

| Competitive Presence | | |
|-----------------------------|---|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| COMCAST | Cable C DOWN : 105 Mbps - C UP : 768 Kbps | 99.00% |
| HUGHESNET | Cable C DOWN : UNKNOWN - C UP : UNKNOWN | 99.00% |
| DISH NETWORK | SATELLITE | 99.00% |
| DIRECTV | SATELLITE | 99.00% |
| SPRINT | 3G | 99.00% |
| VERIZON WIRELESS | LTE | 99.00% |
| T-MOBILE USA | 3G | 99.00% |

King's Point Consumer: End User Access Service (Active)

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| DLBHFLKP | BellSouth Telecommunications, LLC | AT&T Florida (BellSouth Telecommunications, LLC) | KP15 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Tariff Reference |
|-------------------------|--------------------|---------|---|
| Interstate | Dominant | 1857952 | FCC Tariff #1 Access Services. USOC(s): 9LM 9ZR, |

| Product Retirement | |
|-------------------------|--|
| End User Access Service | |

| Service Description |
|---|
| End User Access service provides for the use of an End User Common Line by an end user. AT&T provides End User Access service to end users who obtain local exchange service from its general interstate or local exchange tariffs. |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| ██████████ | ██████████ | ██████████ |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Tariff Link |
|--|------------------------|---|
| ██████████ | ██████████ | http://cpr.att.com/pdf/fcc/1004.pdf |

| Next Generation Product Offer | |
|-------------------------------|---------------------------|
| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
| N/A | |

| Demand Count | | | |
|---------------------|------------|--|------------|
| Number of Customers | ██████████ | Number of Services Without An AT&T Catch Product | ██████████ |

King's Point Consumer: **Complete Choice Enhanced (Active)**

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| CRHLALNM | BellSouth Telecommunications, LLC | AT&T Alabama (BellSouth Telecommunications, LLC) | KP16 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Guidebook Reference |
|-------------------------|--------------------|---------|---|
| Intrastate | Dominant | 1857952 | FL Gen Exchg A3.4.8 USOC: PAMA8 |

| Product Retirement | |
|----------------------------|-------------------------------|
| Service to be Discontinued | Complete Choice Basic Service |

| Service Description |
|---|
| Complete Choice Enhanced service provides a flat rate access line and unlimited calling to all exchange access lines within the subscriber's local calling area. Subscribers may select an unlimited number of the following compatible services or features: Custom Calling, TouchStar, RingMaster, Message Waiting Indicator. *some exclusions may apply. |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| █ | █ | █ |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook Link |
|--|------------------------|---|
| █ | █ | http://cpr.web.att.com/pdf/fl/g003.pdf |

| Next Generation Product Offer | |
|--|---|
| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
| AT&T U-Verse Voice 200 BOT with Internet Speed Range: 3MB- 100MB Rack Rate Price Range: \$41.00 to \$111.00 | AT&T U-verse Voice 200 BOT includes 200 minutes per month with over 20 advanced voice features. \$.05 per minute after 200 minutes includes Canada. 200 minutes include unlimited local calling and 200 long distance minutes. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|--|---|
| AT&T U-Verse Voice Unlimited with Internet Speed Range: 3MB to 100MB Rack Rate Price Range: \$51.00 to \$121.00 | AT&T U-verse Voice Unlimited includes Unlimited Calls to US and Canada with over 20 advanced voice features. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|--|--|
| AT&T U-verse International with Internet Speed Range: 3MB to 100MB Rack Rate Price Range: \$56.00 to \$126.00 | AT&T U-verse Voice International includes Unlimited calls to US and Canada and low rates to International countries with over 20 advanced voice features. Requires the purchase of IP Broadband. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|--|---|
| AT&T Wireless Home Phone/ \$19.99 per month/\$9.99 when added with Family Talk | Unlimited Nationwide Calling- Home Phone with Wireless Network with Caller ID, Three Way Calling, Call Forwarding and Voicemail |

| Demand Count | | | |
|--|---|--|---|
| Number of Customers | █ | Number of customers Without An AT&T Catch Product | █ |
| Number of Customer Locations | █ | Number of Customers with a Competitive Catch Product in their Service Area | █ |
| Number of Services | █ | Number of Customers Without AT&T or Competitive Catch Product | █ |
| Number of Customers with an AT&T Catch Product Available in their Service Area | █ | Under Assessment, may have AT&T or Competitive Catch Product | █ |

| Competitive Presence | | |
|----------------------|------------|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| No Records Found | | |

Carbon Hill, Business Market Product Data Sheets

PUBLIC VERSION

Carbon Hill Business: Individual line Measured Rate Service, Business; Area Calling Service, Access Line, Business; Classroom Communication Service (Active)

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| CRHLALNM | BellSouth Telecommunications, LLC | AT&T Alabama (BellSouth Telecommunications, LLC) | CHB1 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Guidebook Reference |
|-------------------------|--------------------|---------|---|
| Intrastate Dominant | | 1857952 | AL Gen Exchg: A3. 2.9, A3. 7.4, A103.32 USOC: B1M, UPPS2, EEC2A |

| Product Retirement | |
|----------------------------|---|
| Service to be Discontinued | (AL only) Individual line Measured Rate Service, Business; Area Calling Service, Access Line, Business; Classroom Communication Service |

| Service Description |
|---|
| A classification of exchange service which is charged on the basis of local usage, as determined by the number of calls, the duration of the calls, the distance of the calls and the time of day the calls are placed. |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| | | |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook Link |
|--|------------------------|---|
| | | http://cpr.web.att.com/pdf/fl/g003.pdf |

| Next Generation Product Offer | |
|-------------------------------|---|
| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
| New Product - A | All Distance US Domestic VoIP offer, integrated within the IP Broadband, Includes over 20 voice features, plus convenient web-based call management. Offers integrated business phone and wireless voicemail from a single mailbox. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|-----------------|---|
| New Product – B | Hosted IP product that combines local voice, domestic LD, and broadband with the ability to bring your own broadband from AT&T or a competitor. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---------------|--|
| IP Flex Reach | An integrated access, converged solution designed to deliver outbound, inbound, local and long distance calling over AT&T's Internet Protocol (IP) and Virtual Private Network (VPN) services. Also referred to as a Session Initiation Protocol (SIP) Trunking solution. Deployed in situations where customers own their own premises telephony (analog phones, key system, TDM PBX, or IP PBX) equipment. |

| Demand Count | | | |
|---|--|---|--|
| Number of Customers | | Number of Services Without An AT&T Catch Product | |
| Number of Customer Locations | | Number of Services with a Competitive Catch Product in their Service Area | |
| Number of Services | | Number of Services Without AT&T or Competitive Catch Product | |
| Number of Services with an AT&T Catch Product Available in their Service Area | | | |

| Competitive Analysis | | |
|------------------------|---|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| CHARTER COMMUNICATIONS | Cable C DOWN : 100 Mbps - C UP : 4 Mbps | 100.00 % |
| HUGHESNET SATELLITE | | 100.00 % |
| DISH NETWORK | SATELLITE | 100.00 % |
| DIRECTV SATELLITE | | 100.00 % |
| Verizon Wireless | WIRELESS LTE | 60.00 % |
| Sprint | WIRELESS 3G | 60.00 % |
| T-Mobile USA | WIRELESS 3G | 100.00 % |

Carbon Hill Business: Trunk Line Measured Rate Service, Business; Area Calling Service, Trunk Line, Business (Active)

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| CRHLALNM | BellSouth Telecommunications, LLC | AT&T Alabama (BellSouth Telecommunications, LLC) | CHB2 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Guidebook Reference |
|-------------------------|--------------------|---------|---|
| Intrastate Dominant | | 1857952 | AL Gen Exchg GB: A3.74 USOC BMU, TKG, UPPS2 |

| Product Retirement | |
|----------------------------|--|
| Service to be Discontinued | (AL only) Trunk Line Measured Rate Service, Business; Area Calling Service, Trunk Line, Business |

| Service Description |
|---|
| A classification of exchange service which is charged on the basis of local usage, as determined by the number of calls, the duration of the calls, the distance of the calls and the time of day the calls are placed. |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| | | |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook Link |
|--|------------------------|---|
| | | http://cpr.web.att.com/pdf/fl/g003.pdf |

| Next Generation Product Offer | |
|-------------------------------|--|
| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
| New Product - A | All Distance US Domestic VoIP offer, integrated within the IP Broadband, Includes over 20 voice features , plus convenient web-based call management. Offers integrated business phone and wireless voicemail from a single mailbox. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|-----------------|---|
| New Product - B | Hosted IP product that combines local voice, domestic LD, and broadband with the ability to bring your own broadband from AT&T or a competitor. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---------------|--|
| IP Flex Reach | An integrated access, converged solution designed to deliver outbound, inbound, local and long distance calling over AT&T's Internet Protocol (IP) and Virtual Private Network (VPN) services. Also referred to as a Session Initiation Protocol (SIP) Trunking solution. Deployed in situations where customers own their own premises telephony (analog phones, key system, TDM PBX, or IP PBX) equipment. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---------------|---------------------------|
|---------------|---------------------------|

| Demand Count | | | |
|------------------------------|---|---|---|
| Number of Customers | █ | Number of Services Without An AT&T Catch Product | █ |
| Number of Customer Locations | █ | Number of Services with a Competitive Catch Product in their Service Area | █ |
| Number of Services | █ | Number of Services Without AT&T or Competitive Catch Product | █ |

| | |
|---|---|
| Number of Services with an AT&T Catch Product Available in their Service Area | █ |
|---|---|

| Competitive Analysis | | |
|------------------------|---|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| CHARTER COMMUNICATIONS | Cable C DOWN : 100 Mbps - C UP : 4 Mbps | 100.00 % |
| HUGHESNET SATELLITE | | 100.00 % |
| DISH NETWORK | SATELLITE | 100.00 % |
| DIRECTV SATELLITE | | 100.00 % |
| Verizon Wireless | WIRELESS LTE | 33.34 % |
| Sprint | WIRELESS 3G | 100.00 % |
| T-Mobile USA | WIRELESS 3G | 100.00 % |

Carbon Hill Business: Message Rate Service, Business Trunks, (Active)

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Tracking # |
|-------------|-----------------------------------|--|--------------------|
| CRHLALNM | BellSouth Telecommunications, LLC | AT&T Alabama (BellSouth Telecommunications, LLC) | CHB3 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Guidebook Reference |
|-------------------------|--------------------|---------|---|
| Intrastate Dominant | | 1857952 | AL Gen Exg GB: A3.20, A320.4/5 USOC TMC, TM5, TMU, TM3 |

| Product Retirement | |
|----------------------------|--|
| Service to be Discontinued | Message Rate Service, Business Trunks, |

| Service Description |
|--|
| A classification of exchange service which is charged on the basis of local usage as determined by the number of calls placed. |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| | | |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook Link |
|--|------------------------|---|
| | | http://cpr.web.att.com/pdf/fl/q003.pdf |

| Next Generation Product Offer | |
|-------------------------------|--|
| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
| New Product - A | All Distance US Domestic VoIP offer, integrated within the IP Broadband, Includes over 20 voice features, plus convenient web-based call management. Offers integrated business phone and wireless voicemail from a single mailbox |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|-----------------|---|
| New Product - B | Hosted IP product that combines local voice, domestic LD, and broadband with the ability to bring your own broadband from AT&T or a competitor. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---------------|--|
| IP Flex Reach | An integrated access, converged solution designed to deliver outbound, inbound, local and long distance calling over AT&T's Internet Protocol (IP) and Virtual Private Network (VPN) services. Also referred to as a Session Initiation Protocol (SIP) Trunking solution. Deployed in situations where customers own their own premises telephony (analog phones, key system, TDM PBX, or IP PBX) equipment. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---------------|---------------------------|
|---------------|---------------------------|

| Demand Count | | | |
|---------------------|--|--|--|
| Number of Customers | | Number of Services Without An AT&T Catch Product | |

| | | | |
|------------------------------|--|---|--|
| Number of Customer Locations | | Number of Services with a Competitive Catch Product in their Service Area | |
|------------------------------|--|---|--|

| | | | |
|--------------------|--|--|--|
| Number of Services | | Number of Services Without AT&T or Competitive Catch Product | |
|--------------------|--|--|--|

| | |
|---|--|
| Number of Services with an AT&T Catch Product Available in their Service Area | |
|---|--|

| Competitive Analysis | | |
|----------------------|------------|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| No records found. | | |

Carbon Hill Business: BellSouth Primary Rate ISDN (Active)

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| CRHLALNM | BellSouth Telecommunications, LLC | AT&T Alabama (BellSouth Telecommunications, LLC) | CHB4 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Guidebook Reference |
|-------------------------|--------------------|---------|---|
| Intrastate Dominant | | 1857952 | AL Gen Exchg GB: A42 USOC: 1LD1++,1LD2++,PR7++, |

| Product Retirement | |
|----------------------------|-----------------------------|
| Service to be Discontinued | BellSouth Primary rate ISDN |

| Service Description |
|---|
| Integrated Services Digital Network Primary Rate Interface (ISDN PRI) is a voice and data service that provides high-volume access to the public switched telephone network (PSTN). This service lets you transmit data at high speeds to accommodate voice, data, image, and video over the same digital facilities. ISDN PRI provides 23 digital channels over one transport line (a 24th channel carries signaling information). This service offers you one T1 circuit with 23 separate voice lines or a combination of services. |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| | | |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook Link |
|--|------------------------|---|
| | | http://cpr.web.att.com/pdf/fl/q042.pdf |

| Next Generation Product Offer | |
|-------------------------------|--|
| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
| IP Flex Reach | An integrated access, converged solution designed to deliver outbound, inbound, local and long distance calling over AT&T's Internet Protocol (IP) and Virtual Private Network (VPN) services. Also referred to as a Session Initiation Protocol (SIP) Trunking solution. Deployed in situations where customers own their own premises telephony (analog phones, key system, TDM PBX, or IP PBX) equipment. |

| Demand Count | | | |
|---|---|---|---|
| Number of Customers | █ | Number of Services Without An AT&T Catch Product | █ |
| Number of Customer Locations | █ | Number of Services with a Competitive Catch Product in their Service Area | █ |
| Number of Services | █ | Number of Services Without AT&T or Competitive Catch Product | █ |
| Number of Services with an AT&T Catch Product Available in their Service Area | █ | | |

| Competitive Analysis | | |
|----------------------|------------|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| No records found. | | |

Carbon Hill Business: Self-Healing Multi-Nodal Alternate Route Topology Ring (SmartRing) Service (Active)

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| CRHLALNM | BellSouth Telecommunications, LLC | AT&T Alabama (BellSouth Telecommunications, LLC) | CHB5 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Guidebook Reference |
|-------------------------|--------------------|---------|--|
| Intrastate Dominant | | 1857952 | AL PVL GB: B7.7 USOC:1HV++,SH++,NRCCN |

Product Retirement

| | |
|----------------------------|--|
| Service to be Discontinued | Self-Healing Multi-Nodal Alternate Route Topology Ring (SmartRing) Service |
|----------------------------|--|

Service Description

SMARTRing SONET architecture uses a dual-fiber, self-healing ring with a primary path and a protected path HELPING TO prevent any single point of failure. Service automatically switches to the protected path if the primary path fails. All Rings are available in the standard speeds: Bandwidth/Speeds: OC-3, OC-12, OC-48, OC-192

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| ■ | ■ | ■ |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook Link |
|--|------------------------|--|
| ■ | ■ | TBD http://cpr.web.att.com/pdf/al/h007.pdf |

Next Generation Product Offer

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|-----------------|---|
| New Product - E | Ultravailable Express is a DWDM service that will replace the various ILEC and T-Corp SONET Ring products. UVN Express provides the reliable and scalable Ring solution that customers have come to expect from AT&T while providing added value and functionality through enhancements such as eSales and Servicing through Business Direct. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---------------|--|
| UVN | T&Ts Ultravailable® Network Service (UVN) is a fully managed, high-speed, optical transport service that integrates Ethernet, Dense Wavelength Division Multiplexing (DWDM), and Native Wavelength technologies into a single end-to-end network solution. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|------------------------------|--|
| AT&T Switched Ethernet (ASE) | ASE offers Ethernet connectivity for customers with multiple locations in a metro area, with a variety of configurations to meet the customer's needs with flexibility to grow and adapt as the needs change. Ports are offered in 3 sizes: 100 Mbps, 1 Gbps, & 10 Gbps, Committed Information Rate (bandwidth) offered in 20 sizes: 2 Mbps to 10 Gbps. Six classes of service offering the right performance / SLA for your applications. Ethernet Private Line (EPL/EVPL) is offered for connections between two locations while . |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---------------|---------------------------|
| | |

Demand Count

| | | | |
|---------------------|---|--|---|
| Number of Customers | ■ | Number of Services Without An AT&T Catch Product | ■ |
|---------------------|---|--|---|

| | | | |
|------------------------------|---|---|---|
| Number of Customer Locations | ■ | Number of Services with a Competitive Catch Product in their Service Area | ■ |
|------------------------------|---|---|---|

| | | | |
|--------------------|---|--|---|
| Number of Services | ■ | Number of Services Without AT&T or Competitive Catch Product | ■ |
|--------------------|---|--|---|

| | |
|---|---|
| Number of Services with an AT&T Catch Product Available in their Service Area | ■ |
|---|---|

Competitive Analysis

| COMPETITOR | TECHNOLOGY | Percent Covered |
|-------------------|------------|-----------------|
| No records found. | | |

Carbon Hill Business: SubVoice grade Services - Series 1000 Channels

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Trial Tracking Number |
|-------------|-----------------------------------|--|-----------------------|
| CRHLALNM | BellSouth Telecommunications, LLC | AT&T Alabama (BellSouth Telecommunications, LLC) | CHB6 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Guidebook Reference |
|-------------------------|--------------------|---------|--|
| Intrastate Dominant | | 1857952 | AL PVL GB: B3.3, AL Gen Exch GB: A29.2, A29.6 USOC: HB1++,WB1++,HE++,1L++4,O3N5O |

| Product Retirement | |
|----------------------------|--|
| Service to be Discontinued | SubVoice grade Services - Series 1000 Channels |

| Service Description |
|--|
| An analog channel for the transmission of asynchronous, or synchronous serial data at rates of up to 19.2, 50.0, or 230.4 Kbps. Optional arrangements are available for transmission of synchronous serial data rates at 18.74, or 40.8 Kbps. BellSouth® Channelized Trunks provides up to twenty-four Direct Inward Dial (DID). |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| █ | █ | █ |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook Link |
|--|------------------------|--|
| █ | █ | http://cpr.web.att.com/pdf/al/h003.pdf http://cpr.web.att.com/pdf/al/q029.pdf |

| Next Generation Product Offer | |
|-------------------------------|--|
| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
| AT&T Switched Ethernet (ASE) | ASE offers Ethernet connectivity for customers with multiple locations in a metro area, with a variety of configurations to meet the customer's needs with flexibility to grow and adapt as the needs change. Ports are offered in 3 sizes: 100 Mbps, 1 Gbps, & 10 Gbps, Committed Information Rate (bandwidth) offered in 20 sizes: 2 Mbps to 10 Gbps. Six classes of service offering the right performance / SLA for applications. Ethernet Private Line (EPL/EVPL) is offered for connections between two locations while Virtual Private LAN Service (VPLS) is for connections between 3 or more locations. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|----------------------|--|
| ANIRA Over Broadband | AT&T Network Based IP VPN Remote Access (ANIRA) provides secure access across the Internet for Single Users (dial, broadband, cellular/3G, WIFI, Wired Ethernet) using the AT&T Global Network Client (AGNC), and small, multi-user sites (SoHo Small Office, Home Office). ANIRA is a Network Based Remote Access IP VPN service. ANIRA connects to an existing AT&T Layer 3 VPN Networks (EVPN, AVPN, IPeFR, or PNT) via a Private Network Connection (PNC). |

| Demand Count | | | |
|---|---|---|---|
| Number of Customers | █ | Number of Services Without An AT&T Catch Product | █ |
| Number of Customer Locations | █ | Number of Services with a Competitive Catch Product in their Service Area | █ |
| Number of Services | █ | Number of Services Without AT&T or Competitive Catch Product | █ |
| Number of Services with an AT&T Catch Product Available in their Service Area | █ | | |

| Competitive Analysis | | |
|----------------------|------------|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| No records found. | | |

Carbon Hill Business: Voice Grade Service - Series 2000 (Active)

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Project Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| CRHLALNM | BellSouth Telecommunications, LLC | AT&T Alabama (BellSouth Telecommunications, LLC) | CHB7 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Guidebook Reference |
|-------------------------|--------------------|---------|---|
| Intrastate Dominant | | 1857952 | AL PVL GB: B3.3, B9.1 USOC: P2JHX, P2JWX, P2JUX, P2JQX |

| Product Retirement | |
|----------------------------|-----------------------------------|
| Service to be Discontinued | Voice Grade Service - Series 2000 |

| Service Description |
|--|
| An analog channel for the transmission of asynchronous, or synchronous serial data at rates of up to 19.2, 50.0, or 230.4 Kbps. Optional arrangements are available for transmission of synchronous serial data rates at 18.74, or 40.8 Kbps. AccuPulse service is a digital, switched service that provides full duplex, 56 kilobits per second information transport via a specially equipped two-wire AccuPulse Access Line. Data Transport Access Channel Service provides the data channel facilities between a customer's premises and a central office. |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| | | |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook Link |
|--|------------------------|--|
| | | http://cpr.web.att.com/pdf/al/h003.pdf http://cpr.web.att.com/pdf/al/h009.pdf |

| Next Generation Product Offer | |
|-------------------------------|---|
| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
| AT&T Switched Ethernet (ASE) | ASE offers Ethernet connectivity for customers with multiple locations in a metro area, with a variety of configurations to meet the customer's needs with flexibility to grow and adapt as the needs change. Ports are offered in 3 sizes: 100 Mbps, 1 Gbps, & 10 Gbps. Committed Information Rate (bandwidth) offered in 20 sizes: 2 Mbps to 10 Gbps. Six classes of service offering the right performance / SLA for your applications. Ethernet Private Line (EPL/EVPL) is offered for connections between two locations while Virtual Private LAN Service (VPLS) is for connections between 3 or more locations. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|----------------------|--|
| ANIRA Over Broadband | AT&T Network Based IP VPN Remote Access (ANIRA) provides secure access across the Internet for Single Users (dial, broadband, cellular/3G, WIFI, Wired Ethernet) using the AT&T Global Network Client (AGNC), and small, multi-user sites (SoHo Small Office, Home Office). ANIRA is a Network Based Remote Access IP VPN service. ANIRA connects to an existing AT&T Layer 3 VPN Networks (EVPN, AVPN, IPeFR, or PNT) via a Private Network Connection (PNC). |

| Demand Count | | | |
|---|--|---|--|
| Number of Customers | | Number of Services Without An AT&T Catch Product | |
| Number of Customer Locations | | Number of Services with a Competitive Catch Product in their Service Area | |
| Number of Services | | Number of Services Without AT&T or Competitive Catch Product | |
| Number of Services with an AT&T Catch Product Available in their Service Area | | | |

| Competitive Analysis | | |
|----------------------|------------|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| No records found. | | |

Carbon Hill Business: BellSouth Centrex Service; Multi-Serv (Multi-Serv Plus, Multi-Serv Multi-Account) (Active)

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| CRHLALNM | BellSouth Telecommunications, LLC | AT&T Alabama (BellSouth Telecommunications, LLC) | CHB8 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Guidebook Reference |
|-------------------------|--------------------|---------|--|
| Intrastate Dominant | | 1857952 | AL Gen Exchg GB: A12 USOC: M1ACC,M1ACS,M4LFA,M4LFH,M4LSA,M1LFA,M1M5A |

| Product Retirement | |
|----------------------------|---|
| Service to be Discontinued | BellSouth Centrex Service; Multi-Serv (Multi-Serv Plus, Multi-Serv Multi-Account) |

| Service Description |
|--|
| A hosted phone service with a user-friendly interface, built-in redundancy and 24-hour monitoring and maintenance. |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| | | |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook Link |
|--|------------------------|---|
| | | http://cpr.web.att.com/pdf/al/g012.pdf |

| Next Generation Product Offer | |
|-------------------------------|---|
| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
| New Product - B | Hosted IP product that combines local voice, domestic LD, and broadband with the ability to bring your own broadband from AT&T or a competitor. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---------------|--|
| VDNAE | AT&T Voice DNA provides a network-hosted, Session Initiation Protocol (SIP)-based communications solution. Voice DNA leverages AT&T provided access, converging voice and data applications over one connection, providing our customers with carrier-class features. Eliminates the need for a PBX or IP PBX on the customer's premises. Delivers consistent feature/functionality across multi-locations. Network based, access for remote offices is easily achieved, with a variety of access types supported. Virtually any location can be connected. Lead offer in the 8+ Centrex Customer space. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---------------|--|
| Office@Hand | A complete cloud based phone system, fully integrated VoIP with Bring Your Own Broadband (BYOB). Hosted PBX including local voice, US and Canada LD, Fax, SMS and toll free. Delivered with a mobile first customer experience end to end. Integrated Plug & Ring Ready IP Phones and Softphone clients available. Back down offer to IP Based Offers in IP Green; POTS and Centrex customers. Back down offer in IP red with 4+ users (no requirement for AT&T managed IP services) |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---------------|---------------------------|
|---------------|---------------------------|

| Demand Count | | | |
|---|---|---|---|
| Number of Customers | █ | Number of Services Without An AT&T Catch Product | █ |
| Number of Customer Locations | █ | Number of Services with a Competitive Catch Product in their Service Area | █ |
| Number of Services | █ | Number of Services Without AT&T or Competitive Catch Product | █ |
| Number of Services with an AT&T Catch Product Available in their Service Area | █ | | |

| Competitive Analysis | | |
|----------------------|------------|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| No records found. | | |

Carbon Hill Business 19.2 Kbps Service; DS0 - 2.4 Kbps Service; DS0 - 4.8 Kbps Service ; DS0 - 56 Kbps Service - ; DS0 - 64 Kbps Service - DS0 - 9.6 Kbps Service (Active)

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| CRHLALNM | BellSouth Telecommunications, LLC | AT&T Alabama (BellSouth Telecommunications, LLC) | CHB9 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Guidebook Reference |
|-------------------------|--------------------|---------|---|
| Intrastate Dominant | | 1857952 | AL Gen Exg GB: B7.2 USOC: IRS++, 2UN++, 3LB++, 6BN,SFS |

| Product Retirement | |
|----------------------------|--|
| Service to be Discontinued | SynchroNet Service; DS0 - 19.2 Kbps Service; DS0 - 2.4 Kbps Service; DS0 - 4.8 Kbps Service ; DS0 - 56 Kbps Service - ; DS0 - 64 Kbps Service - DS0 - 9.6 Kbps Service |

| Service Description |
|---|
| A channel for the digital transmission of synchronous serial data at discrete point-to-point bit rates of 2.4 Kbps, 4.8 Kbps, 19.2 Kbps 56 Kbps, 64 Kbps and 9.6 Kbps service |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| | | |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook Link |
|--|------------------------|---|
| | | http://cpr.web.att.com/pdf/al/h007.pdf |

| Next Generation Product Offer | |
|-------------------------------|---|
| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
| AT&T Switched Ethernet (ASE) | ASE offers Ethernet connectivity for customers with multiple locations in a metro area, with a variety of configurations to meet the customer's needs with flexibility to grow and adapt as the needs change. Ports are offered in 3 sizes: 100 Mbps, 1 Gbps, & 10 Gbps, Committed Information Rate (bandwidth) offered in 20 sizes: 2 Mbps to 10 Gbps. Six classes of service offering the right performance / SLA for your applications. Ethernet Private Line (EPL/EVPL) is offered for connections between two locations while Virtual Private LAN Service (VPLS) is for connections between 3 or more locations. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|----------------------|--|
| ANIRA Over Broadband | AT&T Network Based IP VPN Remote Access (ANIRA) provides secure access across the Internet for Single Users (dial, broadband, cellular/3G, WIFI, Wired Ethernet) using the AT&T Global Network Client (AGNC), and small, multi-user sites (SoHo Small Office, Home Office). ANIRA is a Network Based Remote Access IP VPN service. ANIRA connects to an existing AT&T Layer 3 VPN Networks (EVPN, AVPN, IPeFR, or PNT) via a Private Network Connection (PNC). |

| Demand Count | | | |
|---|---|---|---|
| Number of Customers | █ | Number of Services Without An AT&T Catch Product | █ |
| Number of Customer Locations | █ | Number of Services with a Competitive Catch Product in their Service Area | █ |
| Number of Services | █ | Number of Services Without AT&T or Competitive Catch Product | █ |
| Number of Services with an AT&T Catch Product Available in their Service Area | █ | | |

| Competitive Analysis | | |
|----------------------|------------|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| No records found. | | |

Carbon Hill Business : MegaLink, Integration Plus Management Services (IPMS) (Active)

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| CRHLALNM | BellSouth Telecommunications, LLC | AT&T Alabama (BellSouth Telecommunications, LLC) | CHB11 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Guidebook Reference |
|-------------------------|--------------------|---------|---|
| Intrastate Dominant | | 1857952 | AL PVL GG: B7.1 AL Gen Excg GB A32 USOC: 1LDP++, 1LN++, CCO++, MGL++, VUM++, 1PQW, 1LD++, MLL++, P2JP1, APF19, APF1A, APF9A, APF1A, APF9A, APF2D, APF4D, APF9D, DSLWE |

| Product Retirement | |
|----------------------------|--|
| Service to be Discontinued | MegaLink Service (includes MegaLink Channel Service, MegaLink Plus Service, MegaLink Light Service), Integration Plus Management Services (IPMS) |

| Service Description |
|---|
| AT&T Local Private Line Service is a dedicated, private and secure point-to-point connectivity between business locations, hosting centers, data centers and other service providers with safe, efficient and reliable communications at DS1 speeds using AT&T's network. The Integration Plus Management Services Terminal Interface chosen is utilized with either a switched service, private line service or web access service as a means of accessing FlexServ service. |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| | | |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook Link |
|--|------------------------|--|
| | | http://cpr.web.att.com/pdf/al/h007.pdf http://cpr.web.att.com/pdf/al/g032.pdf |

| Next Generation Product Offer | |
|-------------------------------|---|
| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
| AT&T Switched Ethernet (ASE) | ASE offers Ethernet connectivity for customers with multiple locations in a metro area, with a variety of configurations to meet the customer's needs with flexibility to grow and adapt as the needs change. Ports are offered in 3 sizes: 100 Mbps, 1 Gbps, & 10 Gbps. Committed Information Rate (bandwidth) offered in 20 sizes: 2 Mbps to 10 Gbps. Six classes of service offering the right performance / SLA for your applications. Ethernet Private Line (EPL/EVPL) is offered for connections between two locations while Virtual Private LAN Service (VPLS) is for connections between 3 or more locations. |

| Demand Count | | | |
|---|---|---|---|
| Number of Customers | █ | Number of Services Without An AT&T Catch Product | █ |
| Number of Customer Locations | █ | Number of Services with a Competitive Catch Product in their Service Area | █ |
| Number of Services | █ | Number of Services Without AT&T or Competitive Catch Product | █ |
| Number of Services with an AT&T Catch Product Available in their Service Area | █ | | |

| Competitive Analysis | | |
|----------------------|------------|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| No records found. | | |

Carbon Hill Business: Lightgate Service, BellSouth Wavelength Service (Active)

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| CRHLALNM | BellSouth Telecommunications, LLC | AT&T Alabama (BellSouth Telecommunications, LLC) | CHB12 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Guidebook Reference |
|-------------------------|--------------------|---------|---|
| Intrastate Dominant | | 1857952 | AL PVL GB: B7.4 USOC: 1LDP++, 1LN++, CCO++, MGL++, VUM++, 1PQW, 1LD++, MLL++, P2JP1, APF19, APF1A, APF9A, APF1A, APF9A, APF2D, APF4D, APF9D, DSLW |

| Product Retirement | |
|----------------------------|---|
| Service to be Discontinued | Lightgate Service, BellSouth Wavelength Service (Basic Arrangement) |

| Service Description |
|--|
| AT&T Local Private Line Service is a dedicated, private and secure point-to-point connectivity between business locations, hosting centers, data centers and other service providers with safe, efficient and reliable communications at DS3 speeds using AT&T's network. BellSouth Wavelength service Basic Arrangement provides dedicated bandwidth over shared facilities in point-to-point service configurations. |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| | | |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook Link |
|--|------------------------|---|
| | | http://cpr.web.att.com/pdf/al/h007.pdf |

| Next Generation Product Offer | |
|-------------------------------|---|
| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
| AT&T Switched Ethernet (ASE) | ASE offers Ethernet connectivity for customers with multiple locations in a metro area, with a variety of configurations to meet the customer's needs with flexibility to grow and adapt as the needs change. Ports are offered in 3 sizes: 100 Mbps, 1 Gbps, & 10 Gbps, Committed Information Rate (bandwidth) offered in 20 sizes: 2 Mbps to 10 Gbps. Six classes of service offering the right performance / SLA for your applications. Ethernet Private Line (EPL/EVPL) is offered for connections between two locations while Virtual Private LAN Service (VPLS) is for connections between 3 or more locations. |

| Demand Count | | | |
|---|---|---|---|
| Number of Customers | █ | Number of Services Without An AT&T Catch Product | █ |
| Number of Customer Locations | █ | Number of Services with a Competitive Catch Product in their Service Area | █ |
| Number of Services | █ | Number of Services Without AT&T or Competitive Catch Product | █ |
| Number of Services with an AT&T Catch Product Available in their Service Area | █ | | |

| Competitive Analysis | | |
|----------------------|------------|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| No records found. | | |

Carbon Hill Business: Flat Rate Main Station Line Service, individual line, Business; Flat Rate Auxiliary Line Service (Inward Service); BellSouth Business Plus Service, Complete Choice For Business Package, AT&T Business Local Calling Assurance, AT&T Business Local Calling (BLC), BellSouth Business Choice Package

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| CRHLALNM | BellSouth Telecommunications, LLC | AT&T Alabama (BellSouth Telecommunications, LLC) | CHB13 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Guidebook Reference |
|-------------------------|--------------------|---------|---|
| Intrastate Dominant | | 1857952 | AL Gen Exchg: A3.3, A3.4 USOC: 1FB, 1FBCL, MFB, MFBCL, 7FB, 7FBCL, 7MB OFB, YMB, OMB, BF1, BF1CL, BF2, BF2CL, COM++, PGOV1P |

| Product Retirement | |
|----------------------------|---|
| Service to be Discontinued | Flat Rate Main Station Line Service, individual line, Business; Flat Rate Auxiliary Line Service (Inward Service); (AL & FL Packages), BellSouth Business Plus Service, Complete Choice For Business Package, AT&T Business Local Calling Assurance, AT&T Business Local Calling (BLC), BellSouth Business Choice Package |

| Service Description |
|--|
| A classification of exchange access line service for which a stipulated charge is made, regardless of the amount of use. |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| | | |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook Link |
|--|------------------------|---|
| | | http://cpr.web.att.com/pdf/fl/g003.pdf |

| Next Generation Product Offer | |
|-------------------------------|---|
| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
| New Product - A | All Distance US Domestic VoIP offer, integrated within the IP Broadband, Includes over 20 voice features, plus convenient web-based call management. Offers integrated business phone and wireless voicemail from a single mailbox. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|-----------------|---|
| New Product - B | Hosted IP product that combines local voice, domestic LD, and broadband with the ability to bring your own broadband from AT&T or a competitor. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---------------|--|
| IP Flex Reach | An integrated access, converged solution designed to deliver outbound, inbound, local and long distance calling over AT&T's Internet Protocol (IP) and Virtual Private Network (VPN) services. Also referred to as a Session Initiation Protocol (SIP) Trunking solution. Deployed in situations where customers own their own premises telephony (analog phones, key system, TDM PBX, or IP PBX) equipment. |

| Demand Count | | | |
|---------------------|--|--|--|
| Number of Customers | | Number of Services Without An AT&T Catch Product | |

| | | | |
|------------------------------|--|---|--|
| Number of Customer Locations | | Number of Services with a Competitive Catch Product in their Service Area | |
|------------------------------|--|---|--|

| | | | |
|--------------------|--|--|--|
| Number of Services | | Number of Services Without AT&T or Competitive Catch Product | |
|--------------------|--|--|--|

| | |
|---|--|
| Number of Services with an AT&T Catch Product Available in their Service Area | |
|---|--|

| Competitive Analysis | | |
|------------------------|---|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| CHARTER COMMUNICATIONS | Cable C DOWN : 100 Mbps - C UP : 4 Mbps | 90.91 % |
| HUGHESNET SATELLITE | | 90.91 % |
| DISH NETWORK | SATELLITE | 90.91 % |
| DIRECTV SATELLITE | | 90.91 % |
| Verizon Wireless | WIRELESS LTE | 36.37 % |
| Sprint | WIRELESS 3G | 68.19 % |
| T-Mobile USA | WIRELESS 3G | 90.91 % |

Carbon Hill Business: Flat Rate Service, PBX Trunks, Business - Combination - Out dial - Inward only - DID (Direct-In-Dial) - DID Combination (Active)

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| CRHLALNM | BellSouth Telecommunications, LLC | AT&T Alabama (BellSouth Telecommunications, LLC) | CHB14 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Guidebook Reference |
|-------------------------|--------------------|---------|---|
| Intrastate Dominant | | 1857952 | AL Gen Exch GB: A20.3, A2.4.4, A3.2.1 USOC: TFC, TFU, TFN, TDD1X, TDDCX, TFBCX, |

| Product Retirement | |
|----------------------------|---|
| Service to be Discontinued | Flat Rate Service, PBX Trunks, Business - Combination - Out dial - Inward only - DID (Direct-In-Dial) - DID Combination |

| Service Description |
|--|
| A classification of exchange access line service for which a stipulated charge is made, regardless of the amount of use. |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| | | |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook Link |
|--|------------------------|--|
| | | http://cpr.web.att.com/pdf/fl/g003.pdf http://cpr.web.att.com/pdf/al/g020.pdf |

| Next Generation Product Offer | |
|-------------------------------|--|
| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
| New Product - A | All Distance US Domestic VoIP offer, integrated within the IP Broadband, Includes over 20 voice features , plus convenient web-based call management. Offers integrated business phone and wireless voicemail from a single mailbox. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|-----------------|---|
| New Product - B | Hosted IP product that combines local voice, domestic LD, and broadband with the ability to bring your own broadband from AT&T or a competitor. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---------------|--|
| IP Flex Reach | An integrated access, converged solution designed to deliver outbound, inbound, local and long distance calling over AT&T's Internet Protocol (IP) and Virtual Private Network (VPN) services. Also referred to as a Session Initiation Protocol (SIP) Trunking solution. Deployed in situations where customers own their own premises telephony (analog phones, key system, TDM PBX, or IP PBX) equipment. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---------------|---------------------------|
| | |

| Demand Count | | | |
|---------------------|--|--|--|
| Number of Customers | | Number of Services Without An AT&T Catch Product | |

| | | | |
|------------------------------|--|---|--|
| Number of Customer Locations | | Number of Services with a Competitive Catch Product in their Service Area | |
|------------------------------|--|---|--|

| | | | |
|--------------------|--|--|--|
| Number of Services | | Number of Services Without AT&T or Competitive Catch Product | |
|--------------------|--|--|--|

| | |
|---|--|
| Number of Services with an AT&T Catch Product Available in their Service Area | |
|---|--|

| Competitive Analysis | | |
|------------------------|---|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| CHARTER COMMUNICATIONS | Cable C DOWN : 100 Mbps - C UP : 4 Mbps | 100.00 % |
| HUGHESNET SAT | ELLITE | 100.00 % |
| DISH NETWORK | SATELLITE | 100.00 % |
| DIRECTV SAT | ELLITE | 100.00 % |
| Sprint | WIRELESS 3G | 100.00 % |
| T-Mobile USA | WIRELESS 3G | 100.00 % |

Carbon Hill Business : Integrated Service Digital Network (ISDN), ISDN-Business (IBS) (Active)

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| CRHLALNM | BellSouth Telecommunications, LLC | AT&T Alabama (BellSouth Telecommunications, LLC) | CHB15 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Guidebook Reference |
|-------------------------|--------------------|---------|--|
| Intrastate Dominant | | 1857952 | Gen Exchg GB: A42.1 USOC: MI++, LQ++, EW++, QA++, PE++, PR7++, LP++, LT++ |

| Product Retirement | |
|----------------------------|--|
| Service to be Discontinued | Integrated Service Digital Network (ISDN), ISDN-Business (IBS) |

| Service Description |
|--|
| ISDN - Business Service (IBS) supports simultaneous transmission of voice, data, and packet services on the same exchange access line. Calling/Called Number Delivery, Calling Name Delivery, and Call Hold are included with this service. IBS provides a method of access to the telephone network called Basic Rate Access. Basic Rate Access consists of the ability to access up to two 64 Kbps (B) channels and one 16 Kbps (D) channel at the service delivery point. IBS is provided through Basic Rate Access. Features are available to increase the capability of the Bearer Alternative Service and may be subscribed to on an as-needed basis. B channel circuit switched services offer up to 64 Kbps intra-office transmission of voice or data. This option permits the customer to utilize either circuit voice or data transmission paths on a per call selection basis. Transmission on the B channel will be circuit switched at 64 Kbps within the switch and/or equipped facilities between ISDN compatible central offices. |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| | | |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook Link |
|--|------------------------|---|
| | | http://cpr.web.att.com/pdf/fl/g042.pdf |

| Next Generation Product Offer | |
|--|---|
| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
| U-verse High Speed Internet Business Edition | AT&T U-verse® High Speed Internet Business Edition provides customers with Internet access. Features include: Speeds up to 24Mbps downstream and up to 3Mbps upstream at a fraction of the cost of Private Line or Ethernet Internet access; reliability optimal performance, scalability and great security features; high capacity to support multiple employees that need simultaneous Internet access; the ability to support a Wi-Fi network for employees or customers. |

| Demand Count | | | |
|---------------------|---|--|---|
| Number of Customers | █ | Number of Services Without An AT&T Catch Product | █ |

| | | | |
|------------------------------|---|---|---|
| Number of Customer Locations | █ | Number of Services with a Competitive Catch Product in their Service Area | █ |
|------------------------------|---|---|---|

| | | | |
|--------------------|---|--|---|
| Number of Services | █ | Number of Services Without AT&T or Competitive Catch Product | █ |
|--------------------|---|--|---|

| | |
|---|---|
| Number of Services with an AT&T Catch Product Available in their Service Area | █ |
|---|---|

| Competitive Analysis | | |
|----------------------|------------|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| No records found. | | |

EXHIBIT E -- PUBLIC VERSION -- PRODUCT DATA SHEETS

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Project Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| CRHLALNM | BellSouth Telecommunications, LLC | AT&T Alabama (BellSouth Telecommunications, LLC) | CB16 |

| Regulatory Jurisdiction | Type of Regulation | FRN | USOC (No guidebook ref) |
|-------------------------|--------------------|---------|-------------------------|
| Both Non-Dominant | | 1857952 | ADL++ |

| Product Retirement | |
|----------------------------|--|
| Service to be Discontinued | AT&T FastAccess Business DSL (includes Direct - Dry Loop option) |

| Service Description |
|---|
| FastAccess® Business DSL is a digital data service that lets the customer send and receive data over existing telephone lines. FastAccess® Business DSL enables the customer to connect to the Internet at speeds much faster than a standard dial-up connection. With downstream speeds of up to 6 Mbps, FastAccess Business DSL 6.0—the fastest option— lets the customer quickly download files, view graphic-intensive websites, and even handle e-commerce transactions. |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| | | |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE |
|--|------------------------|
| | |

| Next Generation Product Offer | |
|--|--|
| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
| U-verse High Speed Internet Business Edition | AT&T U-verse® High Speed Internet Business Edition provides customers with Internet access Features include: Speeds up to 24Mbps downstream and up to 3Mbps upstream at a fraction of the cost of Private Line or Ethernet Internet access; reliability optimal performance, scalability and great security features; high capacity to support multiple employees that need simultaneous Internet access; the ability to support a Wi-Fi network for employees or customers. |

| Demand Count | | | |
|---|--|---|--|
| Number of Customers | | Number of Services Without An AT&T Catch Product | |
| Number of Customer Locations | | Number of Services with a Competitive Catch Product in their Service Area | |
| Number of Services | | Number of Services Without AT&T or Competitive Catch Product | |
| Number of Services with an AT&T Catch Product Available in their Service Area | | | |

| Competitive Analysis | | |
|------------------------|---|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| CHARTER COMMUNICATIONS | Cable C DOWN : 100 Mbps - C UP : 4 Mbps | 100.00 % |
| HUGHESNET SAT | ELLITE | 100.00 % |
| DISH NETWORK | SATELLITE | 100.00 % |
| DIRECTV SAT | ELLITE | 100.00 % |
| Verizon Wireless | WIRELESS LTE | 5.89 % |
| Sprint | WIRELESS 3G | 82.36 % |

King's Point, Business Market Product Data Sheets

PUBLIC VERSION

King's Point Business: Integrated Service Digital Network (ISDN), ISDN-Business (IBS) (Active)

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| DLBHFLKP | BellSouth Telecommunications, LLC | AT&T Florida (BellSouth Telecommunications, LLC) | KPB1 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Guidebook Reference |
|-------------------------|--------------------|---------|--|
| Intrastate Dominant | | 1857952 | FL Gen Exchg GB: A42 USOC MI++,LQ++,EW++,QA++,PE++,PR7++,LP++,LT++ |

Product Retirement

| | |
|----------------------------|--|
| Service to be Discontinued | Integrated Service Digital Network (ISDN), ISDN-Business (IBS) |
|----------------------------|--|

Service Description

ISDN - Business Service (IBS) supports simultaneous transmission of voice, data, and packet services on the same exchange access line. Calling/Called Number Delivery, Calling Name Delivery, and Call Hold are included with this service. IBS provides a method of access to the telephone network called Basic Rate Access. Basic Rate Access consists of the ability to access up to two 64 Kbps (B) channels and one 16 Kbps (D) channel at the service delivery point. IBS is provided through Basic Rate Access. Features are available to increase the capability of the Bearer Alternative Service and may be subscribed to on an as-needed basis. B channel circuit switched services offer up to 64 Kbps intra-office transmission of voice or data. This option permits the customer to utilize either circuit voice or data transmission paths on a per call selection basis. Transmission on the B channel will be circuit switched at 64 Kbps within the switch and/or equipped facilities between ISDN compatible central offices.

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| | | |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook Link |
|--|------------------------|---|
| | | http://cpr.web.att.com/pdf/fl/g042.pdf |

Next Generation Product Offer

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|--|--|
| U-verse High Speed Internet Business Edition | AT&T U-verse® High Speed Internet Business Edition provides customers with Internet access Features include: Speeds up to 24Mbps downstream and up to 3Mbps upstream at a fraction of the cost of Private Line or Ethernet Internet access |

Demand Count

| | | | |
|---|--|---|--|
| Number of Customers | | Number of Services Without An AT&T Catch Product | |
| Number of Customer Locations | | Number of Services with a Competitive Catch Product in their Service Area | |
| Number of Services | | Number of Services Without AT&T or Competitive Catch Product | |
| Number of Services with an AT&T Catch Product Available in their Service Area | | | |

Competitive Presence

| COMPETITOR | TECHNOLOGY | Percent Covered |
|---------------------|---|-----------------|
| COMCAST CORPORATION | Cable C DOWN : 105 Mbps - C UP : 768 Kbps | 100 % |
| HUGHESNET SATELLITE | | 100 % |
| DIRECTV SATELLITE | | 100 % |
| DISH NETWORK | SATELLITE | 100 % |
| Verizon Wireless | WIRELESS LTE | 100 % |
| Sprint | WIRELESS 3G | 100 % |
| T-Mobile USA | WIRELESS 3G | 100 % |

King's Point Business: Message Rate Service, Business Individual Line (Active)

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| DLBHFLKP | BellSouth Telecommunications, LLC | AT&T Florida (BellSouth Telecommunications, LLC) | KPB2 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Guidebook Reference |
|-------------------------|--------------------|---------|-----------------------------|
| Intrastate Dominant | | 1857952 | USOC: 1MB, Not in Guidebook |

| Product Retirement | |
|----------------------------|--|
| Service to be Discontinued | Message Rate Service, Business Individual Line |

| Service Description |
|--|
| A classification of exchange service which is charged on the basis of local usage as determined by the number of calls placed. |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| | | |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE |
|--|------------------------|
| | |

| Next Generation Product Offer | |
|-------------------------------|---|
| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
| New Product - A | All Distance US Domestic VoIP offer, integrated within the IP Broadband, Includes over 20 voice features, plus convenient web-based call management. Offers integrated business phone and wireless voicemail from a single mailbox. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---------------|---|
| New Product B | Hosted IP product that combines local voice, domestic LD, and broadband with the ability to bring your own broadband from AT&T or a competitor. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---------------|--|
| IP Flex Reach | An integrated access, converged solution designed to deliver outbound, inbound, local and long distance calling over AT&T's Internet Protocol (IP) and Virtual Private Network (VPN) services. Also referred to as a Session Initiation Protocol (SIP) Trunking solution. Deployed in situations where customers own their own premises telephony (analog phones, key system, TDM PBX, or IP PBX equipment). |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---------------|---------------------------|
| | |

| Demand Count | | | |
|---|--|---|--|
| Number of Customers | | Number of Services Without An AT&T Catch Product | |
| Number of Customer Locations | | Number of Services with a Competitive Catch Product in their Service Area | |
| Number of Services | | Number of Services Without AT&T or Competitive Catch Product | |
| Number of Services with an AT&T Catch Product Available in their Service Area | | | |

| Competitive Analysis | | |
|----------------------|---|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| COMCAST CORPORATION | Cable C DOWN : 105 Mbps - C UP : 768 Kbps | 98.44 % |
| HUGHESNET SAT | ELLITE | 98.44 % |
| DIRECTV SAT | ELLITE | 98.44 % |
| DISH NETWORK | SATELLITE | 98.44 % |
| Verizon Wireless | WIRELESS LTE | 98.44 % |
| Sprint | WIRELESS 3G | 98.44 % |
| T-Mobile USA | WIRELESS 3G | 98.44 % |

King's Point Business: Message Rate Service, Business Trunks, (Active)

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| DLBHFLKP | BellSouth Telecommunications, LLC | AT&T Florida (BellSouth Telecommunications, LLC) | KPB3 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Guidebook Reference |
|-------------------------|--------------------|---------|---|
| Intrastate Dominant | | 1857952 | FL Gen Exchg GB: A3.13.3 USOC TMC, TM5, TMU, TM3 |

Product Retirement

| Service to be Discontinued | Message Rate Service, Business Trunks, |
|----------------------------|--|
|----------------------------|--|

Service Description

A classification of exchange service which is charged on the basis of local usage as determined by the number of calls placed.

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| █ | █ | █ |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook |
|--|------------------------|---|
| █ | █ | http://cpr.web.att.com/pdf/fl/g003.pdf |

Next Generation Product Offer

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|-----------------|---|
| New Product - A | All Distance US Domestic VoIP offer, integrated within the IP Broadband, Includes over 20 voice features, plus convenient web-based call management. Offers integrated business phone and wireless voicemail from a single mailbox. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---------------|---|
| New Product B | Hosted IP product that combines local voice, domestic LD, and broadband with the ability to bring your own broadband from AT&T or a competitor. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---------------|--|
| IP Flex Reach | An integrated access, converged solution designed to deliver outbound, inbound, local and long distance calling over AT&T's Internet Protocol (IP) and Virtual Private Network (VPN) services. Also referred to as a Session Initiation Protocol (SIP) Trunking solution. Deployed in situations where customers own their own premises telephony (analog phones, key system, TDM PBX, or IP PBX) equipment. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---------------|---------------------------|
|---------------|---------------------------|

Demand Count

| | | | |
|---------------------|---|--|---|
| Number of Customers | █ | Number of Services Without An AT&T Catch Product | █ |
|---------------------|---|--|---|

| | | | |
|------------------------------|---|---|---|
| Number of Customer Locations | █ | Number of Services with a Competitive Catch Product in their Service Area | █ |
|------------------------------|---|---|---|

| | | | |
|--------------------|---|--|---|
| Number of Services | █ | Number of Services Without AT&T or Competitive Catch Product | █ |
|--------------------|---|--|---|

| | |
|---|---|
| Number of Services with an AT&T Catch Product Available in their Service Area | █ |
|---|---|

Competitive Analysis

| COMPETITOR | TECHNOLOGY | Percent Covered |
|-------------------|------------|-----------------|
| No records found. | | |

King's Point Business: Self-Healing Multi-Nodal Alternate Route Topology Ring (SmartRing) Service (Active)

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| DLBHFLKP | BellSouth Telecommunications, LLC | AT&T Florida (BellSouth Telecommunications, LLC) | KPB4 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Guidebook reference |
|-------------------------|--------------------|---------|---|
| Intrastate Dominant | | 1857952 | FL Gen Exch GB: B7.7 USOC: 1HV++,SH++,NRCCN |

Product Retirement

| | |
|----------------------------|--|
| Service to be Discontinued | Self-Healing Multi-Nodal Alternate Route Topology Ring (SmartRing) Service |
|----------------------------|--|

Service Description

SMARTRing SONET architecture uses a dual-fiber, self-healing ring with a primary path and a protected path HELPING TO prevent any single point of failure. Service automatically switches to the protected path if the primary path fails. All Rings are available in the standard speeds: Bandwidth/Speeds: OC-3, OC-12, OC-48, OC-192

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| | | |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook |
|--|------------------------|---|
| | | http://cpr.web.att.com/pdf/fl/h007.pdf |

Next Generation Product Offer

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|-----------------|---|
| New Product - E | Ultravailable Express is a DWDM service that will replace the various ILEC and T-Corp SONET Ring products. UVN Express provides the reliable and scalable Ring solution |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---------------|---|
| UVN | Ultravailable® Network Service (UVN) is a fully managed, high-speed, optical transport service that integrates Ethernet, Dense Wavelength Division Multiplexing (DWDM), and Native Wavelength technologies into a single end-to-end network solution. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|------------------------------|---|
| AT&T Switched Ethernet (ASE) | ASE offers Ethernet connectivity for customers with multiple locations in a metro area, with a variety of configurations to meet the customer's needs with flexibility to grow and adapt as the needs change. Ports are offered in 3 sizes: 100 Mbps, 1 Gbps, & 10 Gbps, Committed Information Rate (bandwidth) offered in 20 sizes: 2 Mbps to 10 Gbps. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---------------|---------------------------|
| | |

Demand Count

| | | | |
|---|--|---|--|
| Number of Customers | | Number of Services Without An AT&T Catch Product | |
| Number of Customer Locations | | Number of Services with a Competitive Catch Product in their Service Area | |
| Number of Services | | Number of Services Without AT&T or Competitive Catch Product | |
| Number of Services with an AT&T Catch Product Available in their Service Area | | | |

Competitive Analysis

| COMPETITOR | TECHNOLOGY | Percent Covered |
|-------------------|------------|-----------------|
| No records found. | | |

King's Point Business: Series 1000 Channels, Data Transport Access Channel Service Active

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| DLBHFLKP | BellSouth Telecommunications, LLC | AT&T Florida (BellSouth Telecommunications, LLC) | KPB5 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Guidebook Reference |
|-------------------------|--------------------|---------|---|
| Intrastate Dominant | | 1857952 | FL Gen Exchg GB: B3.2 USOC: HB1++,WB1++,HE++,1L++4,O3N5O |

| Product Retirement | |
|----------------------------|---|
| Service to be Discontinued | Series 1000 Channels, Data Transport Access Channel Service |

| Service Description |
|---|
| An analog channel for the transmission of asynchronous, or synchronous serial data at rates of up to 19.2, 50.0, or 230.4 Kbps. Optional arrangements are available for transmission of synchronous serial data rates at 18.74, or 40.8 Kbps. Data Transport Access Channel Service provides the data channel facilities between a customer's premises and a central office or between two central offices. |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| | | |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook |
|--|------------------------|---|
| | | http://cpr.web.att.com/pdf/fl/h003.pdf |

| Next Generation Product Offer | |
|-------------------------------|--|
| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
| AT&T Switched Ethernet (ASE) | ASE offers Ethernet connectivity for customers with multiple locations in a metro area, with a variety of configurations to meet the customer's needs with flexibility to grow and adapt as the needs change. Ports are offered in 3 sizes: 100 Mbps, 1 Gbps, & 10 Gbps, Committed Information Rate (bandwidth) offered in 20 sizes: 2 Mbps to 10 Gbps |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|----------------------|---|
| ANIRA Over Broadband | AT&T Network Based IP VPN Remote Access (ANIRA) provides secure access across the Internet for Single Users (dial, broadband, cellular/3G, WIFI, Wired Ethernet) using the AT&T Global Network Client (AGNC), and small, multi-user sites (SoHo Small Office Home Office). ANIRA is a Network Based Remote Access IP VPN service. ANIRA connects to an existing AT&T Layer 3 VPN Networks (EVPN, AVPN, IPeFR, or PNT) via a Private Network Connection (PNC). |

| Demand Count | | | |
|---|---|---|---|
| Number of Customers | █ | Number of Services Without An AT&T Catch Product | █ |
| Number of Customer Locations | █ | Number of Services with a Competitive Catch Product in their Service Area | █ |
| Number of Services | █ | Number of Services Without AT&T or Competitive Catch Product | █ |
| Number of Services with an AT&T Catch Product Available in their Service Area | █ | | |

| Competitive Analysis | | |
|----------------------|------------|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| No records found. | | |

King's Point Business: **Voice Grade Service - Series 2000** (Active)

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| DLBHFLKP | BellSouth Telecommunications, LLC | AT&T Florida (BellSouth Telecommunications, LLC) | KPB6 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Guidebook Reference |
|-------------------------|--------------------|---------|--|
| Intrastate Dominant | ant | 1857952 | FL Gen Exchg GB: B3.2 USOC: P2JHX, P2JWX, P2JUX, P2JQX, TMECS |

| Product Retirement | |
|----------------------------|-----------------------------------|
| Service to be Discontinued | Voice Grade Service - Series 2000 |

| Service Description |
|---|
| An analog channel for the transmission of asynchronous, or synchronous serial data at rates of up to 19.2, 50.0, or 230.4 Kbps. Optional arrangements are available for transmission of synchronous serial data rates at 18.74, or 40.8 Kbps. |

| | | |
|---|--------------------|-------------------------------|
| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
| | | |

| | | |
|---|-------------------------------|---|
| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook Link |
| | | http://cpr.web.att.com/pdf/fl/h003.pdf |

| Next Generation Product Offer | |
|-------------------------------|---|
| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
| AT&T Switched Ethernet (ASE) | ASE offers Ethernet connectivity for customers with multiple locations in a metro area, with a variety of configurations to meet the customer's needs with flexibility to grow and adapt as the needs change. Ports are offered in 3 sizes: 100 Mbps, 1 Gbps, & 10 Gbps, Committed Information Rate (bandwidth) offered in 20 sizes: 2 Mbps to 10 Gbps. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|----------------------|--|
| ANIRA Over Broadband | AT&T Network Based IP VPN Remote Access (ANIRA) provides secure access across the Internet for Single Users (dial, broadband, cellular/3G, WIFI, Wired Ethernet) using the AT&T Global Network Client (AGNC), and small, multi-user sites (SoHo Small Office, Home Office). ANIRA is a Network Based Remote Access IP VPN service. ANIRA connects to an existing AT&T Layer 3 VPN Networks (EVPN, AVPN, IPeFR, or PNT) via a Private Network Connection (PNC). |

| Demand Count | | | |
|---|---|---|---|
| Number of Customers | █ | Number of Services Without An AT&T Catch Product | █ |
| Number of Customer Locations | █ | Number of Services with a Competitive Catch Product in their Service Area | █ |
| Number of Services | █ | Number of Services Without AT&T or Competitive Catch Product | █ |
| Number of Services with an AT&T Catch Product Available in their Service Area | █ | | |

| Competitive Analysis | | |
|----------------------|------------|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| No Records found. | | |

King's Point Business: BellSouth Centrex Service (Active)

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| DLBHFLKP | BellSouth Telecommunications, LLC | AT&T Florida (BellSouth Telecommunications, LLC) | KPB7 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Guidebook Reference |
|-------------------------|--------------------|---------|--|
| Intrastate Domin | ant | 1857952 | FL Gen Exchg GB: A112: USOC: M1ACC, M1ACS, M4LFA, M4LFH, M4LSA, M1LFA, M1M5A |

Product Retirement

| | |
|----------------------------|---|
| Service to be Discontinued | BellSouth Centrex Service; Multi-Serv (Multi-Serv Plus, Multi-Serv Multi-Account), Centrex-CO Service, ESSX® Service - Vintage II |
|----------------------------|---|

Service Description
 A hosted phone service with a user-friendly interface, built-in redundancy and 24-hour monitoring and maintenance. Group "A" and "B" Centrex-CO Services. ESSX® service Exchange Access Charge, Network Access Limiter, Flat Rate, Message Rate or Measured Rate AND ESSX® Service-VS and S. The ESSX® service-VS and S main station line rate will be composed of the intercom charge and the appropriate wire center line charge or equivalent.

| | | |
|---|--------------------|-------------------------------|
| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
| | | |

| | | |
|---|-------------------------------|---|
| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook link |
| | | http://cpr.web.att.com/pdf/al/g112.pdf |

Next Generation Product Offer

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---------------|---|
| New Product B | Hosted IP product that combines local voice, domestic LD, and broadband with the ability to bring your own broadband from AT&T or a competitor. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---------------|---|
| VDNAE | AT&T Voice DNA provides a network-hosted, Session Initiation Protocol (SIP)-based communications solution. Voice DNA leverages AT&T provided access, converging voice and data applications over one connection, providing our customers with carrier-class features. Eliminates the need for a PBX or IP PBX on the customer's premises. Delivers consistent feature/functionality across multi-locations. Network based, access for remote offices is easily achieved, with a variety of access types supported. Virtually any location can be connected. Lead offer in the 8+ Centrex Customer space |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---------------|--|
| VDNAE | A complete cloud based phone system, fully integrated VoIP with Bring Your Own Broadband (BYOB). Hosted PBX including local voice, US and Canada LD, Fax, SMS and toll free. Delivered with a mobile first customer experience end to end. Integrated Plug&Ring Ready IP Phones and Softphone clients available. Back down offer to IP Based Offers in IP Green; POTS and Centrex customers. Back down offer in IP red with 4+ users (no requirement for AT&T managed IP services) |

Demand Count

| | | | |
|---|---|---|---|
| Number of Customers | ■ | Number of Services Without An AT&T Catch Product | ■ |
| Number of Customer Locations | ■ | Number of Services with a Competitive Catch Product in their Service Area | ■ |
| Number of Services | ■ | Number of Services Without AT&T or Competitive Catch Product | ■ |
| Number of Services with an AT&T Catch Product Available in their Service Area | ■ | | |

Competitive Analysis

| COMPETITOR | TECHNOLOGY | Percent Covered |
|---------------------|---|-----------------|
| COMCAST CORPORATION | Cable C DOWN : 105 Mbps - C UP : 768 Kbps | 92.86 % |
| HUGHESNET SATELLITE | | 92.86 % |
| DIRECTV SATELLITE | | 92.86 % |
| DISH NETWORK | SATELLITE | 92.86 % |
| Verizon Wireless | WIRELESS LTE | 92.86 % |
| Sprint | WIRELESS 3G | 92.86 % |
| T-Mobile USA | WIRELESS 3G | 92.86 % |

King's Point Business : SynchroNet Service- DS0 - 19.2 Kbps Service ; DS0 - 2.4 Kbps Service ; DS0 - 4.8 Kbps Service; DS0 - 19.2 Kbps Service; DS0 - 2.4 Kbps Service; DS0 - 4.8 Kbps Service; DS0 - 56 Kbps Service; DS0 - 64 Kbps Service; DS0 - 9.6 Kbps Service (Active)

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| DLBHFLKP | BellSouth Telecommunications, LLC | AT&T Florida (BellSouth Telecommunications, LLC) | KPB8 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Guidebook Reference |
|-------------------------|--------------------|---------|--|
| Intrastate Dominant | | 1857952 | FL Gen Exchg GB: B7.2 USOC: IRS++,2UN++,3LB++,6BN,SFS |

| Product Retirement | |
|----------------------------|---|
| Service to be Discontinued | SynchroNet Service DS0 - 19.2 Kbps Service ; DS0 - 2.4 Kbps Service ; DS0 - 4.8 Kbps Service; DS0 - 19.2 Kbps Service; DS0 - 2.4 Kbps Service; DS0 - 4.8 Kbps Service; DS0 - 56 Kbps Service; DS0 - 64 Kbps Service; DS0 - 9.6 Kbps Service |

| Service Description |
|---|
| A channel for the digital transmission of synchronous serial data at discrete point-to-point bit rates of 2.4 Kbps, 4.8 Kbps, 19.2 Kbps 56 Kbps, 64 Kbps and 9.6 Kbps service |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| | | |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook Link |
|--|------------------------|---|
| | | http://cpr.web.att.com/pdf/fl/h007.pdf |

| Next Generation Product Offer | |
|-------------------------------|---|
| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
| AT&T Switched Ethernet (ASE) | ASE offers Ethernet connectivity for customers with multiple locations in a metro area, with a variety of configurations to meet the customer's needs with flexibility to grow and adapt as the needs change. Ports are offered in 3 sizes: 100 Mbps, 1 Gbps, & 10 Gbps, Committed Information Rate (bandwidth) offered in 20 sizes: 2 Mbps to 10 Gbps. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|----------------------|--|
| ANIRA Over Broadband | AT&T Network Based IP VPN Remote Access (ANIRA) provides secure access across the Internet for Single Users (dial, broadband, cellular/3G, WIFI, Wired Ethernet) using the AT&T Global Network Client (AGNC), and small, multi-user sites (SoHo Small Office, Home Office). ANIRA is a Network Based Remote Access IP VPN service. ANIRA connects to an existing AT&T Layer 3 VPN Networks (EVPN, AVPN, IPeFR, or PNT) via a Private Network Connection (PNC). |

| Demand Count | | | |
|---|---|---|---|
| Number of Customers | █ | Number of Services Without An AT&T Catch Product | █ |
| Number of Customer Locations | █ | Number of Services with a Competitive Catch Product in their Service Area | █ |
| Number of Services | █ | Number of Services Without AT&T or Competitive Catch Product | █ |
| Number of Services with an AT&T Catch Product Available in their Service Area | █ | | |

| Competitive Analysis | | |
|----------------------|------------|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| No records found. | | |

King's Point Business : MegaLink Service (includes MegaLink Channel Service, MegaLink Plus Service, MegaLink Light Service), Integration Plus Management Services (IPMS), SMARTPath Service (Active)

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| DLBHFLKP | BellSouth Telecommunications, LLC | AT&T Florida (BellSouth Telecommunications, LLC) | KPB10 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Guidebook Reference |
|-------------------------|--------------------|---------|---|
| Intrastate Dominant | | 1857952 | FL PVL GB: B7.3 USOC: 1LDP++,1LN++,CCO++,MGL++,VUM++,1PQW,1LD++,MLL++,P2JP1 |

| Product Retirement | |
|----------------------------|---|
| Service to be Discontinued | MegaLink Service (includes MegaLink Channel Service, MegaLink Plus Service, MegaLink Light Service), Integration Plus Management Services (IPMS), SMARTPath Service |

| Service Description |
|--|
| AT&T Local Private Line Service is a dedicated, private and secure point-to-point connectivity between business locations, hosting centers, data centers and other service providers with safe, efficient and reliable communications at DS1 speeds using AT&T's network. The Integration Plus Management Services Terminal Interface chosen is utilized with either a switched service, private line service or web access service as a means of accessing FlexServ service. (IPMSTI). SMARTPath service is a service for transmission of digital signals only and uses only digital transmission facilities. |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| | | |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook Link |
|--|------------------------|---|
| | | http://cpr.web.att.com/pdf/fl/h007.pdf |

| Next Generation Product Offer | |
|-------------------------------|---|
| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
| AT&T Switched Ethernet (ASE) | ASE offers Ethernet connectivity for customers with multiple locations in a metro area, with a variety of configurations to meet the customer's needs with flexibility to grow and adapt as the needs change. Ports are offered in 3 sizes: 100 Mbps, 1 Gbps, & 10 Gbps, Committed Information Rate (bandwidth) offered in 20 sizes: 2 Mbps to 10 Gbps. Six classes of service offering the right performance / SLA for your applications. Ethernet Private Line (EPL/EVPL) is offered for connections between two locations while Virtual Private LAN Service (VPLS) is for connections between 3 or more locations. |

| Demand Count | | | |
|---|---|---|---|
| Number of Customers | █ | Number of Services Without An AT&T Catch Product | █ |
| Number of Customer Locations | █ | Number of Services with a Competitive Catch Product in their Service Area | █ |
| Number of Services | █ | Number of Services Without AT&T or Competitive Catch Product | █ |
| Number of Services with an AT&T Catch Product Available in their Service Area | █ | | |

| Competitive Analysis | | |
|----------------------|---|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| COMCAST CORPORATION | Cable C DOWN : 105 Mbps - C UP : 768 Kbps | 6.67 % |
| HUGHESNET SAT | ELLITE | 6.67 % |
| DIRECTV SAT | ELLITE | 6.67 % |
| DISH NETWORK | SATELLITE | 6.67 % |
| Verizon Wireless | WIRELESS LTE | 6.67 % |
| Sprint | WIRELESS 3G | 6.67 % |
| T-Mobile USA | WIRELESS 3G | 6.67 % |

King's Point Business: Lightgate Service (Active)

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| DLBHFLKP | BellSouth Telecommunications, LLC | AT&T Florida (BellSouth Telecommunications, LLC) | KPB11 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Guidebook Reference |
|-------------------------|--------------------|---------|---|
| Intrastate Dominant | | 1857952 | FL PVL GB B7.4 USOC:HFS++, 1PQ++ , 1LP++, 1L8++ |

Product Retirement

| | |
|----------------------------|-------------------|
| Service to be Discontinued | Lightgate Service |
|----------------------------|-------------------|

Service Description

AT&T Local Private Line Service is a dedicated, private and secure point-to-point connectivity between business locations, hosting centers, data centers and other service providers with safe, efficient and reliable communications at DS3 speeds using AT&T's network.

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| | | |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook Link |
|--|------------------------|---|
| | | http://cpr.web.att.com/pdf/fl/h007.pdf |

Next Generation Product Offer

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|------------------------------|---|
| AT&T Switched Ethernet (ASE) | ASE offers Ethernet connectivity for customers with multiple locations in a metro area, with a variety of configurations to meet the customer's needs with flexibility to grow and adapt as the needs change. Ports are offered in 3 sizes: 100 Mbps, 1 Gbps, & 10 Gbps, Committed Information Rate (bandwidth) offered in 20 sizes: 2 Mbps to 10 Gbps. Six classes of service offering the right performance / SLA for your applications. Ethernet Private Line (EPL/EVPL) is offered for connections between two locations while Virtual Private LAN Service (VPLS) is for connections between 3 or more locations. |

Demand Count

| | | | |
|---------------------|---|--|---|
| Number of Customers | █ | Number of Services Without An AT&T Catch Product | █ |
|---------------------|---|--|---|

| | | | |
|------------------------------|---|---|---|
| Number of Customer Locations | █ | Number of Services with a Competitive Catch Product in their Service Area | █ |
|------------------------------|---|---|---|

| | | | |
|--------------------|---|--|---|
| Number of Services | █ | Number of Services Without AT&T or Competitive Catch Product | █ |
|--------------------|---|--|---|

| | |
|---|---|
| Number of Services with an AT&T Catch Product Available in their Service Area | █ |
|---|---|

Competitive Analysis

| COMPETITOR | TECHNOLOGY | Percent Covered |
|---------------------|---|-----------------|
| COMCAST CORPORATION | Cable C DOWN : 105 Mbps - C UP : 768 Kbps | 66.67 % |
| HUGHESNET SAT | ELLITE | 66.67 % |
| DIRECTV SAT | ELLITE | 66.67 % |
| DISH NETWORK | SATELLITE | 66.67 % |
| Verizon Wireless | WIRELESS LTE | 66.67 % |
| Sprint | WIRELESS 3G | 66.67 % |
| T-Mobile USA | WIRELESS 3G | 66.67 % |

King's Point Business :Flat Rate Service, Business Service (Active)

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| DLBHFLKP | BellSouth Telecommunications, LLC | AT&T Florida (BellSouth Telecommunications, LLC) | KPB12 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Guidebook Reference |
|-------------------------|--------------------|---------|--|
| Intrastate Dominant | ant | 1857952 | FL Gen Exch GB: A3.4 USOC : 1FB,1FBCL,MFB,MFBCL,7FB,7FBCL,7MB,OFB,YMB,OMB,BF1,BF1CL,BF2,BF2CL,COM++,PGOV1P |

| Product Retirement | |
|----------------------------|---|
| Service to be Discontinued | FL) Flat Rate Service, Business Service, - Individual Line - Multi-line Exchange Access Line, (AL & FL) Flat Rate Auxiliary Line Service (Inward Service); (FL) Outgoing Only Service; (AL & FL Packages), BellSouth Business Plus Service, Complete Choice For Business Package, AT&T Business Local Calling Assurance, AT&T Business Local Calling (BLC), BellSouth Business Choice Package |

| Service Description |
|--|
| A classification of exchange access line service for which a stipulated charge is made, regardless of the amount of use. |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| ■ | ■ | ■ |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook Link |
|--|------------------------|---|
| ■ | ■ | http://cpr.web.att.com/pdf/fl/g003.pdf |

| Next Generation Product Offer | |
|-------------------------------|--|
| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
| New Product - A | All Distance US Domestic VoIP offer, integrated within the IP Broadband, Includes over 20 voice features, plus convenient web-based call management. Offers integrated business phone and wireless voicemail from a single mailbox |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---------------|---|
| New Product B | Hosted IP product that combines local voice, domestic LD, and broadband with the ability to bring your own broadband from AT&T or a competitor. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---------------|--|
| IP Flex Reach | An integrated access, converged solution designed to deliver outbound, inbound, local and long distance calling over AT&T's Internet Protocol (IP) and Virtual Private Network (VPN) services. Also referred to as a Session Initiation Protocol (SIP) Trunking solution. Deployed in situations where customers own their own premises telephony (analog phones, key system, TDM PBX, or IP PBX) equipment. |

| Demand Count | | | |
|---------------------|---|--|---|
| Number of Customers | ■ | Number of Services Without An AT&T Catch Product | ■ |

| | | | |
|------------------------------|---|---|---|
| Number of Customer Locations | ■ | Number of Services with a Competitive Catch Product in their Service Area | ■ |
|------------------------------|---|---|---|

| | | | |
|--------------------|---|--|---|
| Number of Services | ■ | Number of Services Without AT&T or Competitive Catch Product | ■ |
|--------------------|---|--|---|

| | |
|---|---|
| Number of Services with an AT&T Catch Product Available in their Service Area | ■ |
|---|---|

| Competitive Analysis | | |
|------------------------|---|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| COMCAST CORPORATION | Cable C DOWN : 105 Mbps - C UP : 768 Kbps | 86.13 % |
| HOTWIRE COMMUNICATIONS | Cable C DOWN : UNKNOWN - C UP : UNKNOWN | 0.38 % |
| HUGHESNET SATELLITE | | 86.50 % |
| DIRECTV SATELLITE | | 86.50 % |
| DISH NETWORK | SATELLITE | 86.50 % |
| Verizon Wireless | WIRELESS LTE | 86.50 % |
| Sprint | WIRELESS 3G | 86.50 % |
| T-Mobile USA | WIRELESS 3G | 86.50 % |

King's Point Business: Flat Rate Service, PBX Trunks, Business (Active)

| Wire Center | Legal Name of Service Provider | Product Data Sheet # | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| DLBHFLKP | BellSouth Telecommunications, LLC | AT&T Florida (BellSouth Telecommunications, LLC) | KPB13 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Guidebook Reference |
|-------------------------|--------------------|---------|--|
| Intrastate Dominant | | 1857952 | FL Gen Exch GB:A3 USOC TFC,TFU,TFN,TDD1X,TDDCX,TFBCX |

| Product Retirement | |
|----------------------------|---|
| Service to be Discontinued | Flat Rate Service, PBX Trunks, Business - Combination - Out dial - Inward only - DID (Direct-In-Dial) - DID Combination |

| Service Description |
|--|
| A classification of exchange access line service for which a stipulated charge is made, regardless of the amount of use. |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| | | |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook link |
|--|------------------------|---|
| | | http://cpr.web.att.com/pdf/fl/g003.pdf |

| Next Generation Product Offer | |
|-------------------------------|--|
| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
| New Product - A | All Distance US Domestic VoIP offer, integrated within the IP Broadband, Includes over 20 voice features, plus convenient web-based call management. Offers integrated business phone and wireless voicemail from a single mailbox |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---------------|---|
| New Product B | Hosted IP product that combines local voice, domestic LD, and broadband with the ability to bring your own broadband from AT&T or a competitor. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---------------|--|
| IP Flex Reach | An integrated access, converged solution designed to deliver outbound, inbound, local and long distance calling over AT&T's Internet Protocol (IP) and Virtual Private Network (VPN) services. Also referred to as a Session Initiation Protocol (SIP) Trunking solution. Deployed in situations where customers own their own premises telephony (analog phones, key system, TDM PBX, or IP PBX) equipment. |

| Demand Count | | | |
|---|--|---|--|
| Number of Customers | | Number of Services Without An AT&T Catch Product | |
| Number of Customer Locations | | Number of Services with a Competitive Catch Product in their Service Area | |
| Number of Services | | Number of Services Without AT&T or Competitive Catch Product | |
| Number of Services with an AT&T Catch Product Available in their Service Area | | | |

| Competitive Analysis | | |
|----------------------|---|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| COMCAST CORPORATION | Cable C DOWN : 105 Mbps - C UP : 768 Kbps | 100.00 % |
| HUGHESNET SAT | ELLITE | 100.00 % |
| DIRECTV SAT | ELLITE | 100.00 % |
| DISH NETWORK | SATELLITE | 100.00 % |
| Verizon Wireless | WIRELESS LTE | 100.00 % |
| Sprint | WIRELESS 3G | 100.00 % |
| T-Mobile USA | WIRELESS 3G | 100.00 % |

King's Point Business : AT&T FastAccess Business DSL (includes Direct - Dry Loop option)

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Project Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| DLBHFLKP | BellSouth Telecommunications, LLC | AT&T Florida (BellSouth Telecommunications, LLC) | KPB14 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Guidebook Reference |
|-------------------------|--------------------|---------|---------------------|
| Both Non-D | ominant | 1857952 | ADL++ |

| Product Retirement | |
|----------------------------|--|
| Service to be Discontinued | AT&T FastAccess Business DSL (includes Direct - Dry Loop option) |

| Service Description |
|---|
| FastAccess® Business DSL is a digital data service that lets the customer send and receive data over existing telephone lines. FastAccess® Business DSL enables the customer to connect to the Internet at speeds much faster than a standard dial-up connection. With downstream speeds of up to 6 Mbps, FastAccess Business DSL 6.0—the fastest option— lets the customer quickly download files, view graphic-intensive websites, and even handle e-commerce transactions. |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| ■ | ■ | ■ |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE |
|--|------------------------|
| ■ | ■ |

| Next Generation Product Offer | |
|--|--|
| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
| U-verse High Speed Internet Business Edition | AT&T U-verse® High Speed Internet Business Edition provides customers with Internet access Features include: Speeds up to 24Mbps downstream and up to 3Mbps upstream at a fraction of the cost of Private Line or Ethernet Internet access; reliability optimal performance, scalability and great security features; high capacity to support multiple employees that need simultaneous Internet access; the ability to support a Wi-Fi network for employees or customers. |

| Demand Count | | | |
|---------------------|---|--|---|
| Number of Customers | ■ | Number of Services Without An AT&T Catch Product | ■ |

| | | | |
|------------------------------|---|---|---|
| Number of Customer Locations | ■ | Number of Services with a Competitive Catch Product in their Service Area | ■ |
|------------------------------|---|---|---|

| | | | |
|--------------------|---|--|---|
| Number of Services | ■ | Number of Services Without AT&T or Competitive Catch Product | ■ |
|--------------------|---|--|---|

| | |
|---|---|
| Number of Services with an AT&T Catch Product Available in their Service Area | ■ |
|---|---|

| Competitive Analysis | | |
|------------------------|---|-----------------|
| COMPETIOR | TECHNOLOGY | Percent Covered |
| COMCAST CORPORATION | Cable C DOWN : 105 Mbps - C UP : 768 Kbps | 81.25 % |
| HOTWIRE COMMUNICATIONS | Cable C DOWN : UNKNOWN - C UP : UNKNOWN | 1.05 % |
| HUGHESNET SAT | ELLITE | 82.30 % |
| DIRECTV SAT | ELLITE | 82.30 % |
| DISH NETWORK | SATELLITE | 82.30 % |
| Verizon Wireless | WIRELESS LTE | 82.30 % |
| Sprint | WIRELESS 3G | 82.30 % |
| T-Mobile USA | WIRELESS 3G | 82.30 % |

King's Point Business : Back-Up Line, per Line, Business Plus Service Option1, Business Plus Option 2 (Grandfathered)

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Trial Tracking Number |
|-------------|-----------------------------------|--|-----------------------|
| DLBHFLKP | BellSouth Telecommunications, LLC | AT&T Florida (BellSouth Telecommunications, LLC) | KPB15 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Guidebook Reference |
|-------------------------|--------------------|---------|---|
| Intrastate Dominant | | 1857952 | FI Gen Exchg A103.38 USOC: SBLFX, SBLO1,SBLO2 |

| Product Retirement | |
|----------------------------|---|
| Service to be Discontinued | Back-Up Line, per Line, Business Plus Service Option1, Business Plus Option 2 |

| Service Description |
|---|
| Back-Up Line is an optional service which provides individual line subscribers with an additional line which is available for inward and outward calling. Usage charges apply for all inward and outward calls. |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| | | |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook Link |
|--|------------------------|---|
| | | http://cpr.web.att.com/pdf/fl/g103.pdf |

| Next Generation Product Offer | |
|-------------------------------|---|
| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
| U-verse Business Voice | All Distance US Domestic VoIP offer, integrated within the IP Broadband, Includes over 20 voice features, plus convenient web-based call management. Offers integrated business phone and wireless voicemail from a single mailbox. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---------------|--|
| New Product B | Hosted IP product that combines local voice, domestic LD, and broadband with the ability to bring Broadband from us or a competitor. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---------------|--|
| IP Flex Reach | An integrated access, converged solution designed to deliver outbound, inbound, local and long distance calling over AT&T's Internet Protocol (IP) and Virtual Private Network (VPN) services. Also referred to as a Session Initiation Protocol (SIP) Trunking solution. Deployed in situations where customers own their own premises telephony (analog phones, key system, TDM PBX, or IP PBX) equipment. Lead offer in the 8+ line POTS Customer space |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---------------|---------------------------|
|---------------|---------------------------|

| Demand Count | | | |
|---------------------|--|--|--|
| Number of Customers | | Number of Services Without An AT&T Catch Product | |

| | | | |
|------------------------------|--|---|--|
| Number of Customer Locations | | Number of Services with a Competitive Catch Product in their Service Area | |
|------------------------------|--|---|--|

| | | | |
|--------------------|--|--|--|
| Number of Services | | Number of Services Without AT&T or Competitive Catch Product | |
|--------------------|--|--|--|

| | |
|---|--|
| Number of Services with an AT&T Catch Product Available in their Service Area | |
|---|--|

| Competitive Analysis | | |
|---------------------------|---|-----------------|
| COMPETITIVE CATCH PRODUCT | COMPETITIVE PRODUCT DESCRIPTION | Percent Covered |
| COMCAST CORPORATION | Cable C DOWN : 105 Mbps - C UP : 768 Kbps | 85.72 % |
| HUGHESNET SATELLITE | | 85.72 % |
| DIRECTV SATELLITE | | 85.72 % |
| DISH NETWORK | SATELLITE | 85.72 % |
| Verizon Wireless | WIRELESS LTE | 85.72 % |
| Sprint | WIRELESS 3G | 85.72 % |
| T-Mobile USA | WIRELESS 3G | 85.72 % |

King's Point, Special Access Product Data Sheets

PUBLIC VERSION

Kings Point Special Access: DS0 Services

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| DLBHFLKP | BellSouth Telecommunications, LLC | AT&T Florida (BellSouth Telecommunications, LLC) | WSA1 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Tariff Reference (Tariff Name, Section and USOC(s)) |
|-------------------------|--------------------|---------|--|
| Interstate Dominant | ant | 1857952 | AT&T Southeast FCC Tariff 1 Section 7 USOC: T6ECS |

Product Retirement

| | |
|------------------------------|---|
| Service to be Discontinued – | Voice Grade DS0 Services (2.4, 4.8, 9.6, 19.2, 56 and 64Kbps) - Local Channel counts (DS0 - IOF Mileage and Multiplexing is also to be retired) |
|------------------------------|---|

Service Description

DS0 Service: A channel for the transmission of low speed data signals at six selected speeds: 2.4 Kbps, 4.8 Kbps, 9.6 Kbps, 19.2 Kbps, 56 Kbps and 64 Kbps.

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| █ | █ | █ |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook Link |
|--|------------------------|---|
| █ | █ | http://cpr.att.com/pdf/fcc/1007b.pdf |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|------------------------------|---|
| AT&T Switched Ethernet (ASE) | ASE offers Ethernet connectivity for customers with multiple locations in a metro area, with a variety of configurations to meet the customer's needs with flexibility to grow and adapt as the needs change. Ports are offered in 3 sizes: 100 Mbps, 1 Gbps, & 10 Gbps, Committed Information Rate (bandwidth) offered in 20 sizes: 2 Mbps to 10 Gbps. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|----------------------|--|
| ANIRA Over Broadband | AT&T Network Based IP VPN Remote Access (ANIRA) provides secure access across the Internet for Single Users (dial, broadband, cellular/3G, WIFI, Wired Ethernet) using the AT&T Global Network Client (AGNC), and small, multi-user sites (SoHo - Small Office, Home Office). ANIRA is a Network Based Remote Access IP VPN service. ANIRA connects to an existing AT&T Layer 3 VPN Networks (EVPN, AVPN, IPeFR, or PNT) via a Private Network Connection (PNC). |

| CATCH PRODUCT NAME | CATCH PRODUCT DESCRIPTION |
|--------------------|---------------------------|
| Wireless Data | Product in development. |

Demand Count

| | | | |
|---------------------|---|--|---|
| Number of Customers | █ | Number of Customer Locations Without An AT&T Catch Product | █ |
|---------------------|---|--|---|

| | | | |
|------------------------------|---|---|---|
| Number of Customer Locations | █ | Number of Customer Locations with a Competitive Catch Product in their Service Area | █ |
|------------------------------|---|---|---|

| | | | |
|--------------------------------|---|--|---|
| Number of Channel Terminations | █ | Number of Customer Locations Without AT&T or Competitive Catch Product | █ |
|--------------------------------|---|--|---|

| | |
|---|---|
| Number of Customer Locations with an AT&T Catch Product Available in their Service Area | █ |
|---|---|

Competitive Analysis

| COMPETITOR | TECHNOLOGY | Percent Covered |
|---------------------|---|-----------------|
| COMCAST CORPORATION | Cable C DOWN : 105 Mbps - C UP : 768 Kbps | 100% |
| HUGHESNET SAT | ELLITE | 100% |
| DIRECTV SAT | ELLITE | 100% |
| Verizon Wireless | LTE | 100% |

Kings Point Special Access: (DS-1 PL Services)

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| DLBHFLKP | BellSouth Telecommunications, LLC | AT&T Florida (BellSouth Telecommunications, LLC) | WSA2 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Tariff Reference (Tariff Name, Section and USOC(s)) |
|-------------------------|--------------------|---------|--|
| Interstate | Dominant | 1857952 | AT&T Southeast FCC Tariff 1 Section 7 USOC: TMECS , Florida PVL Guidebook B7.3 |

| Product Retirement | |
|------------------------------|--|
| Service to be Discontinued – | DS1 Local Channels, Mileage and Multiplexing |

| Service Description |
|--|
| DS1 Service: A channel for the transmission of data signals at 1.544Mbps, the services can be channelized into 24 lower DS0 services or multiplexed up to ride a higher speed service (DS3 or OCn). |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| ■ | ■ | ■ |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook Link |
|--|------------------------|---|
| ■ | ■ | http://cpr.att.com/pdf/fcc/1007b.pdf |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|------------------------------|---|
| AT&T Switched Ethernet (ASE) | ASE offers Ethernet connectivity for customers with multiple locations in a metro area, with a variety of configurations to meet the customer's needs with flexibility to grow and adapt as the needs change. Ports are offered in 3 sizes: 100 Mbps, 1 Gbps, & 10 Gbps, Committed Information Rate (bandwidth) offered in 20 sizes: 2 Mbps to 10 Gbps. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|----------------------|--|
| ANIRA Over Broadband | AT&T Network Based IP VPN Remote Access (ANIRA) provides secure access across the Internet for Single Users (dial, broadband, cellular/3G, WIFI, Wired Ethernet) using the AT&T Global Network Client (AGNC), and small, multi-user sites (SoHo Small Office, Home Office). ANIRA is a Network Based Remote Access IP VPN service. ANIRA connects to an existing AT&T Layer 3 VPN Networks (EVPN, AVPN, IPeFR, or PNT) via a Private Network Connection (PNC). |

| Demand Count | | | |
|---|---|---|---|
| Number of Customers | ■ | Number of Customer Locations Without An AT&T Catch Product | ■ |
| Number of Customer Locations | ■ | Number of Customer Locations with a Competitive Catch Product in their Service Area | ■ |
| Number of channel Terminations | ■ | Number of Customer Locations Without AT&T or Competitive Catch Product | ■ |
| Number of Customer Locations with an AT&T Catch Product Available in their Service Area | ■ | ■ | |

| Competitive Analysis | | |
|----------------------|---|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| COMCAST CORPORATION | Cable C DOWN : 105 Mbps - C UP : 768 Kbps | 67% |
| HUGHESNET SAT | ELLITE | 67% |
| DISH Network | SATELLITE | 67% |
| DIRECTV SAT | ELLITE | 67% |
| Verizon Wireless | LTE | 67% |
| Sprint 3G | | 67% |

Kings Point Special Access: (DS-3 Lightgate PL Services)

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| DLBHFLKP | BellSouth Telecommunications, LLC | AT&T Florida (BellSouth Telecommunications, LLC) | WSA3 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Tariff Reference (Tariff Name, Section and USOC(s)) |
|-------------------------|--------------------|---------|--|
| Intrastate | Domestic | 1857952 | AT&T Southeast FCC Tariff 1 Section 7.2.9, AT&T Guidebook Part 11 Section 7.2.9 USOC: HTN, 1D3CA |

| Product Retirement | |
|------------------------------|---|
| Service to be Discontinued – | DS3, OC3, OC12, OC48 and OC192 – Local Channels, Mileage and Multiplexing |

| Service Description |
|--|
| LightGate Service is a basic fiber optic based digital service. LightGates are sized from a DS3 level to an OC-192 level and can provide channelization capability for the customer in packages based on systems consisting of DS1, DS3, STS-1, OC-3, OC-12, OC-48 and OC192 channels. LightGate can aggregate traffic between a customer premises and a Central Office. |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| | | |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook Link |
|--|------------------------|---|
| | | http://cpr.att.com/pdf/fcc/1007b.pdf |

| Next Generation Product Offer | |
|-------------------------------|---|
| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
| AT&T Switched Ethernet (ASE) | ASE offers Ethernet connectivity for customers with multiple locations in a metro area, with a variety of configurations to meet the customer's needs with flexibility to grow and adapt as the needs change. Ports are offered in 3 sizes: 100 Mbps, 1 Gbps, & 10 Gbps, Committed Information Rate (bandwidth) offered in 20 sizes: 2 Mbps to 10 Gbps. |

| CATCH PRODUCT | CATCH PRODUCT DESCRIPTION |
|---|---|
| Wave Length Channel Service (WCS)– Future AT&T Dedicated Ethernet (ADE) | WCS and ADE will be capable of provided Dedicated point to point Ethernet transmission at speeds of 1, 10 Gbps (Future 40 and 100Gbps) over a fiber optic facilities. |

| Demand Count | | | |
|---|--|---|--|
| Number of Customers | | Number of Customer Locations Without An AT&T Catch Product | |
| Number of Customer Locations | | Number of Customer Locations with a Competitive Catch Product in their Service Area | |
| Number of Channel Terminations | | Number of Customer Locations Without AT&T or Competitive Catch Product | |
| Number of Customer Locations with an AT&T Catch Product Available in their Service Area | | | |

| Competitive Analysis | | |
|----------------------|---|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| COMCAST CORPORATION | Cable C DOWN : 105 Mbps - C UP : 768 Kbps | 100% |
| HUGHESNET SAT | ELLITE | 100% |
| DISH Network | SATELLITE | 100% |
| DIRECTV SAT | ELLITE | 100% |
| Verizon Wireless | LTE | 100% |
| Sprint 3G | | 100% |
| COMCAST CORPORATION | Cable C DOWN : 105 Mbps - C UP : 768 Kbps | 100% |

**King's Point, Wholesale: DSL
Transmission Service Product Data
Sheets**

PUBLIC VERSION

King's Point Wholesale: DSL Transmission Service

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| DLBHFLKP | BellSouth Telecommunications, LLC | AT&T Florida (BellSouth Telecommunications, LLC) | DSL Trans 01 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Tariff Reference |
|-------------------------|--------------------|-----|------------------|
| n/a n/a | | n/a | N/A |

Product Retirement

DSL Transmission Service

Service Description

The Service is provided between the Customer's designated End User premises and the Customer's End User Aggregation network connection. It utilizes asymmetrical DSL technology over the high frequency portion of a DSL line. A DSL line is the physical facility between AT&T Southeast's DSLAM (or remote terminal where a remote terminal has been installed by AT&T Southeast) and the NID located at the End User premises ("DSL Line"). The Service requires an in-service, AT&T Southeast provided retail End User premises exchange line facility ("In-Service Exchange Line Facility"). An In-Service Exchange Line Facility shall mean the serving Central Office line equipment and all the plant facilities up to and including the AT&T Southeast provided NID. AT&T Southeast retains ownership of the DSL Line. The Service is not available over unbundled network elements ("UNEs").

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| ■ | ■ | ■ |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE |
|--|------------------------|
| ■ | ■ |

| Next Generation Product Offer | |
|-------------------------------|---------------------------|
| CATCH PRODUCT NAME | CATCH PRODUCT DESCRIPTION |
| N/A | |

| Demand Count | | | |
|---|---|---|---|
| Number of Customers | ■ | Number of Services Without An AT&T Catch Product | ■ |
| Number of Customer Locations | ■ | Number of Services with a Competitive Catch Product in their Service Area | ■ |
| Number of Services | ■ | Number of Services Without AT&T or Competitive Catch Product | ■ |
| Number of Services with an AT&T Catch Product Available in their Service Area | ■ | | |

| Competitive Presence | | |
|----------------------|------------|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| No Records Found | | |

Local Wholesale Complete Product Data Sheets

PUBLIC VERSION

King's Point Wholesale : Local Wholesale Complete ("LWC")

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| DLBHFLKP | BellSouth Telecommunications, LLC | AT&T Florida (BellSouth Telecommunications, LLC) | W-LWC 1 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Tariff Reference (Tariff Name, Section and USOC(s)) |
|-------------------------|--------------------|---------|---|
| Intrastate | Dominant | 1857952 | LWC is not offered through tariff but by commercial contract. Class of service USOCs with in-service units: UEPBX, UEPRX, UEPVB |

| Product Retirement | |
|------------------------------|---|
| Service to be Discontinued – | Local Wholesale Complete ("LWC"). The LWC services that exist and shall be retired within this wire center are LWC Business, LWC Residential and LWC Remote Call Forwarding for Business. |

| Service Description |
|---|
| Local Wholesale Complete ("LWC") is an end-to-end wholesale access line that allows a Competitive Local Exchange Carrier ("CLEC") to lease facilities on a line by line variable basis to serve end users. It provides the ability to make and receive local call calls and access to switch-based vertical features. |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| ██████ | ██████ | ██████ |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Guidebook Link |
|--|------------------------|---|
| ██████ | ██████ | https://clec.att.com/clec/shell.cfm?section=2545 |

| Next Generation Product Offer | |
|-------------------------------|---------------------------|
| CATCH PRODUCT NAME | CATCH PRODUCT DESCRIPTION |
| TBD | TBD |

| Demand Count | | | |
|---|------|---|------|
| Number of Customers | ████ | Number of Services Without An AT&T Catch Product | ████ |
| Number of Customer Locations | ████ | Number of Services with a Competitive Catch Product in their Service Area | ████ |
| Number of Services | ████ | Number of Services Without AT&T or Competitive Catch Product | ████ |
| Number of Services with an AT&T Catch Product Available in their Service Area | ████ | | |

| Competitive Analysis | | |
|---------------------------|---------------------------------|-----------------|
| COMPETITIVE CATCH PRODUCT | COMPETITIVE PRODUCT DESCRIPTION | Percent Covered |
| No Records Found | | |

Carbon Hill Wholesale : Local Wholesale Complete (“LWC”)

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| CRHLALNM | BellSouth Telecommunications, LLC | AT&T Florida (BellSouth Telecommunications, LLC) | W-LWC 2 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Tariff Reference (Tariff Name, Section and USOC(s)) |
|-------------------------|--------------------|---------|---|
| Intrastate | Dominant | 1857952 | LWC is not offered through tariff but by commercial contract. Class of service USOCs with in-service units: UEPBX and UEPRX |

| Product Retirement | |
|--|--|
| Service to be Discontinued – services that fall under the Product type are listed here | Local Wholesale Complete (“LWC”). The LWC services that exist and shall be retired within this wire center are LWC Business and LWC Residential. |

| Service Description |
|---|
| Local Wholesale Complete (“LWC”) is an end-to-end wholesale access line that allows a Competitive Local Exchange Carrier (“CLEC”) to lease facilities on a line by line variable basis to serve end users. It provides the ability to make and receive local call calls and access to switch-based vertical features. |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| █ | █ | █ |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE | Planned Date of Final Customer Notice of Service Discontinuance Guidebook Link |
|--|------------------------|---|
| █ | █ | https://clec.att.com/clec/shell.cfm?section=2545 |

| Next Generation Product Offer | |
|-------------------------------|---------------------------|
| CATCH PRODUCT NAME | CATCH PRODUCT DESCRIPTION |
| TBD | TBD |

| Demand Count | | | |
|---|---|---|---|
| Number of Customers | █ | Number of Services Without An AT&T Catch Product | █ |
| Number of Customer Locations | █ | Number of Services with a Competitive Catch Product in their Service Area | █ |
| Number of Services | █ | Number of Services Without AT&T or Competitive Catch Product | █ |
| Number of Services with an AT&T Catch Product Available in their Service Area | █ | | |

| Competitive Analysis | | |
|---------------------------|---------------------------------|-----------------|
| COMPETITIVE CATCH PRODUCT | COMPETITIVE PRODUCT DESCRIPTION | Percent Covered |
| No Records Found | | |

Wholesale Switched Access Product Data Sheets

PUBLIC VERSION

King's Point Wholesale: Switched Access Feature Group D

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| DLBHFLKP | Bellsouth Telecommunications, LLC | AT&T Florida (BellSouth Telecommunications, LLC) | WSWI 1 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Tariff Reference (Tariff Name, Section and USOC(s)) |
|-------------------------|--------------------|---------|---|
| Both | Dominant | 1857952 | BELLSOUTH TELECOMMUNICATIONS TARIFF F.C.C. NO. 1 Section 6.1.1 (D) BELLSOUTH TELECOMMUNICATIONS FLORIDA ACCESS SERVICES TARIFF Section 6.1.1 (D) |

| Product Retirement | |
|----------------------------|---------------------------------|
| Service to be Discontinued | Switched Access Feature Group D |

| Service Description |
|--|
| BellSouth SWA FGD, which is available to all customers, provides trunk side access to Telephone Company end office switches with an associated uniform 101XXXX access code for the customer's use in originating and terminating communications. |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| ■ | ■ | ■ |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE |
|--|------------------------|
| ■ | ■ |

| Next Generation Product Offer | |
|---|--|
| CATCH PRODUCT NAME | CATCH PRODUCT DESCRIPTION |
| IP Interconnection for exchange of traffic with all AT&T VoIP end Users | Provides a IP interconnection to the customer for the exchange of traffic with all AT&T VoIP end users |

| Demand Count | | | |
|---------------------|---|--|---|
| Number of Customers | ■ | Number of Services Without An AT&T Catch Product | ■ |

| | | | |
|------------------------------|---|---|---|
| Number of Customer Locations | ■ | Number of Services with a Competitive Catch Product in their Service Area | ■ |
|------------------------------|---|---|---|

| | | | |
|--------------------|---|--|---|
| Number of Services | ■ | Number of Services Without AT&T or Competitive Catch Product | ■ |
|--------------------|---|--|---|

| | |
|---|---|
| Number of Services with an AT&T Catch Product Available in their Service Area | ■ |
|---|---|

| Competitive Analysis | | |
|----------------------|------------|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| N/A | | |

King's Point Wholesale: Switched Access Feature Group B

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| DLBHFLKP | BellSouth Telecommunications, LLC | AT&T Florida (BellSouth Telecommunications, LLC) | WSWI 2 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Tariff Reference (Tariff Name, Section and USOC(s)) |
|-------------------------|--------------------|---------|---|
| Both Domestic | International | 1857952 | BELLSOUTH TELECOMMUNICATIONS TARIFF F.C.C. NO. 1 Section 6.1.1 (B) BELLSOUTH TELECOMMUNICATIONS FLORIDA ACCESS SERVICES TARIFF Section 6.1.1 (B) |

| Product Retirement | |
|----------------------------|---------------------------------|
| Service to be Discontinued | Switched Access Feature Group B |

| Service Description |
|--|
| BellSouth SWA FGB, which is available to all customers, provides trunk side access to Telephone Company end office switches with an associated uniform 950-XXXX access code for the customer's use in originating and terminating communications to an Interexchange Carrier's interstate service or a customer provided interstate communications capability. |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| | | |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE |
|--|------------------------|
| | |

| Next Generation Product Offer | |
|-------------------------------|---------------------------|
| CATCH PRODUCT NAME | CATCH PRODUCT DESCRIPTION |
| none | N/A |

| Demand Count | | | |
|---|--|---|--|
| Number of Customers | | Number of Services Without An AT&T Catch Product | |
| Number of Customer Locations | | Number of Services with a Competitive Catch Product in their Service Area | |
| Number of Services | | Number of Services Without AT&T or Competitive Catch Product | |
| Number of Services with an AT&T Catch Product Available in their Service Area | | | |

| Competitive Analysis | | |
|----------------------|------------|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| N/A | | |

King's Point Wholesale: Switched Access Feature Group A

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| DLBHFLKP | BellSouth Telecommunications, LLC | AT&T Florida (BellSouth Telecommunications, LLC) | WSWI 3 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Tariff Reference (Tariff Name, Section and USOC(s)) |
|-------------------------|--------------------|---------|---|
| Both | Dominant | 1857952 | BELLSOUTH TELECOMMUNICATIONS TARIFF F.C.C. NO. 1 Section 6.1.1 (A) BELLSOUTH TELECOMMUNICATIONS FLORIDA ACCESS SERVICES TARIFF Section 6.1.1 (A) |

| Product Retirement | |
|--|---------------------------------|
| Service to be Discontinued – services that fall under the Product type are listed here | Switched Access Feature Group A |

| Service Description |
|--|
| BellSouth SWA FGA, which is available to all customers, provides line side access to Telephone Company end office switches with an associated seven digit local telephone number for the customer's use in originating and/or terminating communications to another customer's interstate service or a customer provided interstate communications capability. |

| | | |
|---|--------------------|-------------------------------|
| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
| | | |

| | |
|---|-------------------------------|
| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE |
| | |

| Next Generation Product Offer | |
|-------------------------------|---------------------------|
| CATCH PRODUCT NAME | CATCH PRODUCT DESCRIPTION |
| None | |

| Demand Count | | | |
|---------------------|---|--|---|
| Number of Customers | ■ | Number of Services Without An AT&T Catch Product | ■ |

| | | | |
|------------------------------|---|---|---|
| Number of Customer Locations | ■ | Number of Services with a Competitive Catch Product in their Service Area | ■ |
|------------------------------|---|---|---|

| | | | |
|--------------------|---|--|---|
| Number of Services | ■ | Number of Services Without AT&T or Competitive Catch Product | ■ |
|--------------------|---|--|---|

| | |
|---|---|
| Number of Services with an AT&T Catch Product Available in their Service Area | ■ |
|---|---|

| Competitive Analysis | | |
|-----------------------|--|-----------------|
| COMPETITOR TECHNOLOGY | | Percent Covered |
| N/A | | |

Carbon Hill Wholesale: Switched Access Feature Group D

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| CRHLALNM | BellSouth Telecommunications, LLC | AT&T Alabama (BellSouth Telecommunications, LLC) | WSWI 4 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Tariff Reference (Tariff Name, Section and USOC(s)) |
|-------------------------|--------------------|---------|---|
| Both Dominant | ant | 1857952 | BELLSOUTH TELECOMMUNICATIONS TARIFF F.C.C. NO. 1 Section 6.1.1 (D) BELLSOUTH TELECOMMUNICATIONS ALABAMA ACCESS SERVICES TARIFF Section 6.1.1 (D) |

| Product Retirement | |
|--|---------------------------------|
| Service to be Discontinued – services that fall under the Product type are listed here | Switched Access Feature Group D |

| Service Description |
|--|
| BellSouth SWA FGD, which is available to all customers, provides trunk side access to Telephone Company end office switches with an associated uniform 101XXXX access code for the customer's use in originating and terminating communications. |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| █ | █ | █ |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE |
|--|------------------------|
| █ | █ |

| Next Generation Product Offer | |
|---|--|
| CATCH PRODUCT NAME | CATCH PRODUCT DESCRIPTION |
| IP Interconnection for exchange of traffic with all AT&T VoIP end Users | Provides a IP interconnection to the customer for the exchange of traffic with all AT&T VoIP end users |

| Demand Count | | | |
|---|---|---|---|
| Number of Customers | █ | Number of Services Without An AT&T Catch Product | █ |
| Number of Customer Locations | █ | Number of Services with a Competitive Catch Product in their Service Area | █ |
| Number of Services | █ | Number of Services Without AT&T or Competitive Catch Product | █ |
| Number of Services with an AT&T Catch Product Available in their Service Area | █ | | |

| Competitive Analysis | | |
|----------------------|------------|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| N/A | | |

Carbon Hill Wholesale: Switched Access Feature Group B

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| CRHLALNMRS0 | BellSouth Telecommunications, LLC | AT&T Alabama (BellSouth Telecommunications, LLC) | WSWI 5 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Tariff Reference (Tariff Name, Section and USOC(s)) |
|-------------------------|--------------------|---------|---|
| Both Dominant | ant | 1857952 | BELLSOUTH TELECOMMUNICATIONS TARIFF F.C.C. NO. 1 Section 6.1.1 (B) BELLSOUTH TELECOMMUNICATIONS ALABAMA ACCESS SERVICES TARIFF Section 6.1.1 (B) |

| Product Retirement | |
|------------------------------|---------------------------------|
| Service to be Discontinued – | Switched Access Feature Group B |

| Service Description |
|--|
| BellSouth SWA FGB, which is available to all customers, provides trunk side access to Telephone Company end office switches with an associated uniform 950-XXXX access code for the customer's use in originating and terminating communications to an Interexchange Carrier's interstate service or a customer provided interstate communications capability. |

| | | |
|---|--------------------|-------------------------------|
| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
| | | |

| | |
|---|-------------------------------|
| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE |
| | |

| Next Generation Product Offer | |
|-------------------------------|---------------------------|
| CATCH PRODUCT NAME | CATCH PRODUCT DESCRIPTION |
| none | |

| Demand Count | | | |
|---|---|---|---|
| Number of Customers | █ | Number of Services Without An AT&T Catch Product | █ |
| Number of Customer Locations | █ | Number of Services with a Competitive Catch Product in their Service Area | █ |
| Number of Services | █ | Number of Services Without AT&T or Competitive Catch Product | █ |
| Number of Services with an AT&T Catch Product Available in their Service Area | █ | | |

| Competitive Analysis | | |
|----------------------|------------|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| N/A | | |

Carbon Hill Wholesale: Switched Access Feature Group A

| Wire Center | Legal Name of Service Provider | d/b/a Name of Service Provider | Product Data Sheet # |
|-------------|-----------------------------------|--|----------------------|
| CRHLALNMRS0 | BellSouth Telecommunications, LLC | AT&T Alabama (BellSouth Telecommunications, LLC) | WSWI 6 |

| Regulatory Jurisdiction | Type of Regulation | FRN | Tariff Reference (Tariff Name, Section and USOC(s)) |
|-------------------------|--------------------|---------|---|
| Both | Dominant | 1857952 | BELLSOUTH TELECOMMUNICATIONS TARIFF F.C.C. NO. 1 Section 6.1.1 (A) BELLSOUTH TELECOMMUNICATIONS ALABAMA ACCESS SERVICES TARIFF Section 6.1.1 (A) |

| Product Retirement | |
|------------------------------|---------------------------------|
| Service to be Discontinued – | Switched Access Feature Group A |

| Service Description |
|--|
| BellSouth SWA FGA, which is available to all customers, provides line side access to Telephone Company end office switches with an associated seven digit local telephone number for the customer's use in originating and/or terminating communications to another customer's interstate service or a customer provided interstate communications capability. |

| Customer Notice: Product Grandfather | GRANDFATHER | Disallow Adds, Moves, Changes |
|--------------------------------------|-------------|-------------------------------|
| | | |

| Customer Notice: Service Discontinuance (Sunset) | SERVICE DISCONTINUANCE |
|--|------------------------|
| | |

| Next Generation Product Offer | |
|-------------------------------|---------------------------|
| CATCH PRODUCT NAME | CATCH PRODUCT DESCRIPTION |
| None | |

| Demand Count | | | |
|---|---|---|---|
| Number of Customers | █ | Number of Services Without An AT&T Catch Product | █ |
| Number of Customer Locations | █ | Number of Services with a Competitive Catch Product in their Service Area | █ |
| Number of Services | █ | Number of Services Without AT&T or Competitive Catch Product | █ |
| Number of Services with an AT&T Catch Product Available in their Service Area | █ | | |

| Competitive Analysis | | |
|----------------------|------------|-----------------|
| COMPETITOR | TECHNOLOGY | Percent Covered |
| N/A | | |

Exhibit F

Dear Valued Customer,

At AT&T, our most important job is making sure that the connections we offer our customers and businesses are safe, strong and reliable. As an AT&T business customer in Carbon Hill, Alabama, your experience with AT&T will be my highest priority and among the most important priorities for our company.

More of our business customers are connecting using new technologies – like wireless and Internet-based phones (that is, phones that use Voice-over-Internet-Protocol — or “VoIP” — technology). We want to make sure that you have access to the communications tools your business needs to seamlessly connect with your customers and to the network of the future.

The Federal Communications Commission (FCC), the federal agency that regulates telecommunications services, has called on companies like AT&T to submit proposals for conducting trials where these connections and services will be rolled out in a community and offered to consumers and businesses, while ensuring the values of universal service, competition, public safety, reliability and consumer protection continue to be met.

AT&T has proposed to include Carbon Hill, Alabama as one of two locations nationwide for a multi-year trial to be overseen by the FCC.

AT&T will work responsibly, openly and transparently with local and state government, the FCC, and most importantly, **with you** throughout this process. And all of this will be happening while the traditional telephone network is still in place. We are committed to meeting and exceeding your expectations, while also giving you access to the benefits that a modern network provides your business with.

We want to make sure that you are informed and can be involved in the process. **We will be holding meetings and events throughout the community. For more information on those, or anything else related to the trial, please visit our website at: <http://ip4carbonhill.att.com>. Or you can call us at 866-992-9357.**

As a lifelong Alabaman, I am pleased that Carbon Hill was selected as one of the trial locations to help ensure that businesses across America – including those in small towns and rural areas – have access to the services modern networks can deliver. AT&T and its Alabama employees consider themselves a part of the fabric of the communities where we live and work. We aren't just providing a service to our customers and businesses; we are connecting our neighbors and communities.

Thank you for your business. We look forward to working with you on this exciting opportunity for our customers and for our company.

Sincerely,

A handwritten signature in cursive script that reads "Fred McCallum".

Fred McCallum, President AT&T Alabama

Dear (INSERT CUSTOMER NAME HERE),

At AT&T, our most important job is making sure that the connections we offer our customers are safe, strong and reliable. I am writing today because, as an AT&T customer in Carbon Hill, Alabama, your experience with AT&T is among the most important priorities for our company.

More of our customers are choosing to connect using newer technologies – like wireless and Internet-based phones (that is, phones that use Voice-over-Internet-Protocol — or “VoIP” — technology) – that deliver voice, Internet and video at home and away.

The Federal Communications Commission (FCC), the federal agency that regulates telecommunications service, has called on companies like AT&T to submit proposals for conducting trials where these connections and services will be rolled out in a community and offered to consumers, all while ensuring the values of universal service, competition, public safety, reliability and consumer protection continue to be met.

I am writing to share the news that AT&T has proposed to include Carbon Hill, Alabama as one of two locations nationwide for a multi-year trial that will be overseen by the FCC.

AT&T will work responsibly, openly and transparently with local and state government, the FCC, and, most importantly, **with you** throughout this process. And all of this will be happening while the traditional telephone network is still in place. We are committed to meeting and exceeding your expectations regarding the benefits that a modern network provides. We want to make sure you are kept informed and can be involved. Your voice and experience will help inform future efforts to roll out these technologies to cities, small towns and rural communities across America.

My team and I will be here to answer questions, and keep you posted. We will be holding meetings and events throughout the community. For more information on those, or anything else related to the trial, please visit our website at: <http://ip4carbonhill.att.com>. Or you can call us at: 855-920-0066 (in English) or 855-920-0072 (in Spanish).

As a lifelong Alabaman, I am pleased that Carbon Hill was selected as one of the trial locations to help ensure that communities across America – including small towns and rural areas – have access to the services modern networks can deliver. AT&T and its Alabama employees consider themselves a part of the fabric of these communities. We live and work here, send our children and grandchildren to local schools, cheer on the local sports teams and shop at the local stores. We aren't just providing a service to customers; we are connecting our neighbors and communities.

Thank you for your business. We look forward to working with you on this exciting opportunity for our customers and for our company.

Sincerely,



Fred McCallum, President AT&T Alabama

Dear Valued Customer,

Last year, I was honored to be named the President of AT&T Florida. As an AT&T business customer in the West Delray Beach area of Florida, your experience with the company is my top priority. We are committed to providing safe, strong and reliable connections for our customers and businesses. And your satisfaction is among the most important priorities for AT&T.

Our business and residential customers are increasingly using newer technologies like wireless and Internet-based service rather than traditional services.

We are investing and building out new and enhanced connections for our business customers so that you can communicate using next-generation products and applications. We are committed to ensuring these connections are safe, strong and reliable.

The Federal Communications Commission (FCC), the federal agency that regulates telecommunications service, has called on companies like AT&T to submit proposals for conducting trials where these new connections and services will be rolled out in a community and offered to consumers and businesses, all while ensuring the values of universal service, competition, public safety, reliability and consumer protection continue to be met.

AT&T has proposed to include the West Delray Beach area of Florida as one of two U.S. locations for a multi-year trial to be overseen by the FCC. Throughout the trial process, AT&T is committed to working openly and transparently with our business customers, local and state government, and the FCC. This process will occur while the traditional telephone network is still in place.

We are committed to meeting and exceeding your expectations regarding the benefits that a modern network provides. We want to make sure you are kept informed and can be involved in the process. Your voice and experience will help shape future efforts to roll out these technologies to businesses across America.

We will be holding meetings and town halls throughout the community, watch for locations, dates and times. For more information on these events and anything else related to the trial, please visit <http://ip4westdelraybeach.att.com>. Or you can reach us at 866-992-9357.

We want to make sure that our business customers, no matter their size, can be part of this process. AT&T is committed to bringing Floridians the connections and technology they want and need. You aren't just our customers, you are our friends and neighbors, and our commitment reflects this.

Thank you for being an AT&T customer. We look forward to working with you during this exciting opportunity.

Sincerely,

A handwritten signature in blue ink, appearing to read "J. York". The signature is stylized and fluid.

Joe York, President AT&T Florida



[Date]

Dear [Customer Name],

Last year, I was honored to be named the President of AT&T Florida. As an AT&T customer in the West Delray Beach area of Florida, your experience with the company is my top priority. We are committed to providing safe, strong and reliable connections for our customers. And your satisfaction is among the most important priorities for AT&T.

Our customers are increasingly using newer technologies – like wireless and Internet-based services that can deliver voice, Internet and video at home and away. We are investing and building out new and enhanced connections for our customers so you can communicate using next-generation products and applications. We are committed to ensuring that these connections are safe, strong and reliable.

The Federal Communications Commission (FCC) the federal agency that regulates telecommunications service, has called on companies like AT&T to submit proposals for conducting trials where these new connections and services will be rolled out in a community and offered to consumers, all while ensuring the values of universal service, competition, public safety, reliability and consumer protection continue to be met.

AT&T has proposed to include the West Delray Beach area of Florida as one of two locations for a multi-year trial to be overseen by the FCC. This process will occur while the traditional telephone network is still in place. Throughout the trial process, AT&T is committed to working openly and transparently with our customers, local and state government, and with the FCC.

We are committed to meeting and exceeding your expectations regarding the benefits that a modern network provides. We want to make sure you are kept informed and can be involved. Your voice and experience will help shape future efforts to roll out these technologies nationwide.

We want customers of all ages to take part in this process. Last year, we partnered with national and local organizations to host events across the state where consumers had an opportunity to learn about new products and services. We will be holding events like these in the West Delray Beach area as part of the trial.

We will be holding meetings and town halls throughout the community, watch for locations, dates and times. For more information on these events and anything else related to the trial, please visit <http://ip4westdelraybeach.att.com>. Or you can reach us at 855-920-0066 (in English) and 855-920-0072 (in Spanish).

AT&T is committed to bringing Floridians the connections and technology they want and need. You aren't just our customers, you are our friends and neighbors, and our commitment reflects this.

Thank you for being an AT&T customer. We look forward to working with you during this exciting opportunity for our customers and for our company.

Signed,

Joe York, President AT&T Florida

Exhibit G

2011

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EXHIBIT G
G3ict WHITE PAPER

Case Study White Paper Series

How a culture of inclusion and the adoption of Universal Design at AT&T drive business processes to serve persons with disabilities

Accessibility, Innovation and Sustainability at AT&T

G3ict

Global Initiative for Inclusive Information and Communication Technologies



A Flagship Advocacy Initiative
of the United Nations Global Alliance
for ICT and Development



About G3ict

G3ict is an Advocacy Initiative of the United Nations Global Alliance for ICT and Development, launched in December 2006 in cooperation with the Secretariat for the Convention on the Rights of Persons with Disabilities at UN DESA. Its mission is to facilitate and support the implementation of the dispositions of the Convention on the Rights of Persons with Disabilities promoting e-accessibility and assistive technologies. G3ict participants include industry, the public sector, academia and organizations representing persons with disabilities. G3ict relies on an international network of ICT accessibility experts to develop practical tools, evaluation methods and benchmarks for States Parties and Disabled Persons Organizations to implement policies in support of assistive technologies and e-accessibility. Since inception, G3ict has organized or contributed to 79 awareness raising and capacity building programs for policy makers in cooperation with international organizations such as the ITU, UNESCO, UNITAR and the World Bank. G3ict co-produces with ITU the “e-Accessibility Policy Toolkit for Persons with Disabilities” (www.e-accessibilitytoolkit.org) which is widely used around the world by policy makers involved in the implementation of the Convention on the Rights of Persons with Disabilities. For additional information on G3ict, visit www.g3ict.org

Acknowledgments

G3ict wishes to express its sincere appreciation to AT&T for opening its door to document this case study and to the many individuals and organizations who participated in the data collection and multiple interviews conducted during this inquiry. Our special appreciation goes to:

Susan Mazrui - Director - Global Public Policy
Tari Hartman Squire - Strategic Marketing Communications Consultant - Disability Issues
Avalyn Jackson - Associate Director - Product Marketing
Aaron Bangor - Principal Member of Technical Staff - AT&T Labs
Jody Garcia - VP Consumer Sales & Service
Roman Smith - Director - Public Affairs
Elizabeth P Dixon - Lead HR Specialist
Diane Rodriguez - Area Manager - Regulatory Relations
Cecilia Martaus - General Attorney
Mark Witcher - General Attorney & Associate General Counsel
Rob Earnhardt - Mgr - Sales Execution
Bob Gorman - Director - Business Development
Brooks Newton - Technical Architect
Jason Whorton - Lead Technical Architect
Sam Fabens - VOX Global
Channing Barringer - VOX Global
Jay Wilpon - Executive Director - Tech Research
Amanda Stent - AT&T Research - Principal Member of Technical Staff

AT&T's Advisory Panel on Access & Aging (AAPAA)
AT&T Labs
Citizenship and Sustainability
Consumer Sales and Service
EcoSystem and Innovation
Global Public Policy
HR Diversity

G3ict editorial team: Francesca Cesa Bianchi, Nilofar Ansher, David Ross.
Design by Manuel Ortiz - www.modesignstudio.com

Special Mentions

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1110 W. Peachtree Street, NW Atlanta, GA 30309-3609 – U.S.A.

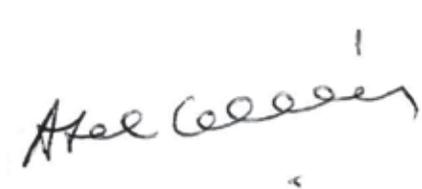
Foreword

For aging adults and persons living with disabilities, as for everyone, communications are essential to increased productivity, independent living, a sense of well-being and safety. Communications technology enables individuals with disabilities (and those without) to participate in social, educational and economic activities; retrieve information; receive warnings from government authorities in emergencies; and conduct a number of essential tasks that require access to phone or web services. Accessibility of communications is vital for an ever larger population of customers. In the United States, 54 million persons are identified by the U.S. Census Bureau as living with disabilities. Of those ages 65 and older, 52 percent live with a disability.

While accessibility is required by law, it is also an important element of a company's citizenship and sustainability strategy, as well as a market and employment opportunity. Many companies, however, have yet to fully integrate accessibility across companywide business divisions and into their product development and services design. Accessibility is a complex, multi-faceted discipline, one that can only be successfully implemented with the full participation and engagement of a number of business functions in large organizations and buy-in from senior leadership.

This case study describes how AT&T has integrated accessibility into its activities, from product development, human resources and talent retention to recruitment, marketing and customer service. As is often the case, AT&T's achievements result from a combination of factors: a rich history of developing products for persons with disabilities that dates back to the company's founder, a clearly defined set of citizenship and sustainability objectives, a commitment to Universal Design and, perhaps most importantly, a desire to involve persons with disabilities in these internal processes.

Our sincere appreciation goes to AT&T for opening its doors to G3ict and for sharing its experience with other corporations, disability and aging organizations, and the many stakeholders involved in promoting the accessibility of information and communication technologies.

A handwritten signature in black ink, appearing to read "Axel Leblois". The signature is written in a cursive, slightly slanted style. There are some small marks and a vertical line above the signature.

Axel Leblois
Executive Director, G3ict

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Why Accessibility Matters

Key Facts

At AT&T, knowledge of demographic realities is a key component of promoting Universal Design and assistive functionalities for products and services, and an integral part of the company's sustainability strategy:

Persons with disabilities in the United States

- 54.4 million, or 17 percent of the population, on the rise from previous U.S. Census (2002)
- 35 million (12 percent) with a severe disability
- 69 percent of those ages 21 – 64 with a severe disability are unemployed
- 30 percent of households have a family member with disabilities

Among persons 15 and older

- 7.8 million (3 percent) had difficulty hearing a regular conversation, with 1 million unable to hear at all. 4.3 million persons reported using a hearing aid.
- 3.3 million persons (1 percent) ages 15 and older used a wheelchair or similar device, with 10.2 million (4 percent) using a cane, crutches or walker.
- 7.8 million had difficulty seeing words or letters in ordinary newspaper print, including 1.8 million who were completely unable to see.
- More than 16 million had difficulty with cognitive, mental or emotional functioning.

Among ages 65 and older

- 52 percent had a disability and 37 percent have a severe disability.

Among ages 80 and older

- 71 percent had a disability, including 56 percent who have a severe disability.

Source: Matthew W. Brault, Americans with Disabilities: 2005, Current Population Reports, P70-117, U.S. Census Bureau, Washington, DC. 2008. See www.census.gov/prod/2008pubs/p70-117.pdf

How is Disability Measured?

The U.S. Census Bureau was among the first government agencies in the world to shift the measurement of disability away from the outdated medical model and to adopt functional measurements of disability, which provide far more accurate disability demographics. Questions are asked about an individual's ability to perform certain tasks, rather than asking to disclose medical conditions. For example, aging adults with macular degeneration who lose central vision may not be able to read a mobile phone screen. However, because their peripheral vision remains, they would not self-report as "blind" in the context of a traditional survey or questionnaire. The new methodology identifies such disabilities with questions about one's ability to read a newspaper.



AT&T Executive, Susan Mazrui (Global Public Policy), presenting at the NDI REI Tour National Press Club Kick Off event, October 2010.



Left to right: Gregg Vanderheiden (University of Wisconsin-Madison), Susan Mazrui (Global Public Policy), Tari Hartman Squire (AT&T Consultant) and Larry Goldberg (AAPAA member, WGBH National Center for Accessible Media) at the White House for the ADA 20th anniversary celebration event, July 2010.

Question: What is Disability?

According to the Preamble of the United Nations Convention on the Rights of Persons with Disabilities, signed as of December 2010 by 144 countries including the United States, “Disability is an evolving concept. It results from the interaction between persons with impairments and attitudinal and environmental barriers that hinders their full and effective participation in society on an equal basis with others.” Over the past two decades, this social definition of disability has been universally endorsed around the world, while the medical definition, which focuses solely on a person’s impairment, has been abandoned. It implies that society at large is responsible for eliminating barriers to access and ensuring full participation of persons living with disabilities. Disability is viewed as the intersection of the person and the built, electronic, or attitudinal environment.

Universal Design

The Convention on the Rights of Persons with Disabilities states:

“Universal Design” means the design of products, environments, programmes and services to be usable by all people, to the greatest extent possible, without the need for adaptation or specialized design. “Universal Design” shall not exclude assistive devices for particular groups of persons with disabilities where this is needed. (Article 2)

States Parties undertake or promote research and development of universally designed goods, services, equipment and facilities, as defined in Article 2 of the present Convention, which should require the minimum possible adaptation and the least cost to meet the specific needs of a person with disabilities, to promote their availability and use, and to promote Universal Design in the development of standards and guidelines. (Article 4.1.f)

“Universal Design” means the design of products, environments, programmes and services to be usable by all people, to the greatest extent possible, without the need for adaptation or specialized design.”

The Inner Workings of Accessible Product Design at AT&T

Managing Accessibility along the Product Development Cycle

Making technology work for all requires a disciplined approach to product design. Evaluating a product's accessibility at an early stage of its development significantly reduces the cost of providing accessible features. Retrofitting a non-accessible product can be very expensive, when it is even possible. This is why, from the conception of a product or service, AT&T applies user-centered design. User-centered design calls for a deep knowledge and understanding of human factors, or how individuals with different mixes of abilities, needs and limitations interact with their environment.

This approach includes tools that help product development teams evaluate the accessibility and usability of products. For example, one of the components in AT&T's standard project process is to identify Universal Design requirements using accessibility checklists, which prompt the product development teams to think about how a person with a disability might use their product. Their evaluation is then entered into the checklists and becomes part of the official documentation of each project.

Start with the user



Design and Development

End with the user



- Who users are
- What users want
- What users know
- How users work
- User capabilities
- User limitations

- Objective user testing
- Subjective user evaluation
- Post-deployment analysis
- Iteration of design

User Centric Design and Development: Start with the user; Design and Development; End with the user.



Human Factors Lab: A control room where experimenters observe customers interacting with AT&T products and services.

AT&T has established a “Human Factors Group” to test many of the company’s designs in order to evaluate the accessibility and usability of products and services. When appropriate, the team invites aging adults and persons with disabilities to take part in these studies. AT&T professionals have experience with accessibility issues and frequently participate in local accessible technology groups. They also support their peers throughout the company in matters of accessibility of products or services.

For example, the Human Factors Group helped develop the ANSI/HFES 200 standard (Human Factors Engineering of Software). The objective of this standard is to provide design requirements and recommendations that make software more accessible and easier to learn and use. The ultimate beneficiaries are the end users of software, whose needs motivated the design recommendations in HFES 200. The application of this standard is intended to provide user interfaces that are more usable, accessible and consistent and that enable greater productivity and satisfaction. Its main components cover accessibility, interaction techniques, interactive voice response (IVR) and visual presentation and use of color.

AT&T does not develop or manufacture customer equipment such as handsets, although it does resell products from third-party vendors. Nevertheless, the company is committed to offering a range of equipment operating on its network that is accessible and usable to customers both with and without disabilities. Besides applying accessibility rules embedded in its own product development processes, AT&T collaborates with handset manufacturers and third-party accessibility, aging, technology and disability organizations to collect input on optimum accessibility specifications. AT&T also works with nongovernmental organizations (NGOs) for recommendations and assessments of product accessibility and usability.

How the Human Factors Group Works at AT&T

The Human Factors Group at AT&T conducts customer research, analysis, design and usability testing to help develop products and services that are accessible, useful and usable for customers with and without disabilities. The fundamental goal of the Human Factors Lab is to learn and adjust product design in the lab from inception, rather than after a product or service is deployed to tens of millions of customers.

The Human Factors Group supports product development project teams within relevant divisions of the company and champions the needs of customers. Members bring their technical background in the human factors profession, drawing on knowledge from both industrial engineering and psychology. The group uses scientific data collection techniques to find out how customers want to use services and how they think they should work. Most of that research is conducted in the Human Factors Labs, located in Austin, Texas, and Atlanta, Georgia. The labs are capable of testing any service AT&T provides, from traditional phone services, automated voice response systems, and web sites, to cutting-edge mobile devices and television services. The Human Factors Group has conducted studies with thousands of customers to find out how they interact with new products or services.

A key benefit of having actual customers test services in the Human Factors Lab is that it enables engineers to get the customer’s perspective firsthand, a perspective that may differ from an engineer’s.

Addressing Customers' Diverse Abilities

There is no such thing as a “typical” customer. What customers need and how they use products and services varies. For example, customers who are blind surf the web, too, but instead of seeing web pages, they listen as the text on the screen is read aloud by software called a “screen reader.” Listening to a web page, however, is not quite the same as seeing it. For example, a picture of a button for “Log in” cannot be read by the screen reader, so a text tag that says “Log in” is associated with the picture.

Taking the lessons learned from individual projects in different lines of business and applying them to similar services is another way the Human Factors Group develops solutions for customers. For example, building on a thorough understanding of perceived picture quality for television, the Human Factors Group applies that same research to watching video on cell phones. Ultimately, the goal is to adapt technology to people, rather than force people to adapt to the technology.

Enhancing Web Site Accessibility

The Web Accessibility Program conducts testing and reviews, retrofitting, accessibility training, and is also building relationships inside and outside AT&T. The Web Accessibility Team works closely with Creative Experience Team personnel, including Design Standards, Customer Insight & Usability Engineering, Design, Content, Rich Media, Interaction Architecture, and Motion, as well as other internal and external media and accessibility consulting organizations.

The Web Accessibility Team utilizes a two-part testing process of scanning for machine-detectable accessibility errors on the page, and human review. Using specialized software, the team filters through thousands of web pages each week, looking for accessibility issues. In addition, the program conducts time-intensive manual reviews of web page content, searching for hidden barriers to access for site visitors browsing with a disability. The team uses the results of automated testing to focus a human reviewer’s intervention. The program’s site retrofitting efforts have led to significant decreases in machine-detectable errors. To prevent accessibility errors from making it onto the web in the first place, the team provides accessibility training to the various disciplines involved in the web production process.

The WGBH National Center for Accessible Media in Boston and AT&T have worked together to develop a program that enables AT&T to provide captioning for online video produced and hosted through att.com. The captioning program is an example of how a corporate production process can adapt principles of accessible design to reach a wider audience, as well as give existing customers an enhanced user experience. Providing captioning enables rich media access for audiences who are deaf or have a hearing loss. It also adds utility for our mainstream users in noisy environments, for those whose primary language is not English, or for those who simply enjoy reading along with the audio turned off.

Universal Design at AT&T

“Universal Design” is at the center of AT&T’s strategy to ensure that new communications products and services are accessible to and usable by customers with disabilities. Universal Design is the practice of designing products, services and applications that are usable by the broadest possible range of consumers in the widest possible array of circumstances, including when physical, cognitive or sensory access to the handset or device is limited. Whether the limitation is short-term or long-term or related to vision, hearing, speech, cognition or dexterity, mobile products and applications need to be designed to enhance accessibility and usability.

Experiencing Accessibility

Try sending a text message from a dark room, listening to a voice mail message during a loud concert, or answering the phone with a grocery bag in each hand. These are some of the situations providing some experience, however temporary, of what it is like to be in a situation of sensorial or physical limitation.

"Integration of Universal Design into business practice is fundamental to our mission of equitable access to wireless technologies for persons of all ages and abilities."

Jim Mueller, Project Director, User-Centered Research, Rehabilitation Engineering Research Center for Wireless Technologies, Georgia Institute of Technology



Apps4Access ADA 20th anniversary celebration event: Sam Fabens, VOX Global.

Because of its commitment to Universal Design and its collaborations with handset and software vendors to develop new products and services www.att.com/gen/general?pid=10471, AT&T has urged its suppliers to consider applying a Universal Design methodology as they develop wireless products and applications, as well as to take into consideration the needs of aging adults and customers living with disabilities. In March 2008, the company made its Universal Design methodology available to suppliers and third-party developers in order to further facilitate collaborations and joint developments of innovative solutions for improved accessibility on a variety of platforms. The original document describing AT&T's Universal Design methodology explained the benefits of Universal Design. It also provided several scenarios to further illustrate the relevance of this approach in the context of mobile handset and software design. For example, to meet the needs of someone who may have difficulty hearing, the document advised manufacturers to consider text and picture messaging, vibration and light-emitting diodes displays in their design to alert the user to a call. In the case of someone who may have limited dexterity, the document suggested such features as speech recognition and voice commands.

As part of this collaborative process, AT&T also encourages its suppliers to submit a Voluntary Product Accessibility Template (VPAT), a checklist designed to gauge how easy it will be for aging adults and those with disabilities to use the product. For example, it would indicate that icons include additional descriptions so that screen readers can "read" these descriptions aloud. It also guides suppliers not to rely too heavily on visual representations for the main functionalities of a device. It also recommends specific icons that are non-textual so that users unable to read can understand them, and reminds suppliers to consider the needs of customers who are color-blind.

“It is our goal that the concept of ‘design for all’ is not viewed as a constraint but as a catalyst for innovation across the industry. We believe that, by making our methodology on Universal Design available for all to see, we can show the importance and value of creating wireless products and services that are usable and beneficial to as many persons as possible. The end result will be more choices for more consumers.”

Carlton Hill, Vice President of Marketing, AT&T

“TDI commends AT&T for the announcement on its Universal Design principles. AT&T fully understands the benefits and impact it brings to the needs of persons with disabilities and their contacts upon its addressing and conforming to these principles. AT&T understands that in order to make its products and services accessible and usable to both persons with disabilities and those without disabilities, it is promoting a climate of full inclusion and integration for all Americans in the community, as well as in the business market. TDI salutes AT&T for taking this special initiative, and calls on other companies and businesses to emulate this noble approach to ensuring one’s first-class pursuits of life, security and happiness in the community.”

Claude Stout, Executive Director, Telecommunications for the Deaf and
Individuals Living with a Hearing Loss, Inc.

How a Culture of Inclusion and Sustainability Supports Accessibility

While Universal Design methodologies provide a solid foundation for the company's product and services accessibility efforts, its culture of inclusion and management processes involving persons with disabilities deserves much credit for its accomplishments. Three processes help the company stay focused on accessibility and aware of accessibility challenges and opportunities:

- The AT&T Advisory Panel on Access & Aging (AAPAA)
- The Citizenship & Sustainability Expert Team – Access and Aging
- Developing an employee base that includes persons with disabilities

Each is a unique source of continuous innovations and refinements to serve customers and employees with disabilities.

AT&T Advisory Panel on Access & Aging (AAPAA)

The process of seeking input from representatives of the disability and aging adults communities is not new at AT&T; it engaged with both communities beginning in the 1980s. Input has taken several forms, including the former Wireless Access Task Force (WATF), mystery shopping with the assistance of community-based organizations, focus groups on a variety of topics and inviting constituency expertise. Today, AT&T's Advisory Panel on Access & Aging (AAPAA) meets three times a year with key decision makers from the company's major business divisions and provides recommendations on issues impacting customers and employees: emerging accessible and usable technologies, current products and services, customer service, strategic marketing and employment issues.

More than a decade ago, what is now AT&T Mobility created WATF, which was in charge of assessing the needs of customers with disabilities. The WATF panel, composed of representatives from consumer groups and advocates for aging adults and persons with disabilities, met twice per year with company officials to articulate their opinions, provide feedback and to learn about the wireless business. Members also had the opportunity to meet with handset manufacturers. WATF helped the company develop a range of accessible and usable products and services, including TTY and hearing-aid compatible handsets, network-based voice dialing, and a range of devices that can be used by persons with little or no vision. While the Wireless Access Task Force held its last meeting in September 2007, the knowledge and expertise developed in the past decade continue through its members who serve on the AAPAA.



AAPAA meeting, February 2010.

“Our progress in these areas is made possible by the tireless efforts and passion of our employees and by the support and guidance of our external stakeholders like the members of the AAPAA. We will continue to listen and cultivate those collaborations, as they challenge us to improve the way we run our business.”

**Charlene Lake, Sr. Vice President, Public Affairs,
and Chief Sustainability Officer, AT&T**

A more recent example of this collaboration resulted in the development of a stylus to be utilized by customers for capacitive touch-screen devices in 2010. AAPAA members provided feedback on the rise of the smart phone market with touch-screen devices and how these products impact customers with disabilities. Within a few months, the company was able to source a stylus to be utilized on all capacitive touch-screen devices and have it on the market at a competitive price. In fact, AT&T introduced the stylus at the next AAPAA meeting in the summer of 2010.



The stylus suggested by the AAPAA.

Citizenship & Sustainability Expert Team Access and Aging

While the AAPAA is charged with seeking input from the disability and aging adult communities and related market segments, the Citizenship & Sustainability Expert Team on Access and Aging is composed of employees and other representatives whose role is to champion the cause of accessibility across all business divisions of the organization. This is particularly important to ensuring that accessibility is taken into account in all aspects of new product and service deployments, customer management, and internal employment policies and recruitment practices.

As Roman Smith, AT&T's Director of Public Affairs for Corporate Citizenship & Sustainability, explains: "AT&T strives to keep all members of the communities that it services connected with their world, including those who have communications difficulties and disabilities. Through its Citizenship & Sustainability Expert Team on Access and Aging, the company brings together constituents who drive the most important accessibility initiatives. Corporate sustainability is woven into the fabric of the way the company does business. Our view of sustainability is broad. It includes environmental stewardship, as well as encompasses a wide variety of issues the company believes are integral to be a good corporate citizen — fostering an inclusive workplace and offering customers with disabilities products and services that support them to live more sustainable and independent lives."

The Expert Team on Access and Aging has been particularly effective in supporting awareness and competency training programs on disability and accessibility issues for hundreds of thousands of employees in all divisions of the company, providing inter-divisional briefings on innovative products and services and helping define and coordinate process adjustments for customers.

Recruiting and Career Advancements for Persons with Disabilities

Employees with disabilities help a company make the best informed decisions on accessibility and customer service for persons with disabilities. How better to reflect potential customers than through the societal realities of a diverse workforce that includes persons with multiple mixes of abilities? With these principles in mind, AT&T has implemented several programs over the years to promote the recruitment of persons with disabilities and workplace accommodations, including alliances with Career Opportunities for Students with Disabilities (COSD); The Washington Center, an initiative with historically black colleges and universities supporting work with students with disabilities; and a new customer care program staffed entirely by U.S. military veterans with disabilities. This latest pilot was launched in Atlanta in November 2010 with a goal of employing approximately 60 veterans with disabilities by March 2011. The veterans serve as front line customer service representatives, as well as in supervisory, operational and support functions.

AT&T has also invested in career development for managers with disabilities as a co-founder of the UCLA Anderson School of Management's Leadership Institute for Managers with Disabilities. So far, five AT&T directors and managers have completed the course. For its disability-inclusive diversity leadership in the workforce, AT&T was recognized by the U.S. Department of Labor's Office of Disability Employment Policy (ODEP).

To improve the working environment for its new recruits and employees with disabilities, the company's Integrated Disability Service Center helps them maintain regular work commitments when they are faced with situations that may affect their ability to perform essential job functions. A well-established job accommodation process allows employees to request temporary or permanent work restrictions, obtain appropriate accommodations to assist them in performing their job responsibilities, or be considered for temporary work assignments as needed. Since 1993, the "Individuals with Disabilities Enabling Advocacy Link" (IDEAL), one of 10 company-recognized Employee Resource Groups, has also served as a resource for employees with disabilities. Members of IDEAL deliver presentations on disability etiquette and other aspects of the employment experience as part of National Disability Employment Awareness month each October. IDEAL also provides employees with disabilities the opportunity for mentoring, networking and leadership development which directly supports the company's overall diversity and inclusion objectives. In 2010, AT&T ranked #3 in DiversityInc's Top 50 Companies for Diversity.



Career Opportunities for Students with Disabilities (COSD) Executive Director, Alan Muir, and Jim Skurka (AT&T Business Solutions).



Jim Skurka (AT&T Business Solutions) presenting at a COSD Student Summit.

Workplace Accessibility

As Dr. Aaron Bangor explained to diversitycareers.com, when he was five years old, he experienced juvenile rheumatoid arthritis that caused cataracts, leaving him legally blind. To assist in his work as part of the Human Factors Group at AT&T, Dr. Bangor uses Microsoft Windows to enlarge text and display it as white on a black background so he can read it more easily. He also uses a closed-circuit TV and camera that can send images to a screen, images he can then enlarge. Dr. Bangor ardently believes that technology should be designed around the needs of the user, regardless of their abilities.

Data Point: Consumer Attitudes Toward Companies that Hire Persons with Disabilities

A National Survey conducted in 2005 on sample of 806 consumers by Gary N. Sipersteina, Neil Romanob, Amanda Mohlera and Robin Parkera, University of Massachusetts, Boston, MA, USA and the America's Strength Foundation, Ellicott City, MD, USA.

Most of the participants (75 percent) had direct experience with persons with disabilities in a work environment. Moreover, these experiences were positive. All participants responded positively towards companies that are socially responsible, including 92 percent of consumers who felt more favorable toward those that hire individuals with disabilities. The participants also had strong positive beliefs about the value and benefits of hiring people with disabilities, with 87 percent specifically agreeing that they would prefer to give their business to companies that hire individuals with disabilities. www.worksupport.com/resources/viewContent.cfm/637



Accessibility and Sustainability: Q & A with Roman Smith, Director – Public Affairs, Corporate Citizenship & Sustainability, AT&T

For Roman Smith, Director – Public Affairs, Corporate Citizenship & Sustainability, sustainability is more than just an environmental principle. It is at the core of a company's corporate citizenship, particularly its commitment to the disability and aging adults communities.

How does AT&T define sustainability?

Sustainability is a way of doing business that recognizes our company's impact on society, as well as the impact that social issues have on our business. Our citizenship and sustainability efforts target areas where the needs of our company intersect with the needs of our communities. There are certainly many needs of society; however, at AT&T, we focus on the issues that are important to our business and communities and that provide us with an opportunity to make the most meaningful impact on areas such as accessibility, education and diversity.

How do you approach sustainability?

I approach sustainability as an "operating principle" of how we run our business. Sustainability is not a token program or marketing effort at AT&T, but a commitment to operate better, smarter, and in a way that makes sense for both our company and our world.

Is sustainability just about the environment?

No. While sustainability at AT&T does include environmental stewardship, it also encompasses a wide variety of issues that we believe are central to our responsibilities as a corporate citizen. Examples include making our communities stronger through volunteer opportunities such as job shadowing, fostering an inclusive workplace, supporting the National Disability Institute's Real Economic Impact Tour to help low-income persons with disabilities and their families gain financial literacy skills, protecting the environment by consuming less energy, and offering products and services to help our customers live more independent and sustainable lives.

What does sustainability mean personally?

At a personal level, sustainability is about choosing actions that create a positive and a sustainable future for myself, my community and my company.

Alexander Graham Bell – An Accessibility Pioneer

Alexander Graham Bell, the inventor of the telephone and the founder of the company that would become AT&T, was a teacher of deaf people. His father, grandfather and brother all studied elocution and speech, and both his mother and his wife were deaf. All of this exerted a profound influence on Bell. In fact, Bell's invention of the telephone in 1876 grew out of his efforts to develop the first hearing aid.

Early Accessibility Milestones

1922

Dr. Harvey Fletcher and R. E. Wegel of the Bell System, in cooperation with Dr. E. P. Fowler, a New York City ear and throat specialist, announce their experiments in the measurement of hearing. From their work, Bell Laboratories eventually developed the 1A and 2A audiometers for physicians to use in aiding deaf patients.

1924

Western Electric develops the artificial larynx for those who have lost their voices through surgical removal or paralysis of the vocal cords.

1925

AT&T produces its first telephone amplifier, the model 23A.

1931

AT&T introduces the Telex switched typewriter service.

1947

Bell Labs invents the transistor, which allows significant reduction in the size and weight of hearing aids. Bell Labs subsequently provides hearing-aid manufacturers with royalty-free licenses.

Accessibility Innovation: A Continuous Process

Today, AT&T Labs continue working on innovation, developing core technologies for advanced solutions to meet the needs of persons with disabilities and those without disabilities. For example WATSON, AT&T's speech and language engine, integrates a variety of speech technologies, including network-based, speaker-independent automatic speech recognition (ASR), Natural Voices text-to-speech conversion, natural language understanding (which includes machine learning), and dialog management.

WATSON has been used within AT&T for interactive voice response (IVR) customers for over 20 years during which time its algorithms and tools have been refined to improve accuracy, convenience and integration. WATSON has also been used for speech analytics, mobile voice search of multimedia data, video search, voice remote, voice mail to text, web search and SMS, with multiple web-based applications under development.



AT&T's Chris Boyer (Public Policy) presenting at Lights! Camera! Access! ADA event with the U.S. Department of Labor and Academy of Television Arts & Sciences. Photo: Christopher Voelker.



AT&T's Aaron Bangor (AT&T Labs) and Doug Burasco (Relay), attending UCLA Leadership Institute for Managers with Disabilities. Photo: UCLA Anderson School of Management.



AT&T's Susan Mazrui (Global Public Policy), first from left, attending UCLA Anderson Leadership Institute for Managers with Disabilities, along with other corporate executives. Photo: UCLA Anderson School of Management.

Pioneering Speech Synthesis - An Interview with Jay Wilpon and Amanda Stent, AT&T Labs - Research

Research on speech synthesis started in the 1930s and an early demonstration of a voice synthesizer was made at the 1939 World's Fair in New York City. Speech recognition research started in the 1950s in the early electronics research group at Bell Labs. However, it was not before the early 1970s that computers became advanced enough to develop speech recognition for commercial applications. The main purpose at that time was to automate services so that customers could access a variety of information and services without always having to go through an operator. This, in turn, allowed companies such as AT&T to scale up services.

It all started with "yes/no" choices, one word at a time. Recognizing natural conversation has always been the ultimate goal and, as higher performance computers became available, research began a push in this direction. In the early days, disability and accessibility were not really the purpose. For example, in 1979, the company started a research program to voice-activate call dial functions. At the time this was a real stretch for speech recognition technologies, and yet it was successful and patented by AT&T. This was 25 years before voice dialing became a mainstream application in telephony, especially on mobile phones.

Recognizing everyone's speech no matter what they said, however, remained the key objective R&D teams were pursuing. In the 1970s the issue was that if a model had to be built for each person, hundreds of millions of models would be needed. Obviously, this was impractical for broad use in the marketplace. Speech recognition, to be viable, has to be speaker-independent. AT&T's team invented algorithms to make speech recognition speaker independent. The company filed over 500 patents and thousands of papers. The team, led by Jim Flanagan and Larry Rabiner, fathers of many signal processing inventions at AT&T, contributed seminal concepts to this new scientific discipline. Over the years, many members of the team have been honored with fellowships in the IEEE, the National Academy of Sciences and the National Academy of Engineering. The team has laid out all the fundamental solutions to produce and recognize speech. The artificial larynx for persons with voice impairments was developed from the same fundamental technology out of the same group.

The notion that those technologies could benefit persons with disabilities gained momentum in the 1980s. The first application was a text-to-speech component for a dual-party relay solution using Telecommunications Devices for the Deaf (TDD). In TDD, a sentence is typed in by the caller at one end and sent to the operator who reads it back to the caller at the other end. With a speech synthesizer in the middle of the transaction, after the caller typed in the sentence, the speech synthesizer would read the text instead of the operator. This allowed increasing the speed and efficiency of relay services. It was first deployed in Washington State in 1984.

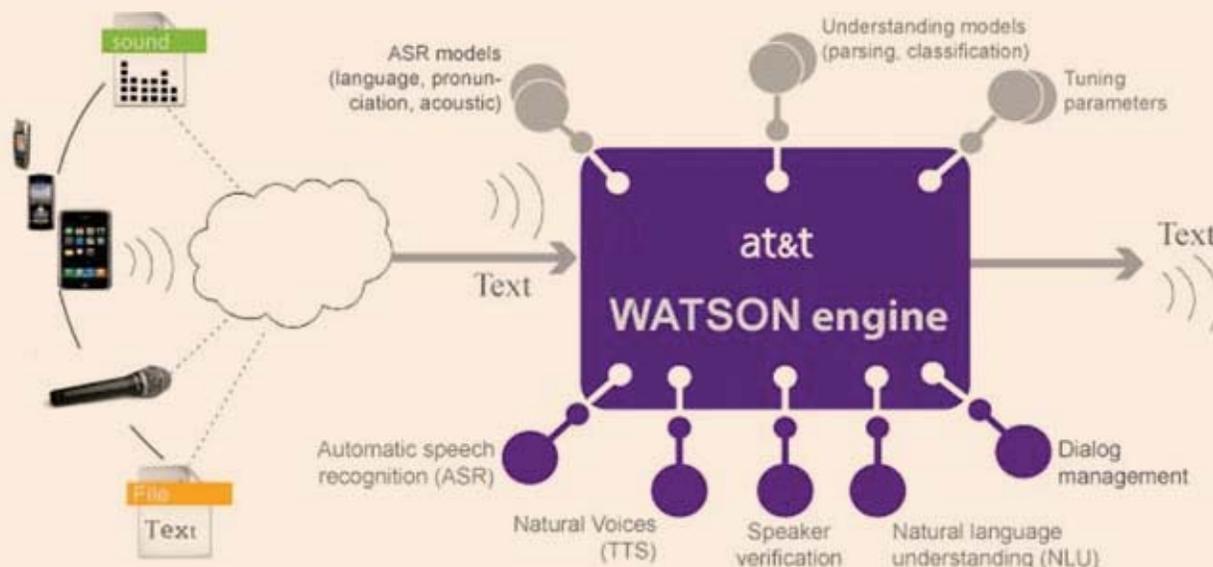
Using those leading technologies to address the needs of persons with disabilities gained further momentum as awareness and interest for assistive technologies grew in the general public. As a result, the AT&T Speech Research Group became more involved with numerous initiatives to develop solutions for persons with disabilities, from telecommunications to computer human interfaces. Some of its technologies were used by third parties developing new solutions, for example evaluating the emotional stability of autistic children. Over the past ten years a multimedia research group at AT&T has also applied speech recognition and language processing to the problem of automatic captioning and segmentation of multimedia videos.

cont.

While text-to-speech and speech recognition can help build very valuable applications for persons with disabilities, the assistive technologies market may be perceived as too small to justify investments in applications based on those technologies. AT&T Labs made a bold move in 2007 by evaluating offering its technology as a web-service with the ability for application developers to “mash it up” with other applications such as e-book readers and voice-enabled directions. When voice recognition was made available as a service ‘in the cloud’, the number of applications using it grew very rapidly. The company uses a business model that is free to use up to a limit and then costs users pennies after 1,000 or so licenses. Today, hundreds of organizations use AT&T speech technologies through its speech mashup prototype. Its customer base grew via word of mouth and includes a large variety of organizations from little Mom & Pop shops to universities to major enterprises across the world. Currently, AT&T is in the process of productizing “speech as a service” for broad market use and expects a robust offer by mid-2011.

Looking at recent trends, some of the promising areas for voice technologies include closed captioning of multimedia, accessible navigation services, assisted virtual remote console using mobile devices, searching the web, searching and browsing through music or video libraries or TV, e-readers available on the web as an application with an option to search, change speed, etc. All the while, scientists at AT&T Labs continue to push the scientific frontiers of speech research to better improve the recognition, synthesis and understanding of the spoken and written word.

One trend is certain: Mainstream assistive products and services will be more and more cloud-based rather than device-based. Cloud-based applications are easier to maintain and upgrade. As cloud-based applications multiply, the ability to build at greater scale will contribute to lower costs, to the benefit of both application developers and persons with disabilities.



AT&T WATSON Speech Technologies.



A New Frontier for Accessible and Assistive Mobile Phones

From Blueprint to Market: Accessibility in a Product Life Cycle

The product development cycle of a new handset follows a well-defined methodology incorporating accessible and assistive features at an early stage of design while allowing developers to check their usability as the product takes shape and is finally marketed. The launch of the Pantech BreEZe, one of AT&T's most popular handsets among persons with disabilities and aging adults, is a good example.

In 2007, AAPAA provided feedback indicating the need for a handset that would be easy to use for aging adults and persons of all ages. AAPAA recommended that such a handset should incorporate assistive features for persons with low vision, dexterity limitations or hearing loss and those needing simplified commands for frequent tasks. However, the Panel also suggested that such a product should look similar to mainstream handsets and be as stylish as any regular model. With this input, the User Experience Design Team developed a list of specifications and searched for a handset vendor capable of meeting those specifications. It selected Pantech, a South Korean company, with whom it developed a collaborative work process in order to design the new handset with the desired features.

During the first phase, the AT&T team briefed the Pantech team about accessibility guidelines, market segments, form factors, ergonomic features, display menus, text menus, text-to-speech software and voice output. The Pantech development team worked for approximately one year on developing the first prototypes. During this development stage, the AT&T team provided feedback to the Pantech team by testing the first sketches of menu flows and screen shots with third-party research services and user experience groups. This iterative process allowed Pantech to adjust both software and hardware design while developing the first prototypes.

Once available, the prototypes went through the standard rigorous lab quality control process that precedes any new product launch, typically 12 weeks (not including user testing). Once approved, market launch occurred four weeks later. Meanwhile, specific attention was given to make the supporting documentation for the phone accessible using large fonts, and going through the regular process of developing support tools for the customer service representatives handling calls from aging adults and persons with disabilities.

When the Pantech BreEZe was launched, its unique features marked a step forward in intuitive mobile phone design. Besides its sleek and simple appearance, it offered an extra-large color display, a simple user interface to access its various features, lighted EZ One-Touch Quick Call keys, Bluetooth, magnifier, hearing aid compatibility and voice dialing. Product testing showed that most of the desired outcomes were being met.

As with any product, however, the company carefully collected user feedback and tracked issues. It does so through customer service and twice a year via a systematic review by its lab of all its phones, using several hundred data points including an entire section of questions on accessibility. The initial Pantech BreEZe review led to a first iteration of suggested improvements: its documentation accessibility, for example, was further improved as well as its form factor for messaging. Also, keys were renamed (the "send" key was relabeled "call"). Future reviews will likely lead to incorporation of additional features as needed.

The success the Pantech BreZE has enjoyed since its launch is no secret at AT&T. It gained quick market acceptance and recognition such as its inclusion in the list of Oprah Winfrey's holiday gifts for under \$100. In May 2010 the successor to the Pantech BreZE, the aptly named Pantech BreZE, 2 included many of the improvements identified in the product and customer reviews. Some of those improvements included improving the UI menus and font sizes for better readability, added voice command feature for improved accessibility to basic phone functions, added a large visual indicator for call, message and batter life status and upgraded the technology to 3G HSDPA over 2G EDGE.

AT&T's Mobile Accessibility and Assistive Technologies at a Glance

As mobile devices and services expanded, AT&T systematically developed and introduced accessibility and assistive features in cooperation with a variety of third parties. Key features which significantly enhanced the usability of mobile phones by persons with disabilities and aging adults include:

- **Audible prompts** to assist persons with low vision. AT&T was the first major wireless carrier to offer screen-reading software, which makes handsets accessible to persons who are blind via voice output. This software reads basic handset functions aloud, such as battery life and network strength, as well as Caller ID, the calendar, text messages and e-mail.



The Pantech BreZE II

- Large Buttons and Display Text
- EZ One-Touch Quick Call Keys
- Email, Text, and Instant Messaging
- MEdia™ Net
- Bluetooth® Capable
- Voicemail
- Camera and Video Capabilities
- Hearing Aid Compatible

- **Voice input and voice output** for many of the handset functions such as key echo or dialing from a contact list, or for handsets that speak aloud each dialed number.
- **Mobile Speak by Code Factory:** Mobile Speak allows a user to have access to all elements of a mobile phone screen and functions and can enable customers with qualifying disabilities to read books in a specialized format (such as DAISY) designed for persons who are blind or have reading impairments.
- **Mobile Magnifier by Code Factory** enlarges the font size on the screen of the phone.
- Voice command software that allows customers to use verbal commands to dial a number or retrieve information such as the date and time.
- **TTY-Compatible Phones:** AT&T supports phones that are teletypewriter (TTY) compatible. The TTY device enables visual communication via a one-line or two-line electronic display between two users both equipped with TTY devices. When used in combination with a TTY-compatible wireless phone, customers with speech or hearing disabilities can stay in touch while on the go. TTY-compatible wireless phones have a 2.5mm port that accommodates the 2.5mm audio jack connector on the TTY device.
- **Hearing Aid Compatibility:** AT&T works closely with handset vendors to improve the user experience of customers who have hearing aids. Pursuant to FCC guidelines, handsets are tested and rated for Hearing Aid Compatibility (HAC). These HAC ratings, or "M-Ratings" and "T-Ratings," help hearing aid users find the best phone for them.

Persons with disabilities are often early adopters of accessible technologies that migrate into crossover mainstream audiences. Those features and services that are developed to support customers with disabilities end up being useful to all customers. A vibrating phone helps persons with a hearing loss, but it also allows a user who can hear to avoid embarrassing interruptions during a business meeting. The talking Caller ID device is essential for users with vision loss, but it also comes in handy for a sighted person who doesn't want to leave the dinner table to check who is calling. User-selected ringtones are fun but can also be set to indicate specific callers and can help a person who does not want to take every call or wants to set a ringtone that is easier to hear because hearing loss may be more significant in certain frequencies.

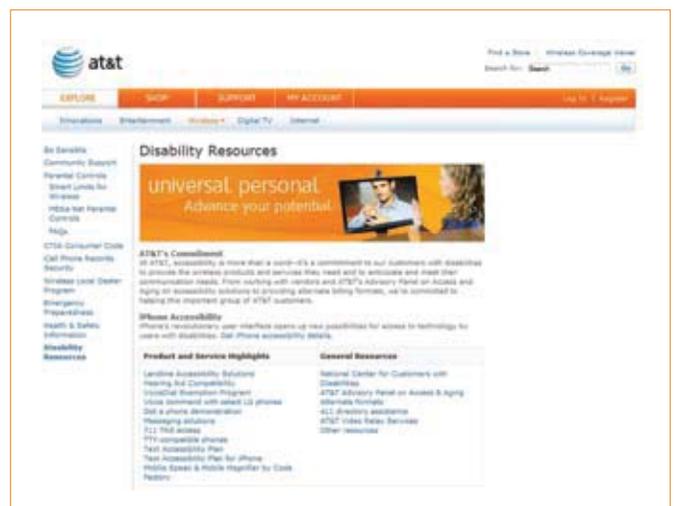
Making Customer Service Work for Persons with Disabilities and Aging Adults

Similar to product design, customer service for persons with disabilities and aging adults is organized along the principle of Universal Design, so that it may be available to the broadest possible range of consumers in the widest possible array of circumstances, including those when physical or sensory access is limited. Differences among customers, however, are not just due to disability or functional limitation; they may simply be a preference for how a customer wants to do business. If they have a question about their service, they can call for assistance. However, many customers would rather use a web site, conduct a chat session with a representative, or even visit one of AT&T's retail stores to have their question answered. This variety meets the preferences of a larger number of customers, but it also gives flexibility to a customer with a disability for how they choose to interact with the company.

Communications and Points of Sale

Communications with aging adults and persons living with disabilities include web sites, company-owned points of sale, and targeted advertising campaigns that explain the benefits of accessibility and assistive features for different types of customer situations.

The company developed a dedicated web site to help wireless customers with disabilities identify products and services that may better address accessibility needs. It includes comprehensive disability resources and information on products such as Mobile Speak & Mobile Magnifier, HAC devices, AT&T 411 Info, 711 TRS Access, Video Relay, TTY compatible telephones and TTY compatible devices, and Text Accessibility Plan (TAP). Customers have the option to call a voice or TTY number displayed on each web page to ask for more information.



The AT&T accessibility web page.

The company also uses targeted advertising campaigns emphasizing how accessibility features of its phones may benefit persons with disabilities or aging adults. In doing so, it uses efforts to enhance the usability of advertising messages for persons with disabilities. Since June 2007, for example, nearly all of its television commercials have been close captioned. The company runs ads in appropriate publications tailored to persons with disabilities such as “Diversity Careers in Engineering and Information Technology” or regional editions of the AARP magazine. It also uses StarLines, a state-specific insert which is sent with telephone bills to 11.4 million residential customers in nine southeastern states (including a Spanish version in Florida), dedicated to customers with disabilities and their families. The insert includes information on AT&T’s products and services for customers with disabilities. Other customers are reached via direct mail campaigns, requesting that they contact company representatives at the National Center for Customers with Disabilities (NCCD), a toll-free number if they, or someone they know, has a disability.

For its points of sale, the company has deployed Section 255 of the Telecommunications Act and Hearing Aid Compatibility (HAC) training for all its U.S. stores in order to ensure that sales personnel are well-versed in HAC programs and protocols as well as provided with basic information about the Americans with Disabilities Act (ADA). Every other month, the company conducts audits of all its retail stores to ensure that it meets the legislation’s requirements to serve aging adult customers and those with disabilities.

Customized Services for Persons with Disabilities

Beyond accessible and assistive solutions offered on handsets, customized services were created and marketed to customers with disabilities that meet their specific requirements:

- Video Relay Services (VRS) connect individuals with an interpreter who translates between American Sign Language (ASL) and spoken English. Users can download a free VRS videophone software, Video Link. Video Link is only available for persons who are deaf or living with a hearing loss www.att.com/vrs. An iPhone VRS application is also available in the iPhone App Store.



Video Relay Services (VRS) for deaf viewers on YouTube.

- Instant Message (IM) Relay www.att.com/relay is a text-based solution for individuals who are deaf or have a speech or hearing loss and that has been ported on many mobile devices. Customers can also use an Internet connection and an AOL Instant Messenger (AIM) account. To relay with one-step dialing, users send the phone number they are calling via instant message to a screen name “ATTRelay.” An AT&T Relay operator calls the phone number and translates the text to voice to the other party. There is no charge to use this service, but users must register. Aside from using IM relay on personal computers, IM relay is accessible on the many mobile platforms on which AOL is available such as iPhone, Android, iPad, Blackberry, and Windows Mobile. Customers can also get their own personal 10-digit phone number and people can call them via the IM Relay.
- AT&T 411 Info lets users dial 4-1-1 from their wireless phone for live directory information, send a text message with the listing and connect at no additional fee. AT&T 411 Info can also find a business near the user’s location. It also offers movie showtimes, turn-by-turn driving directions, reverse lookup and business category search, all with access to live operators 24/7.
- Text Accessibility Plans (TAPs) were developed for persons who are deaf or have a speech disability and/or hearing loss and who use almost exclusively text messages rather than voice calls. Those data plans were designed with input from users via focus groups. Rates are more favorable than those of voice plans with similar text usage, and voice calls are charged by the unit if needed.

The AT&T National Center for Customers with Disabilities

The National Center for Customers with Disabilities (NCCD) handles inquiries and requests relating to AT&T Mobility's products and services.

Based in Baton Rouge, LA, it includes customer care personnel who have received training on disability-related wireless products and services. In addition to training required for all customer service representatives and customer facing personnel, the NCCD staff members are trained to address the specific wireless product and service needs of aging adult customers and those with disabilities. The Center uses specialized channels (including TTY and e-mail) to help customers with disabilities who have accessibility and usability questions.

Customer service representatives are given specialized training on hearing aids, screen reader software, voice dialing, and TTY compatibility. They provide referrals for phone peripherals meeting customer needs. In addition, a list of customers using specialized programs such as Voice Dial, TAP Rate Plans and buyers of Mobile Speak & Mobile Magnifier software that have applied for a rebate is maintained, and representatives can arrange for alternate formats such as Braille or large print billing, as well as materials in alternate format when requested by the customer. Finally, for each product launch, a specific customer support knowledge base is made available to customer service representatives, product briefings are conducted, and sample phones are distributed.



Operator serving a customer via TTY.

One of the most impressive features of the NCCD is its ability to interface with the communication medium of choice of customers with disabilities. It may be a live text exchange, a mini-video relay call or a TTY call. All customer service representatives have been trained to handle any and all of those customer communication preferences. For Tier Two support requiring specific technical knowledge beyond the knowledge base used by AT&T's own customer service representatives, third parties are chosen who have both the required technical knowledge and the ability to interact with customers with disabilities in a similar fashion.

“AT&T has a long legacy of providing products and services designed to meet and exceed our customers' expectations and supporting the disability community. The goal of AT&T's care centers is to understand our customers' needs and preferences and help identify the best options available -- whether they have a disability or not.”



Point of Sale Accessibility.



Point of Sale Accessibility.

A Brief History

It was 1978 when AT&T opened its first call center dedicated to serving the disability and aging adult markets. The center served wireline customers in California through voice and TTY access.

Today, centers located in Oakland, CA, Lees Summit, MO, and Albany, GA, are dedicated to serving the disability and aging markets, in English and Spanish, across AT&T's entire wireline footprint.

Employees are trained to assist and advise customers with hearing, vision, mobility and/or speech disabilities about equipment, accessories, features and calling plans, as well as choices for TV and wireless products and services. They can also arrange for an alternate billing format, such as Braille or large print.

Serving Persons with Disabilities: Involving All Employees

Serving persons with disabilities and aging adults, however, cannot be accomplished successfully in isolation. In 2009, the company embarked on an ambitious program to train employees on disability awareness. With input from AAPAA members, it designed a training module delivered as an instructor-led course or self-paced e-learning program lasting approximately 45 minutes. The training module covers definitions of disabilities and demographics, Section 255 of the Telecommunications Act, how to interact and communicate with persons with disabilities (including practical etiquette guidelines and communications techniques) and understand the requirements that they may have in relation to mobile phones and wireless services. More than 160,000 AT&T employees have completed the training program. When asked if all those efforts, in addition to meeting the company's sustainability objectives did translate in some form of competitive edge, the answer among AT&T executives has been "absolutely."

Using Innovation for Accessibility: iPhone and Smart Phone Features for Persons with Disabilities

As technology evolves and third parties develop new hardware and software solutions, wireless service providers need to constantly assess how these may present challenges or opportunities for aging adults and customers with disabilities. AT&T does this through systematic advance briefings and exchanges with third parties providing handsets, middleware or applications, and by leveraging its own research and market surveys.

For example, the launch of smart phones has opened an entirely new chapter in the development of assistive solutions for persons with disabilities. Today, iPhone customers living with disabilities enjoy a vast array of breakthroughs in accessibility and usability www.apple.com/accessibility/iphone/vision.html. Some of the key features are standard on the iPhone, but many other are third-party applications that have proliferated since its launch.



AT&T Video Link app for iPhone 4 can be used to place video relay calls.

“When AT&T and Apple brought closed captioning to the iPhone, Universal Design met cutting-edge technology. Deaf and hard-of-hearing persons celebrated, and everyone who appreciates captioning benefited from this remarkable achievement.”

Larry Goldberg, Director, Carl and Ruth Shapiro Family National Center for Accessible Media at WGBH (NCAM)



AT&T Video Link user interface.

VoiceOver, which was originally a screen reader for the Mac, has been adapted by Apple for iPhone 3GS and comes standard on the iPhone 4. It allows users to operate the phone even if they cannot see the screen. VoiceOver reads aloud a description of each item touched by the finger of the user. It also reads aloud all critical indicators on the phone such as connectivity choices, battery level, signal level, screen orientation and whether the screen is locked or unlocked. As is the case for the Mac version, VoiceOver lets the user choose the speaking rate. It offers an innovative capability, the “Rotor.” Turning the rotor — by rotating two fingers on the screen as if you were turning an actual dial — changes the way VoiceOver moves through a document based on a setting you choose. VoiceOver also offers a Bluetooth-enabled Braille interface, which can be used both for output and input devices. Voice recognition can be activated by pressing and holding the home button to choose and play music or make a phone call.

Perhaps most intriguing and promising is the array of new applications that have been launched for persons with disabilities by third-party developers. For users with a hearing loss for example, TuneWiki enables the iPhone to display closed and open captioning similar to a TV set, a real breakthrough in accessibility for mobile platforms. Other programs offer additional resources, such as the iSign application to assist in learning American Sign Language or “A Special Phone,” an application allowing dialing a number by simply shaking the phone. For children with autism or developmental delays, several innovative applications have emerged demonstrating that the iPhone intuitive graphical user interface and ability to let the user manipulate pictures can boost non-verbal communications to a much higher level than traditional paper based methods.

The future looks bright for new types of communications for deaf and non-verbal users who converse in sign language.

Conclusion

This review of AT&T's internal processes to address the market of persons with disabilities and aging adults provided G3ict with important insights on four key success factors that may be replicated in a number of industries or services:

- First, AT&T leadership sees the benefits of the link between innovation and opportunity as it applies to the communication needs of people with disabilities and aging adults.
- Second, it was clear during our data collection and interviews that the culture of inclusiveness and commitment to sustainability were the foundation of its achievements; it permeates all areas of the company, allows accessibility advocates to have their voice heard in product development, marketing and services and facilitates the involvement of persons with disabilities at all levels of the decision making process. AT&T's training investment on disability awareness is considerable, enhancing its entire workforce effectiveness in interacting with customers and colleagues with disabilities and aging adults.
- Third, the incorporation of accessibility criteria at an early stage of development of all products and services has become an integral part of the company's way of doing things. It is not a process forced on the product development teams but a philosophy that permeates their product development methodology and that of their suppliers. In that regard, the company's Universal Design public guidelines for suppliers constitute an innovative step rarely seen in any industry.
- Fourth, the systematic research conducted on human factors and on the needs of persons with disabilities and aging adults with a good understanding of market demographics via customer research or direct input from various advisory councils enables the company to develop integrated, sustainable and consistent strategies. Those include all stages of a product life cycle from product design to marketing, communications, points of sale and customer services. Such an integrated strategy is essential to reach out to new customers, managing sales and offering dedicated customer services trained to handle the specific needs of persons with disabilities and aging adults.

As for the future of accessible and assistive mobile products and services, this review of AT&T's accessibility strategies points to a sea change in how new technology and solutions will evolve. Most remarkable, in our opinion, is the fact that the best solutions are increasingly the result of cooperation involving multiple players: hardware manufacturers, operating system vendors, application developers, service providers, experts with disabilities. The emergence of smart phones with unifying trends such as the use of HTML 5 among developers opens an unprecedented opportunity for the creation of specific applications addressing the many specialized needs and preferences of persons with disabilities and aging adults.



AT&T's Elizabeth Dixon (Human Resources) sharing her experience in promoting inclusion among the AT&T work force at the U.S. Department of Labor/ODEP Listening Tour in Boston, March 2010.

Ultimately, however, technology solutions for persons with disabilities and aging adults will always require dedicated and appropriate customer support and services. With hundreds of new applications appearing on platforms such as the iPhone, Android and other major operating systems, the next challenge will be for service providers to develop new processes and business models that are sustainable and work for customers in this complex environment. Companies such as AT&T, which have adopted Universal Design principles, rely on the ongoing input of persons with disabilities and aging adults, and invest heavily in nurturing a culture of inclusion among their workforce, will be well-positioned to successfully tackle these challenges for generations to come.



Global Initiative for Inclusive Information
and Communication Technologies

www.g3ict.org

1110 W. Peachtree Street, NW
Atlanta, GA 30309-3609 – U.S.A.

Exhibit H

BVoIP Bill



XYZ COMPANY
PO BOX 555
CITY, ST 99999-1234

Page 1 of 2
Account Number 831 000-1111 111
Billing Date Jan 19, 2014
Questions? 1 800 235-7524
Web Site: att.com

Invoice 1234567890

Invoice

| Bill-At-A-Glance | |
|-------------------------|--------------------|
| Previous Bill | .XX |
| Payment | .XX |
| Adjustments | .XX |
| Balance | .XX |
| Current Charges | XX,XXX.XX |
| Total Amount Due | \$XX,XXX.XX |
| Payment Due Date | Feb 18, 2014 |

Billing Summary

For detailed information of your charges go to
www.businessdirect.att.com
 Questions? Call: 1 800 235-7524

AT&T Business Services

Group #000001
 Sub-Account #831-000-0000 001 X,XXX.XX
 Sub-Account #831-000-0000 002 X,XXX.XX
 Total Group #000001 XX,XXX.XX

Total Current Charges XX,XXX.XX

Current Charges

Group #000001
 Sub-Account #831-000-0000 001
 Charges for Subscriber/Router ID 9999999999
 USTESTATLST05R
 2100 LAKE BLVD
 CITY, ST 00000
Voice Over IP
 Recurring Charges:
 Jan 19, 2014 thru Feb 18, 2014
 1. AT&T Voice DNA(R) - Premium Feature Package X,XXX.XX
 Qty: 200.00 Items at XX.XX
 Gross: XX,XXX.XX
 VoiceDNA Package - Premium Discount X,XXX.XXCR

Group #000001 - Continued

Recurring Charges:
 Jan 19, 2014 thru Feb 18, 2014
 2. Call Distribution Module XXX.XX
 Qty: 20 .00 Items at XX.XX
 Gross: X,XXX.XX
 Call Distribution Module Discount XXX.XXCR
 3. Conferencing XX.XX
 Qty: 20.00 Items at XX.XX
 Gross: XXX.XX
 Conferencing Discount XXX.XXCR
 One Time Charges:
 4. AT&T Voice DNA(R) Int'l OffNet X.XX
 Qty: 25.00 Items
 International Off-Net Discount X.XXCR
 Total Voice Over IP X,XXX.XX

Surcharges and Other Fees
 5. Universal Connectivity Charge - Interstate XXX.XX
 6. Administrative Expense Fee - Interstate XX.XX
 7. Property Tax Allotment - Interstate XXX.XX
 8. Federal Regulatory Fee - Interstate XXX.XX
 9. STATE COST - RECOVERY FEE XX.XX
 10. STATE COST - RECOVERY FEE XX.XX
 Total Surcharges and Other Fees XXX.XX

Taxes
 Federal:
 11. FEDERAL TAXES X.XX
 State:
 12. ST/STATE XXX.XX
 13. ST/9-1-1 EQUALIZATION FEE XX.XX
 County:
 14. ST/LOCAL 911 CHARGE XXX.XX
 Total Taxes XXX.XX
 Total Subscriber/Router ID 9999999999 X,XXX.XX
Total Sub-Account #831-000-0000 001 X,XXX.XX

Sub-Account #831-000-0000 002
 Charges for Subscriber/Router ID 9999999991
 USTESTATLST05R
 100 PARK AVE
 CITY, ST 00000
Voice Over IP
 Recurring Charges:
 Jan 19, 2014 thru Feb 18, 2014
 15. AT&T Voice DNA(R) - Premium Feature Package X,XXX.XX
 Qty: 100.00 Items at XX.XX
 Gross: X,XXX.XX
 VoiceDNA Package - Premium Discount X,XXX.XXCR

Return bottom portion with your check in the enclosed envelope.

DUE BY: Mar 18, 2013 \$XX,XXX.XX



Billing Date: Feb 19, 2013

Account Number **831 000-1111 111**

Please include account number on your check.

XYZ COMPANY
PO BOX 555
CITY, ST 99999-1234

Make checks payable to:

AT&T
PO Box 5014
Carol Stream, IL 60197-5014



1000 12355511111234 3000000009999 06619000000000000000000009999

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XYZ COMPANY
PO BOX 555
CITY, ST 99999-1234Page 2 of 2
Account Number 831 000-1111 111
Billing Date Jan 19, 2014
Questions? 1 888 235-7524
Web Site: att.com

Invoice 1234567890

Current Charges

Group #000001 - Continued

Recurring Charges:

Jan 19, 2014 thru Feb 18, 2014

| | |
|--|----------|
| 1. Call Distribution Module | XXX.XX |
| Qty: 20.00 Items at XX.XX | |
| Gross: X,XXX.XX | |
| Call Distribution Module Discount XXX.XXCR | |
| 2. Conferencing | XX.XX |
| Qty: 20.00 Items at XX.XX | |
| Gross: XXX.XX | |
| Conferencing Discount XXX.XXCR | |
| Total Voice Over IP | X,XXX.XX |

Surcharges and Other Fees

| | |
|---|--------|
| 3. Universal Connectivity Charge - Interstate | XXX.XX |
| 4. Administrative Expense Fee - Interstate | XX.XX |
| 5. Property Tax Allotment - Interstate | XX.XX |
| 6. Federal Regulatory Fee - Interstate | XX.XX |
| 7. STATE COST - RECOVERY FEE | XX.XX |
| 8. STATE COST - RECOVERY FEE | X.XX |
| Total Surcharges and Other Fees | XXX.XX |

Taxes

Federal:

9. FEDERAL TAXES X.XX

State:

10. ST/STATE XXX.XX

11. ST/9-1-1 EQUALIZATION FEE X.XX

County:

11. ST/LOCAL 911 CHARGE XXX.XX

Total Taxes XXX.XX

Total Subscriber/Router ID 9999999991 X,XXX.XX

Total Sub-Account #831-000-0000 002 X,XXX.XX

Total Group #000001 X,XXX.XX

Total Current Charges X,XXX.XX

News You Can Use

News You Can Use

ACCOUNT STATUS

Need help understanding your bill? AT&T has created a series of billing videos to help you better understand your bill by covering key bill elements and examples of how different charges may appear on the bill. There are currently five videos, each one specific to a particular AT&T service. View the videos at <http://go-att.us/attbizbillingvideos>.

REGULATORY NEWS

Attention Customers:

The following charges are "Government Fees and Taxes": Federal Excise Tax; CHCF-A, CHCF-B, Univ Lifeline Tele Serv Sur, Com Dev Fnd/Deaf & Disabled, California Teleconnect Fund, State 9-1-1 Surcharge, Utility User's Tax, and Local 911 Charge.

Thank You For Choosing AT&T Where Every Customer Counts!

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CITY, ST 99999-1234

PO BOX 555

XYZ COMPANY



9565.8.23151977 1 AV 0.255

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IPFlex Bill

BVOIP Company FF_Test
1 AT&T WAY
BEDMINSTER NJ 07921

Page 1 of 2
Account Number 831-000-2155 832
Billing Date Oct 11, 2011
Questions? 1 800 235-7524
Web Site att.com
Invoice 4941526109

Bill-At-A-Glance

| | |
|-----------------------------------|--------------------|
| Previous Bill | 33,338.12 |
| Payment | .00 |
| Adjustments | .00 |
| Past Due - Please Pay Immediately | 33,338.12 |
| Current Charges | 4,160.06 |
| Total Amount Due | \$37,498.18 |
| Current Charges Due in Full by | Nov 7, 2011 |

Billing Summary

For detailed information of your charges go to
www.businessdirect.att.com

Questions? Call: 1 800 235-7524

AT&T Business Services

| | | |
|-------------------------------|----------|-----------------|
| Group #000001 | | |
| Sub-Account #831-000-2392 450 | 319.52 | |
| Sub-Account #831-000-2639 258 | 3,840.54 | |
| Total Group #000001 | | 4,160.06 |
| Total Current Charges | | 4,160.06 |

Current Charges

| | |
|--|--------|
| Group #000001 | |
| Sub-Account #831-000-2392 450 | |
| Charges for Subscriber/Router ID 0000489956 | |
| 225 W RANDOLPH | |
| CHGO, IL 60606 | |
| Voice Over IP | |
| Recurring Charges: | |
| Oct 11, 2011 thru Nov 10, 2011 | |
| 1. Medium Managed Probe Charge | 55.80 |
| 2. AT&T IP Flexible Reach Calling Plan B | 29.70 |
| 3. VoIP Calling Plan B | 148.50 |
| 4. AT&T IP Flexible Reach Telephone Numbers Plan B | .89 |

Group #000001 - Continued

| | |
|------------------------------------|--------|
| Recurring Charges: | |
| Oct 11, 2011 thru Nov 10, 2011 | |
| 5. VoIP Telephone Numbers - Plan B | 17.40 |
| Total Voice Over IP | 252.29 |

Surcharges and Other Fees

| | |
|---|-------|
| 6. Universal Connectivity Charge - Interstate | 20.78 |
| 7. Administrative Expense Fee - Interstate | 1.11 |
| 8. Property Tax Allotment - Interstate | 4.50 |
| 9. Federal Regulatory Fee - Interstate | 2.72 |
| Total Surcharges and Other Fees | 29.11 |

Taxes

| | |
|--|---------------|
| State: | |
| 10. IL/TELECOMM EXCISE | 15.77 |
| 11. IL/INFRASTRUCTURE MTCE FEE | 1.13 |
| 12. IL/ILLINOIS | 3.49 |
| County: | |
| 13. COUNTY TAXES | 1.26 |
| Local: | |
| 14. IL/CHICAGO TELECOM EXCISE | 15.77 |
| 15. LOCAL TAXES | .70 |
| Total Taxes | 38.12 |
| Total Subscriber/Router ID 0000489956 | 319.52 |
| Total Sub-Account #831-000-2392 450 | 319.52 |

Sub-Account #831-000-2639 258

Charges for Subscriber/Router ID 0000248752

200 LAUREL AV

MIDLTN TWP, NJ 07748

Voice Over IP

| | |
|---|----------|
| Recurring Charges: | |
| Oct 11, 2011 thru Nov 10, 2011 | |
| 16. Medium Managed Probe Charge | 55.80 |
| 17. AT&T IP Flexible Reach Calling Plan B | 29.70 |
| 18. VoIP Calling Plan B | 2,970.00 |
| 19. AT&T IP Flexible Reach Telephone Numbers Plan B | 4.16 |

| | |
|---------------------------------|-----|
| One Time Charges: | |
| 20. International OffNet Charge | .03 |

Surcharges and Other Fees

| | |
|--|--------|
| 21. Universal Connectivity Charge - Interstate | 317.81 |
| 22. Administrative Expense Fee - Interstate | 17.16 |
| 23. Property Tax Allotment - Interstate | 68.81 |
| 24. Federal Regulatory Fee - Interstate | 41.72 |
| Total Surcharges and Other Fees | 445.50 |

Taxes

| | |
|--|-----------------|
| State: | |
| 25. NJ/NEW JERSEY | 245.35 |
| 26. NJ/911 SYSTEM/EMERG. RESP. FEE | 90.00 |
| Total Taxes | 335.35 |
| Total Subscriber/Router ID 0000248752 | 3,840.54 |
| Total Sub-Account #831-000-2639 258 | 3,840.54 |
| Total Group #000001 | 4,160.06 |

Total Current Charges 4,160.06

Return bottom portion with your check in the enclosed envelope.

U.S. Pat. D410,950 and D414,510

DUE BY: Nov 7, 2011 \$37,498.18

Billing Date Oct 11, 2011

Account Number **831-000-2155 832**

Please include your account number on your check

BVOIP Company FF_Test
1 AT&T WAY
BEDMINSTER NJ 07921

Make checks payable to:

AT&T
P.O. Box 5019
Carol Stream, IL 60197-5019



83100021558324941526109008200000374981800004160064

BVOIP Company FF_Test
1 AT&T WAY
BEDMINSTER NJ 07921

Page 2 of 2
Account Number 831-000-2155 832
Billing Date Oct 11, 2011
Questions? 1 800 235-7524
Web Site att.com

News You Can Use

News You Can Use

ACCOUNT STATUS

Where allowed by law, AT&T may implement late payment interest of no more than 18% annually. Rates will vary based on state regulations. Interest will be calculated based upon daily balances and will be applicable for each day that a delinquent balance is outstanding. This charge will apply to all balances that are delinquent through such time that payment in full is received at AT&T. The late payment interest will be billed on a monthly basis. Accounts billed outside the US will not be charged LPI.

Where allowed by law, AT&T may implement a \$25 service fee for restoration of service where delinquency has caused an interruption. This fee will be applicable to each account that is being restored and will be included on your monthly billing statement.

Attention customers: AT&T will charge a \$25 fee for any check returned for insufficient funds, applied on your next invoice. AT&T values your business and thanks you for your cooperation in this matter.

Some products require electronic billing as their official bill media. When electronic billing is the official bill media, an informational statement may be sent containing some of the same information as the electronic bill. The informational statement is not your bill. However, if you choose to mail your payment instead of paying electronically, the informational statement has a tear-off that can be used to submit your payment.

REGULATORY NEWS

Attention customers in Montana and Ohio
Effective July 17, 2011 AT&T began assessing the Local 911 Charge and the Telephone Relay Charge for AT&T IP Flexible Reach service, pursuant to local and state laws and regulations. AT&T VoiceDNA customers will continue to see the Local 911 Charge and the Telephone Relay Charge on your bill. For more information please call the AT&T Customer Care Center at the toll-free billing inquiries number listed on your invoice or contact your AT&T Sales Representative.

Attention customers in Illinois
Effective July 17, 2011 AT&T began assessing the Local 911 Charge on your AT&T IP Flexible Reach bill, pursuant to local and state laws and regulations. AT&T VoiceDNA customers will continue to see the Local 911 Charge on your bill.
Also, effective July 17, 2011, AT&T began assessing the Telephone Relay Charge for IP Flexible Reach and VDNA services. For more information please call the AT&T Customer Care Center at the toll-free billing inquiries number listed on your invoice or contact your AT&T Sales Representative.

Attention customers in Missouri
Effective July 17, 2011 AT&T began assessing the Local 911 Charge on your AT&T IP Flexible Reach bill, pursuant to local and state laws and regulations. AT&T VoiceDNA customers will continue to see the Local 911 Charge on your bill. Also, effective July 17, 2011, AT&T began assessing the state Universal Service Fund (USF) and Missouri License for IP Flexible Reach and the Telephone Relay Charge for IP Flexible Reach and VDNA services. For more information please call the AT&T Customer Care Center at the toll-free billing inquiries number listed on your invoice or contact your AT&T Sales Representative.

Attention customers in Nebraska
Effective July 17, 2011 AT&T began assessing the Local 911 Charge on your AT&T IP Flexible Reach bill, pursuant to local and state laws and regulations. AT&T VoiceDNA customers will continue to see the Local 911 Charge on your bill. Also, effective July 17, 2011, AT&T began assessing the Telephone Relay Charge for IP Flexible Reach and VDNA services. For more information please call the AT&T Customer Care Center at the toll-free billing inquiries number listed on your invoice or contact your AT&T Sales Representative.

News You Can Use

REGULATORY NEWS - Continued

Attention customers in New Mexico
Effective July 17, 2011 AT&T began assessing the Local 911 Charge and the state Universal Service Fund (USF) for AT&T IP Flexible Reach service, pursuant to local and state laws and regulations. AT&T VoiceDNA customers will continue to see the Local 911 Charge on your bill. For more information please call the AT&T Customer Care Center at the toll-free billing inquiries number listed on your invoice or contact your AT&T Sales Representative.

Thank You For Choosing AT&T Where Every Customer Counts!

U-verse Bill



AT&T CUSTOMER
1234 TELEPHONE LN
ANY CITY ST 99999 - 1234

Page: 1 of 3
Bill Cycle Date: 11/07/13 - 12/06/13
Account: 123456789

Sample Bill

Visit us online at: www.att.com

U-verse Statement

Bill-At-A-Glance

| | |
|------------------------------|-----------------|
| Previous Balance | \$121.39 |
| Payment - 11/28 - Thank You! | \$121.39CR |
| Adjustments | \$0.00 |
| Balance | \$0.00 |
| New Charges | \$111.05 |
| Total Amount Due | \$111.05 |
| Amount Due in Full by | Dec 30, 2013 |

Service Summary

| Service | Page | Total |
|--------------------------|------|-----------------|
| Account Charges | 1 | \$6.14 |
| U-verse TV | 1 | \$41.20 |
| U-verse Internet | 2 | \$30.00 |
| U-verse Voice | 2 | \$33.71 |
| Total New Charges | | \$111.05 |

How to Contact Us:

For Ordering, Billing or Support: Call 800-288-2020
For TTY: Call 800-855-2880 and type "U-verse"
For Online Billing and Account Support:
Visit att.com/bill



For Important Information about your bill, please see the **News You Can Use** section (Page 2).

Return bottom portion with your check in the enclosed envelope.
Payments may take 7 days to post.

What can U-verse® do for you?



Record 4 shows at once with a Total Home DVR® included for life



Home internet with more speed options – up to 24Mbps downstream



Take the U-verse experience with you on your smartphone and watch from a library of On Demand programs

Learn more today.

Call 855.201.2763 or visit att.com/uverse06002

U-verse. Entertainment inspired by you.

Geo and svc restrictions apply to AT&T U-verse services.

Account Charges

Monthly Charges - Dec 7 thru Jan 6

| | |
|--------------------------------------|------|
| 1. High Speed Internet Equipment Fee | 6.00 |
|--------------------------------------|------|

Other Charges and Credits

Government Fees and Taxes

| | |
|--|-------------|
| 2. County District Sales Tax | 0.06 |
| 3. Local Video Facilities Fee | 0.08 |
| Total Government Fees and Taxes | 0.14 |

Total Other Charges & Credits **0.14**

Total Account Charges **6.14**

U-verse TV

Monthly Charges - Dec 7 thru Jan 6

| | |
|---|---------|
| 1. AT&T U-verse TV U200 | 74.00 |
| 2. AT&T U-verse TV U200 (Bundle Discount) (Expires 08/16/2014) | 40.00CR |

Total Monthly Charges **34.00**

AT&T U-verse(SM) Services provided by AT&T <Your State>.

Printed on Recyclable Paper

DUE BY: Dec 30, 2013 \$111.05



Account Number **123456789-4**
Please include account number on your check.

AT&T CUSTOMER
1234 TELEPHONE LN
ANY CITY ST 99999 - 1234

CHECK FOR AUTO PAY
(SEE REVERSE)

Make checks payable to:

AT&T
PO BOX 5014
CAROL STREAM, IL 60197-5014





AT&T CUSTOMER
1234 TELEPHONE LN
ANY CITY ST 99999 - 1234

Page 2 of 3
Bill Cycle Date: 11/07/13 - 12/06/13
Account: 123456789

Sample Bill

Visit us online at: www.att.com

U-verse TV - Continued

Other Charges and Credits

Surcharges and Other Fees

| | |
|--|-------------|
| 3. Broadcast TV Surcharge | 1.99 |
| 4. Local Video Service Franchise Fee | 2.01 |
| Total Surcharges and Other Fees | 4.00 |

Government Fees and Taxes

| | |
|--|-------------|
| 5. County Sales Tax | 0.96 |
| 6. State Sales Tax | 2.24 |
| Total Government Fees and Taxes | 3.20 |

Total Other Charges & Credits 7.20

Total U-verse TV 41.20

U-verse Internet

AT&T High Speed Internet Elite - provides the speed and security you need, including built-in wireless home networking capability, access to AT&T's entire National Wi-Fi network, 11 email accounts, photo storage, AT&T Security Suite powered by McAfee, pop-up blocker, and parental controls.

Monthly Charges - Dec 7 thru Jan 6

| | |
|---|--------------|
| 1. AT&T U-verse Internet Elite | 46.00 |
| 2. AT&T U-verse Internet Elite (Bundle Discount) (Expires 08/16/2014) | 16.00CR |
| Total Monthly Charges | 30.00 |

Total U-verse Internet 30.00

U-verse Voice

U-verse Voice - Includes over 20 features, including advanced features that integrate with U-verse TV, Internet, and Wireless from AT&T.

Monthly Charges - Dec 7 thru Jan 6

| | |
|--|-------|
| 1. AT&T U-verse Voice Unlimited 123 555-1111 | 35.00 |
|--|-------|

Monthly Charges - Continued

| | |
|--|--------|
| 2. AT&T U-verse Voice 123 555-1111 (Promotional Offer) | 5.00CR |
|--|--------|

Total Monthly Charges 30.00

Other Charges and Credits

Call Detail Charges

123 555-1111

| | |
|--------------------------|-------|
| Domestic Off-net Charges | |
| Minutes Used | 2,548 |
| Number of Calls | 211 |

Surcharges and Other Fees

| | |
|--|-------------|
| 3. Federal Universal Service Fund | 3.04 |
| 4. State Universal Service Fund | 0.41 |
| 5. State Universal Service Fund | 0.01 |
| Total Surcharges and Other Fees | 3.46 |

Government Fees and Taxes

| | |
|---------------------------|------|
| 6. County 911 Service Fee | 0.25 |
|---------------------------|------|

Total Other Charges & Credits 3.71

Total U-verse Voice 33.71

News You Can Use

NO TEXT IS WORTH THE RISK

Take the pledge at www.itcanwait.com, and make a commitment to end texting while driving. No text is worth the risk. It Can Wait.

Important Information

LATE PAYMENT FEE

A Late Payment Charge of \$8.00 will be assessed if payment is not received on or before the due date.

ELECTRONIC CHECK CONVERSION

Paying by check authorizes AT&T to use the information from your check to make a one-time electronic fund transfer from your account. Funds may be withdrawn from your account as soon as the same day your payment is received. If we cannot

AutoPay Enrollment
If I enroll in AutoPay, I authorize AT&T to pay my bill monthly by electronically deducting money from my bank account. I can cancel authorization by notifying AT&T at www.att.com or by calling the customer care number listed on my bill.
Bank Account Holder Signature: _____
Date: _____



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AT&T CUSTOMER
1234 TELEPHONE LN
ANY CITY ST 99999 - 1234



AT&T CUSTOMER
1234 TELEPHONE LN
ANY CITY ST 99999 - 1234

Page 3 of 3
Bill Cycle Date: 11/07/13 - 12/06/13
Account: 123456789

Sample Bill

Visit us online at: www.att.com

Important Information - Continued

process the transaction electronically, you authorize AT&T to present an image copy of your check for payment. Your original check will be destroyed once processed. If your check is returned unpaid you agree to pay such fees as identified in the terms and conditions of your AT&T Service Agreement. Returned checks may be presented electronically. If you want to save time and stamps, sign up for auto payment at www.att.com/stoppaper using your checking account. It's easy, secure, and convenient!

SUPPORT WHEN YOU NEED IT

Need help resolving a problem or want to learn more about the latest AT&T products? Find answers to commonly asked questions, get troubleshooting tips and so much more at att.com/UverseSupport.

ACCOUNT MANAGEMENT MADE EASY

View and pay your bill, track On Demand purchases, change your plan and features and find support for your U-verse services all in one place. Visit att.com/myuverse or go to Channel 9910 today!

LEGAL NOTIFICATION

For information on upcoming U-verse TV programming changes please consult the Legal Notices published in USA Today on the first and third Tuesday of each month or our website att.com/U-verseprogrammingchanges.

U-VERSE CLOSED CAPTIONING TECHNICAL SUPPORT:

Telephone: 866-912-8216
Fax: 866-750-6606
E-mail: closedcaphelp@att.com.

CLOSED CAPTIONING ISSUES:

Mailing Address: AT&T Closed Captioning, ATTN: Ms. Strohl,
1010 Pine St., 6-E-22, St. Louis, MO 63101
Telephone: 314-235-3333
Fax: 314-335-5735
E-mail: U-verseClosedCaptioning@att.com.

Wireless
Home Phone
Bill



AT&T CUSTOMER
1234 TELEPHONE LN
ANY CITY ST 99999 - 1234

Page: 1 of 4
Bill Cycle Date: 04/03/13 - 05/02/13
Account: 123456789124

Sample Bill

Visit us online at: www.att.com

Wireless Statement

Bill-At-A-Glance

| | |
|------------------------------|-----------------|
| Previous Balance | \$187.59 |
| Payment - 04/22 - Thank You! | \$187.59CR |
| Adjustments | \$0.00 |
| Balance | \$0.00 |
| New Charges | \$161.79 |
| Total Amount Due | \$161.79 |
| Amount Due in Full by | May 22, 2013 |

Service Summary

| Service | Page | Total |
|--------------------------|----------|-----------------|
| Wireless | | \$161.79 |
| 123 444-2323 | \$124.57 | 1 |
| 123 444-3434 | \$37.22 | 3 |
| Total New Charges | | \$161.79 |

How to Contact Us:

For questions about your account: 1 800 331-0500
or 611 from your cell phone
For Deaf/Hard of hearing TTY: 1 866 241-6567
Visit us online at www.att.com

For Important Information about your bill, please see the **News You Can Use** section (Page 3).

Return bottom portion with your check in the enclosed envelope.
Payments may take 7 days to post.

Stay connected
on-the-go with access
to movies, games,
books and more.
AT&T is the place to
find your new tablet.

Add a tablet today!

Get yours now:
1-866-444-1212, att.com or visit
your local AT&T store.

go places
with a new tablet

Wireless

Group 1 - Data Summary

Mobile Share 1GB with Unlimited Talk & Text - Includes 1 1 gigabyte of domestic data, \$15 per each additional 1 gigabyte of data. Additional monthly charge applies for each device on the plan. Unlimited talk & text on phones. Mobile Hotspot, tethering, video calling, and Visual Voicemail available with compatible devices. Unlimited domestic data usage on the AT&T Wi-Fi Basic network.

| | Mobile Share Data Used (MB) |
|--------------|--------------------------------|
| 123 444-2323 | 818 |
| 123 444-3434 | 205 |
| Total | 1,023 |

123 444-2323
AT&T CUSTOMER NAME

Mobile Share for Smartphone 4G LTE - Includes unlimited Anytime Minutes, Nationwide Long Distance & Roaming, Unlimited domestic text, picture, video and instant messages and unlimited calling to/from any other domestic mobile phone, Call Forward feature, Caller ID, Call Wait, Conference Call feature. Mobile Share voice and data plan required.

Wireless Services provided by AT&T Mobility, LLC.

Printed on Recyclable Paper

DUE BY: May 22, 2013 \$161.79



Account Number **123456789124**
Please include account number on your check.

AT&T CUSTOMER
1234 TELEPHONE LN
ANY CITY ST 99999 - 1234

CHECK FOR AUTO PAY
(SEE REVERSE)

Make checks payable to:

AT&T MOBILITY
PO BOX 537104
ATLANTA GA 30353-7104



94700123456789124000000016179000000000016179004



AT&T CUSTOMER
1234 TELEPHONE LN
ANY CITY ST 99999 - 1234

Page 2 of 4
Bill Cycle Date: 04/03/13 - 05/02/13
Account: 123456789124

Sample Bill

Visit us online at: www.att.com

123 444-2323
AT&T CUSTOMER NAME

Monthly Charges - May 3 thru Jun 2

1. Mobile Share 1GB with Unlimited Talk & Text 40.00
2. Mobile Share for iPhone on 4G LTE 45.00

Get help and manage your purchases several ways:

- Go to att.com/MobilePurchases

- To speak with a service representative, dial 611 from your mobile phone, or 1 800-331-0500 from any phone.

To stop a subscription, text STOP to the Short Code using the mobile phone associated with those charges. If a Short Code is not listed go to att.com/directbill.

AT&T Monthly Subscriptions

| Date | | Cost | Tax | |
|----------------------------------|---|------|------|-------|
| 3. 04/14 | ApplicationsSub: ATT Navigator with promo Provider: Telenav Inc Contact: www.att.com/mobilepurchases Renew Date: 05/13/2013 | 9.99 | 0.00 | 9.99 |
| 4. 04/16 | Multiple Types: Casualite Alerts Short Code: 84425 ID: 12143 Provider: Itelia Contact: 1-800-331-0500 Renew Date: 05/15/2013 | 9.99 | 0.00 | 9.99 |
| Total AT&T Monthly Subscriptions | | | | 19.98 |

3rd Party Monthly Subscriptions

| Date | | Cost | Tax | |
|---------------------------------------|--|------|------|------|
| 5. 04/11 | Access: 30 Day Subscription Short Code: 3000 ID: 19449 Merchant: Animal Jam Contact: BilltoMobile: 888-654-6494 Renew Date: 05/10/2013 | 5.95 | 0.00 | 5.95 |
| Total 3rd Party Monthly Subscriptions | | | | 5.95 |

Total Monthly Charges 110.93

Other Charges and Credits

Voice Usage Summary

| | |
|---|-----------|
| Mobile Share with Unlimited Talk & Text | Unlimited |
| Daytime Minutes | |
| Minutes Used | 297 |
| Night & Weekend Minutes | |
| Minutes Used | 415 |

Other Charges and Credits - Continued

Data Usage Summary

| | |
|---|-----------|
| Mobile Share with Unlimited Talk & Text | Unlimited |
| Used | 255 |

| | |
|---|-------|
| Mobile Share 1GB with Unlimited Talk & Text | |
| Included in Plan MB | 1,024 |
| Individual MB Used | 818 |
| Others in Group MB Used | 205 |

1 Gigabyte (GB) = 1024 MB, 1 Megabyte (MB) = 1024 KB

Get help and manage your purchases several ways:

- Go to att.com/MobilePurchases

- To speak with a service representative, dial 611 from your mobile phone, or 1 800-331-0500 from any phone.

AT&T Purchases and Downloads

| Date | | Cost | Tax | |
|------------------------------------|--|-------|------|-------|
| 6. 04/19 | Multiple Types: Ringtones Universe Provider: AT&T AppCenter - FunMobility Inc. Contact: att.com/mobilepurchases | 3.99 | 0.47 | 4.36 |
| 7. 04/22 | Charitable: mGiveFndn Short Code: 80108 ID: 19934 Provider: mGive Contact: att.com/mobilepurchases | 10.00 | 0.00 | 10.00 |
| 8. 04/24 | Text Services: CBS Big Brother ITV Vote Short Code: 81818 ID: 19634 Provider: mGive Contact: www.att.com/mobilepurchases | 1.00 | 0.06 | 1.06 |
| Total AT&T Purchases and Downloads | | | | 4.36 |

3rd Party Purchases and Downloads

| Date | | Cost | Tax | |
|---|--|-------|------|-------|
| 9. 04/22 | Product 1380 RIOT POINT Short Code: 26588 ID: 36471 Merchant: Riot Games Contact: BOKU Inc.: 800-495-1823 | 10.00 | 0.00 | 10.00 |
| Total 3rd Party Purchases and Downloads | | | | 10.00 |

Surcharges and Other Fees

| | |
|--------------------------------------|------|
| 10. Administrative Fee | 0.61 |
| 11. Federal Universal Service Charge | 3.21 |
| 12. Regulatory Cost Recovery Charge | 0.45 |
| Total Surcharges and Other Fees | 4.27 |

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051513ct

AutoPay Enrollment
If I enroll in AutoPay, I authorize AT&T to pay my bill monthly by electronically deducting money from my bank account. I can cancel authorization by notifying AT&T at www.att.com or by calling the customer care number listed on my bill.
Bank Account Holder Signature: _____
Date: _____



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AT&T CUSTOMER
1234 TELEPHONE LN
ANY CITY ST 99999 - 1234



AT&T CUSTOMER
1234 TELEPHONE LN
ANY CITY ST 99999 - 1234

Page 3 of 4
Bill Cycle Date: 04/03/13 - 05/02/13
Account: 123456789124

Sample Bill

Visit us online at: www.att.com

123 444-2323
AT&T CUSTOMER NAME

Other Charges and Credits - Continued

Government Fees and Taxes

| | |
|--|-------------|
| 13. 9-1-1 Service Fee | 1.20 |
| 14. County Sales Tax - Telecom | 1.84 |
| 15. NY State Sales Tax - Telecom | 1.96 |
| Total Government Fees and Taxes | 5.00 |

Total Other Charges & Credits 23.63

Total for 123 444-2323 124.57

123 444-3434
AT&T CUSTOMER NAME

Mobile Share for Basic Phone - Includes unlimited Anytime Minutes, Nationwide Long Distance & Roaming, Unlimited domestic text, picture, video and instant messages and unlimited calling to/from any other domestic mobile phone, Call Forward feature, Caller ID, Call Wait, Conference Call feature. Mobile Share voice and data plan required.

Monthly Charges - May 3 thru Jun 2

| | |
|---------------------------------|-------|
| 1. Mobile Share for Basic Phone | 30.00 |
|---------------------------------|-------|

Other Charges and Credits

Voice Usage Summary

| | |
|---|-----------|
| Mobile Share with Unlimited Talk & Text | Unlimited |
| Daytime Minutes | |
| Minutes Used | 937 |
| Night & Weekend Minutes | |
| Minutes Used | 715 |

Data Usage Summary

| | |
|---|-----------|
| Mobile Share with Unlimited Talk & Text | Unlimited |
| Used | 259 |

| | |
|---|-----|
| Mobile Share 1GB with Unlimited Talk & Text | |
| Individual MB Used | 205 |

1 Gigabyte (GB) = 1024 MB, 1 Megabyte (MB) = 1024 KB

Surcharges and Other Fees

| | |
|-------------------------------------|------|
| 2. Administrative Fee | 0.61 |
| 3. Federal Universal Service Charge | 1.48 |

Other Charges and Credits - Continued

| | |
|--|-------------|
| 4. Regulatory Cost Recovery Charge | 0.45 |
| 5. State Telecommunications Excise Surcharge | 0.94 |
| Total Surcharges and Other Fees | 3.48 |

Government Fees and Taxes

| | |
|--|-------------|
| 6. 9-1-1 Service Fee | 1.20 |
| 7. County Sales Tax - Telecom | 1.23 |
| 8. NY State Sales Tax - Telecom | 1.31 |
| Total Government Fees and Taxes | 3.74 |

Total Other Charges & Credits 7.22

Total for 123 444-3434 37.22

Total for Wireless accounts 161.79

News You Can Use

ADD A TABLET FROM AT&T

Enjoy gaming, surfing and streaming on more than just Wi-Fi - add a tablet from AT&T today. Call 1-800-449-1672 or visit att.com/addaline to get started.

Important Information

LATE PAYMENT FEE

Accounts with former AT&T Wireless plans are charged 1.5% or less of the balance unpaid as of the next bill period. Accounts with Cingular/new AT&T plans are charged \$5 in CT, DC, DE, IL, KS, MA, MD, ME, MI, MO, NH, NJ, NY, PA, OK, OH, RI, VA, VT, WI, WV, or 1.5% of the balance unpaid as of the next bill period in all other states. Accounts with former AT&T Wireless and Cingular/new AT&T plans incur the lesser of these charges.

ELECTRONIC CHECK CONVERSION

Paying by check authorizes AT&T to use the information from your check to make a one-time electronic fund transfer from your account. Funds may be withdrawn from your account as soon as the same day your payment is received. If we cannot process the transaction electronically, you authorize AT&T to present an image copy of your check for payment. Your original check will be destroyed once processed. If your check



AT&T CUSTOMER
1234 TELEPHONE LN
ANY CITY ST 99999 - 1234

Page 4 of 4
Bill Cycle Date: 04/03/13 - 05/02/13
Account: 123456789124

Sample Bill

Visit us online at: www.att.com

Important Information - Continued

is returned unpaid you agree to pay such fees as identified in the terms and conditions of your AT&T Service Agreement. Returned checks may be presented electronically. If you want to save time and stamps, sign up for auto payment at www.att.com/stoppaper using your checking account. It's easy, secure, and convenient!

TAX ID

AT&T Mobility Tax ID # 84-1659970.

SURCHARGES AND OTHER FEES

In addition to the monthly cost of the rate plan and any selected features, AT&T imposes the following other charges, on a per line basis: (1) federal and state universal service charges, (2) a Regulatory Cost Recovery Charge of up to \$1.25 to help defray its cost incurred in complying with obligations and charges imposed by state and federal telecom regulations, (3) an Administrative Fee on consumer and Individual Responsibility User (IRU) lines to help defray certain expenses AT&T incurs, such as interconnection and cell site rents and maintenance, and (4) other government assessments, including without limitation a gross receipts surcharge and a Property Tax Allotment surcharge of \$0.20 - \$0.45 applied per Corporate Responsibility User's assigned number. These fees are not taxes or government-required charges. See att.com/additionalcharges.

SINGLE PAYMENT AGREEMENT (FOR KIOSK PAYMENT)

For Kiosk Payment: I authorize AT&T to pay my bill by debiting my bank account. If my bank rejects a payment, I may be charged a return fee up to \$30.

AT&T NATL CENTER FOR CUSTOMERS WITH DISABILITIES

Questions on accessibility by persons with disabilities:
1 866 241-6568.

WRITTEN CORRESPONDENCE

Do not send notes/letters with payment. We cannot guarantee receipt. Send notes/letters to AT&T Mobility Customer Care, PO Box 755, Atwater, CA 95301