



Lisa M. Bruno
Senior Counsel
State Regulatory & Legislative Matters

AT&T Michigan
444 Michigan Avenue
Room 1750
Detroit, MI 48226

313.223.8188 Phone
313.496.9326 Fax

lisa.m.bruno@att.com

June 14, 2006

Via paperless e-Filing

Mary Jo Kunkle, Executive Secretary
Michigan Public Service Commission
6545 Mercantile Way
P.O. Box 30221
Lansing, MI 48909

**Re: Application for Eligible Telecommunications Carrier Status
MPSC Case No. U-14900**

Dear Ms. Kunkle:

Enclosed for filing is the *Application of AT&T Michigan For Continued Designation An Eligible Telecommunications Carrier*.

Please note that AT&T Michigan will hand deliver a sealed copy of its confidential attachment C5, to the Commission to complete this filing.

Thank you for your assistance.

Very truly yours,

 **Lisa M. Bruno**
Signature Not Verified

Lisa M. Bruno

Digitally signed by Lisa M. Bruno
DN: cn=Lisa M. Bruno, c=US
Date: 2006.06.14 15:56:11
+04'00'
Location: Dickinson Wright PLLC

STATE OF MICHIGAN
BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

In the matter, on the Commission's own)
motion, on the Certification of Eligible)
Telecommunications Carriers.)
_____)

Case No. U-14900

APPLICATION OF AT&T MICHIGAN FOR CONTINUED DESIGNATION
AS AN ELIGIBLE TELECOMMUNICATIONS CARRIER

In accordance with the Michigan Public Service Commission's ("MPSC") October 18, 2005 and April 13, 2006 Orders in the above matter, AT&T Michigan hereby files this Application to demonstrate its compliance with the requirements to be an eligible telecommunications carrier ("ETC") and requests continued certification as an ETC for purposes of receiving federal universal service fund ("USF") support in 2007.

In *In re Matter of Federal-State Joint Board on Universal Service*, 20 FCC Rcd 6371; FCC 05-46; 2005 WL 646635 (rel'd March 17, 2005) (*FCC 05-46*), the Federal Communications Commission ("FCC") adopted new requirements for carriers seeking ETC designation, as well as new requirements that ETCs provide certain information as part of the annual certification process. In its October 18, 2005 Order, the MPSC adopted the FCC's new requirements for ETCs in Michigan. In its April 13, 2006 Order, the MPSC stated that "[e]very current and new provider anticipating USF reimbursement for 2007, for either high-cost and/or Lifeline and Link-up service, must submit an application to the Commission for ETC designation based on FCC 05-46 by June 15, 2006." *Id.* at 2. This Application addresses the requirements for ETC status as set forth in the MPSC's October 18, 2005 and April 13, 2006 Orders.

Based on the information contained in this Application, AT&T Michigan respectfully requests that the MPSC grant AT&T Michigan continued designation as an ETC and make the appropriate certification to the FCC so that it may receive USF support in 2007. In support of this Application, AT&T Michigan states as follows:

I. CONTACT NAME

AT&T Michigan USF Contact:

Robin M. Gleason
Vice President Regulatory Michigan
221 N. Washington, Ground Floor
Lansing, Michigan 48933
Phone Number: (517) 334-3704
E-mail Address: rg1467@att.com

II. RATE CENTERS SERVED

AT&T Michigan is an incumbent local exchange carrier ("ILEC"). AT&T Michigan provides service as an ILEC in the exchanges included in Attachment A to this Application.

The MPSC has previously certified AT&T Michigan as an ETC within the meaning of §214(e) of the Federal Telecommunications Act of 1996, and AT&T Michigan has therefore been eligible to receive, and has received, USF support pursuant to §254(e) of the Federal Telecommunications Act for the calendar year 2006, as well as for numerous prior years specifically for its Lifeline and Link-up programs.

III. FIVE YEAR IMPROVEMENT PLAN

AT&T Michigan does not currently qualify for federal USF High Cost support and, as such, AT&T Michigan's ETC designation provides only Lifeline and Link-up reimbursement.

Therefore, pursuant to the Commission's April 13, 2006 Order, AT&T Michigan does not need to submit a five-year business plan.¹

IV. DEMONSTRATION OF FUNCTIONALITY IN EMERGENCIES

AT&T Michigan is able to remain functional in an emergency situation. The mission of AT&T's Corporate Business Continuity Program is to perform advanced planning and engage in exercises to identify potential threats and risks, mitigate those risks with cost-effective solutions, safeguard our employees and company assets, and to proactively support the consistent delivery of AT&T products and services to our customers. Business Continuity Plans are updated regularly and exercised annually for all critical functions, sites, and systems. Each plan includes a documented set of strategies, procedures, resources, and Incident Command Structure utilized to respond to and recover from a substantial incident.

AT&T Michigan also submitted its Emergency Preparedness Plan to the MPSC Staff on March 20, 2006 (Attachment B to this Application). This submission was in response to the Commission's March 2, 2006 request for information on emergency preparedness. AT&T utilizes a "Multi-Hazard" approach to disaster planning and business continuity, and we currently have a corporate-wide plan as well as specific organizational plans in place that cover a multitude of possible incidents. For example, AT&T Michigan understands the potential threat that a pandemic flu event poses and has taken action to address issues specific to such an event.

¹ "Providers applying for only Lifeline and Link-up reimbursement ... are not required to submit the five-year business plan." April 13, 2006 Order at 4. Part A.3. of the Commission's checklist sets forth nine requirements that relate to a "five-year improvement plan" and reiterates that these requirements apply to "high-cost recipients only." April 13, 2006 Order, Attachment A. Thus, the Commission is not asking AT&T Michigan to provide any information with respect to the inquiries listed under part A.3 of the checklist. *Id.* AT&T Michigan expressly reserves its rights to submit additional filings or an amended application based on changes in law or fact that would allow AT&T Michigan to qualify for federal USF High Cost Support.

AT&T has formed a special core team to develop a pandemic plan within its international and domestic operations. The objective of the team is to continue to ensure AT&T is prepared to respond to any potential health affecting threat (e.g., pandemic disease) and ensure continuity of critical business functions by developing continuity/contingency plans for a potential pandemic.

In compliance with Service Quality Rule 46, AT&T Michigan maintains a minimum of 4 hours reserve battery capacity on offices with a generator and 8 hours reserve battery capacity on offices without a generator. Battery reserves are periodically reassessed to account for growth.

Through the implementation of Network Management controls such as Overflow Reroutes (“ORR”) or Immediate Reroutes (“IRR”), AT&T Michigan is able to reroute network traffic to trunk groups outside the normal routing path. This can take place before or after traffic has been offered to the affected group and is routinely used to compensate for facility failures, trunk outages, or traffic volumes in excess of engineered capacity. This control can be applied on a percentage basis ranging from 12 to 100 percent.

AT&T Michigan uses Protective Network Management Controls to prevent network congestion by controlling the volume of traffic to a particular switching system, geographical area, or destination telephone number. Examples of protective controls are Call Gap (“CG”), Cancel To (“CANT”), and Cancel From (“CANF”).

The Call Gap is a control that allows a measured rate of calling to a specific 10 digit number, area code, or combination area code + exchange. This is used to prevent network congestion that would be caused by high volume call events to a particular telephone number, such as a radio contest or telethon. It could also be used to limit traffic to a particular geographic area outside of the network affected by a natural disaster or state of emergency. The other method used by AT&T Michigan to limit congestion on high volume call events, such as with

mass media promotions, is the choke network. Massing calling numbers are assigned a unique area code and exchange which will be routed via trunk groups specifically set aside for that purpose.

The CANT is a trunk group control that cancels traffic on a specified trunk group to a destination switch or all trunk groups to that destination switch. This control is applied on a percentage basis ranging from 25 to 100 percent; the canceled traffic is then routed to either a no circuit available announcement or reorder. CANT are applied in the event of a failed or congested switch, excessive calling to a particular location or area due to storms, floods, disasters, etc. In the event of disaster, this action helps callers in the troubled area by favoring outbound call attempts over inbound.

The CANF is trunk group control that inhibits traffic on a first route trunk group from hunting for an idle trunk in subsequent trunk groups in the routing chain when an overflow condition occurs.

V. CONSUMER PROTECTION

AT&T Michigan takes consumer protection and customer privacy very seriously. As a licensed local exchange carrier in Michigan, AT&T Michigan is obligated to comply with the numerous consumer protections contained in the Michigan Telecommunications Act (“MTA”), the MPSC’s Privacy Guidelines (2000 AC, R 484.201, *et seq.*), the MPSC’s Anti-Slamming procedures (Case No. U-11900), the MPSC’s Billing Standards (2000 AC, R 484.301, *et seq.*), and the MPSC’s Quality of Service Rules (2000 AC, R 484.401, *et seq.*). AT&T Michigan complies with all applicable MPSC and FCC consumer protection and service quality standards.

Furthermore, AT&T Michigan complies with CPNI regulations. Attachment C1 to this Application contains a sample of a letter sent annually to our customers regarding the protection

of their service and usage records (“CPNI Letter”). AT&T Michigan also complies with the annual requirement to inform its customers of the “Do Not Call List.” Attachment C2 to this application contains language from our annual Bill Page Message (“DNC Notification”). The public can also view an online copy of AT&T Michigan’s Privacy Policy (which is also included in Attachment C3) at: <http://att.sbc.com/gen/privacy-policy?pid=2506>. AT&T strictly follows all laws with respect to assistance provided to government entities.

In addition, AT&T Midwest’s Directory of Services (see Attachment C4) is a detailed brochure explaining several popular AT&T services, including those geared to safeguarding customer privacy, such as *67 and Privacy Manager. This information is sent to customers when they subscribe to a service contained in the Guide and is also sent if a customer initiates a request for such service information. The Directory details the steps for blocking your phone number from appearing on a caller’s display unit via dialing *67. Privacy Manager works with Caller ID to allow a customer to screen calls from unidentified callers. Information on *67 and Privacy manager is also available on AT&T’s website: <http://att.sbc.com/gen/general?pid=3750> (for *67, select Caller ID with Name).

Moreover, on February 24, 2006, AT&T Michigan provided a thorough confidential response to a February 7, 2006 MPSC request for information into the current privacy practices of telecommunications providers (see confidential Attachment C5). As stated in that submission, AT&T takes very seriously its obligations to protect the privacy and ensure the confidentiality of its customer proprietary information. As shown in its confidential response, AT&T Michigan devotes substantial resources towards and has implemented various practices and procedures to appropriately safeguard the privacy of confidential customer information. These resources and

procedures are consistent with the requirements established for Customer Proprietary Network Information (“CPNI”) by the FCC and this Commission’s rules.

AT&T adheres to all Lifeline and Link-up regulations, including those found in 47 CFR §54.401, et seq. Also attached are materials that AT&T Michigan provides to potential customers regarding Lifeline and Linkup. Attached to this Application are AT&T Michigan’s Lifeline Application (Attachment D1), AT&T Michigan’s Lifeline Application for Tribal Lands (Attachment D2), AT&T Michigan’s Lifeline Radio Advertisement (Attachment D3), AT&T Michigan’s Lifeline Bill Page Message (Attachment D4), AT&T Michigan’s Lifeline Tariff (Attachment D5), and online Lifeline information (Attachment D6) which can be obtained from AT&T’s website at: www.att.com/lifeline (select Michigan).

VI. LOCAL USAGE

An ETC must demonstrate the ability to offer local usage plans comparable to the ILEC in areas where designation is sought. April 13, 2006 MPSC Order, p 3. AT&T Michigan is the ILEC and, therefore, meets this requirement by definition. Additionally, AT&T Michigan notes that it offers primary basic local exchange service (“PBLES”) as defined in §102(y) of the MTA, and therefore provides, at minimum, 100 outgoing voice calls per month within the local calling area, 12,000 outgoing voice minutes per month within the local calling area, and unlimited incoming calls.

AT&T Michigan also offers several other residential local usage calling plans:

- Call Plan 50, which offers 50 outgoing calls per month,
- Call Plan 400 Extended, which allows 400 outgoing calls per month and includes zone calling in its calling scope and is a uniform rate across all access areas, and

- Call Plan Unlimited, which allows unlimited outgoing local calls per month.

With the exception of Call Plan 400 Extended, as noted above, each of these local usage plans offer rates specific to the customer's geographic location, which is designated in AT&T Michigan's tariff as an "access area." Access areas were determined by access line density in a particular geographic location. Further information on these plans can be found in Attachment E to this Application or online in AT&T Michigan's MPSC tariff 20R, Part 4, Section 2 at: http://www.sbc.com/search/tariffs.jsp?category=MICHIGAN/TARIFF_NO._20R.

Additionally, AT&T Michigan offers several bundled service packages, which include an attractive mix of services, such as local combined with long distance calling, or can include local calling combined with custom calling features, long distance, internet, and wireless services. Information on these bundles can be found on AT&T's website: <https://swot.sbc.com/swot/bundleCatalog.do>.

VII. EQUAL ACCESS

AT&T Michigan hereby acknowledges that it may be required to, and currently does, provide equal access to long distance carriers in the event that no other ETC is providing equal access within the service area. AT&T Michigan already has its telecommunication network in place and is therefore capable of serving as the sole ETC in its service area.

VIII. OTHER ACKNOWLEDGEMENTS

In addition to the forgoing, AT&T Michigan hereby acknowledges that it can, does, and will continue to provide the following:

- (a) Voice grade access to the Public Switched Telephone Network (“PSTN”): AT&T Michigan provides voice-grade access to the PSTN that allows its customers to make and receive calls on the PSTN.
- (b) Local Usage: As discussed above, AT&T Michigan offers PBLES to its customers, which entitles the customer to at least 100 outgoing voice calls per month within the local calling area, 12,000 outgoing voice minutes per month within the local calling area, and unlimited incoming calls, as well as several other residential local calling plans. AT&T Michigan also offers several packages which bundle local, long distance, custom calling, Internet, and wireless services.
- (c) Dual tone multi-frequency or a functional equivalent: AT&T Michigan provides dual tone multi-frequency signaling.
- (d) Single party service or a functional equivalent: AT&T Michigan’s service permits users exclusive use of their access line for each call placed.
- (e) Access to 9-1-1 or E9-1-1: AT&T Michigan provides such access.
- (f) Access to operator services: AT&T Michigan provides such access.
- (g) Access to interexchange services: AT&T Michigan provides such access.
- (h) Access to directory assistance: AT&T Michigan provides such access.
- (i) Toll limitation for qualifying low-income customers: AT&T Michigan provides either “toll control” or “toll blocking” services pursuant to federal regulation to requesting Lifeline eligible customers without charge.

IX. PUBLIC INTEREST

The MPSC stated that “[p]ublic interest determinations will be based on whether the ETC designation will preserve and advance universal service in requested areas, and ensure the

availability of quality telecommunications service at just, reasonable, and affordable rates while promoting the deployment of advanced telecommunications and information services to all regions, including rural and high-cost areas.” April 13, 2006 MPSC Order, p 3.

Designation of AT&T Michigan as an ETC will preserve and advance universal service in its service area and will ensure the availability of quality telecommunications service at just, reasonable, and affordable rates and will promote the deployment of advanced telecommunications information services to rural and high-cost areas. As discussed above, AT&T Michigan has a ubiquitous telecommunications network in place that it uses to provide service to customers in its ETC service area. The Commission specifically noted in its April 13, 2006 order that it would review applications for “cream-skimming.” AT&T Michigan is an ILEC and, thus, “cream-skimming” is not a concern in the areas for which it seeks ETC designation.

X. CONCLUSION

Based on the forgoing, AT&T Michigan meets all the requirements for continued designation as an ETC.

AT&T Michigan therefore requests that the MPSC issue an appropriate certification to the FCC indicating that AT&T Michigan is in compliance with 47 USC 254(e) and should receive all federal universal service support determined for distribution to the Company in 2007.

Respectfully submitted,

AT&T MICHIGAN

By:  Robin M. Gleason
Signature Not Verified

Digitally signed by Robin M. Gleason
DN: cn=Robin M. Gleason, o=SBC
Michigan, c=US
Date: 2006.06.14 15:56:54 -0400
Location: Dickinson Wright PLLC

Robin M. Gleason (USF Contact)
AT&T MICHIGAN
Vice President Regulatory Michigan
221 N. Washington, Ground Floor
Lansing, Michigan 48933
(517) 334-3704

Lisa M. Bruno (P52954)
AT&T MICHIGAN
Attorney for AT&T Michigan
444 Michigan Avenue, Room 1700
Detroit, MI 48226
(313) 223-8188

John M. Dempsey (P30987)
Christine A. Chabot (P65506)
DICKINSON WRIGHT PLLC
Attorneys for AT&T Michigan
215 South Washington Square, Suite 200
Lansing, MI 48933-1816
(517) 371-1730

Dated: June 14, 2006

LANSING 376648v2 6/14/2006

**AT&T MICHIGAN
WIRECENTER DETAIL**

Att A

WIRECENTER	CLLI NAME	EXCHANGES	ACCESS AREAS	LATA
ABHGMIMN	AUBURN HEIGHTS	AUBURN HEIGHTS, BIRMINGHAM, TROY	B1, B2	DETROIT
ABHLMIBH	AUBURN HILLS	PONTIAC	B2	DETROIT
ACMEMIMN	ACME	TRAVERSE CITY	C3	GRAND RAPIDS
ADA-MIMN	ADA	ADA	C5	GRAND RAPIDS
ALBNMIMN	ALBION	ALBION	C1	LANSING
ALGNMIMN	ALGONAC	ALGONAC	C2	DETROIT
ALTOMIMN	ALTO	ALTO	C5	GRAND RAPIDS
AMSAMIMN	AMASA	AMASA	C1	UPPER PENINSULA
ANARMIMN	ANN ARBOR DS0	ANN ARBOR	B2	DETROIT
ANARMIMN	ANN ARBOR MAIN DS1	ANN ARBOR	B2	DETROIT
ANARMISE	ANN ARBOR SE	ANN ARBOR, YPSILANTI	B2	DETROIT
ARMDMIMN	ARMADA	ARMADA	C1	DETROIT
ATHNMIAT	ATHENS	ATHENS	C3	GRAND RAPIDS
AUBNMIMN	AUBURN	AUBURN, BAY CITY	C4	SAGINAW
BCHNMIMN	BUCHANAN	BUCHANAN	C2	GRAND RAPIDS
BDAXMIMN	BAD AXE	BAD AXE	C1	SAGINAW
BELHMIMN	BEULAH	BEULAH	C1	GRAND RAPIDS
BGRPMIMN	BIG RAPIDS	BIG RAPIDS	C2	GRAND RAPIDS
BITNMIES	BRIGHTON ES	BRIGHTON	C3	DETROIT
BLDNMIMN	BELDING	BELDING	C2	GRAND RAPIDS
BLDWMIMN	BALDWIN	BALDWIN	C1	GRAND RAPIDS
BLLVMIMN	BELLEVUE	BELLEVUE	C3	GRAND RAPIDS
BLVLMIBV	BELLEVILLE	BELLEVILLE	C4	DETROIT
BLVLMINE	BELLEVILLE NE	BELLEVILLE	C4	DETROIT
BNHRMIES	BENTON HARBOR ES	BENTON HARBOR	C3	GRAND RAPIDS
BNHRMIMN	BENTON HARBOR	BENTON HARBOR, ST JOSEPH	C3	GRAND RAPIDS
BOCYMIBC	BOYNE CITY	BOYNE CITY	C2	GRAND RAPIDS
BRHMMIMN	BIRMINGHAM CG0	BIRMINGHAM, PONTIAC, ROYAL OAK	A, B1, B2	DETROIT
BRHMMIMN	BIRMINGHAM DS0	BIRMINGHAM, PONTIAC, ROYAL OAK	A, B1, B2	DETROIT
BRHMMIMN	BIRMINGHAM RSA	BIRMINGHAM, PONTIAC, ROYAL OAK	A, B1, B2	DETROIT
BRHMMIMN	BIRMINGHAM RSC	BIRMINGHAM, PONTIAC, ROYAL OAK	A, B1, B2	DETROIT
BRLDMIMN	BERGLAND	BERGLAND	C1	UPPER PENINSULA
BRPTMIMN	BRIDGEPORT	SAGINAW	C4	SAGINAW
BRPTMISO	BRIDGEPORT SO	SAGINAW	C4	SAGINAW
BRRNMIMN	BIRCH RUN	BIRCH RUN	C4	SAGINAW
BRRVMIMN	BARK RIVER	BARK RIVER	C2	UPPER PENINSULA
BRSPMIBS	BERRIEN SPRINGS	BERRIEN SPRINGS	C3	GRAND RAPIDS
BSMRMIMN	BESSEMER	BESSEMER	C1	UPPER PENINSULA
BTCKMIBC	BATTLE CREEK BC	BATTLE CREEK	C3	GRAND RAPIDS
BTCKMISO	BATTLE CREEK SO	BATTLE CREEK	C3	GRAND RAPIDS
BTNGMIPG	BURTON	FLINT	B2	DETROIT
BVTNMIVT	BEAVERTON	BEAVERTON	C2	SAGINAW
BYCTMIMN	BYRON CENTER	BYRON CENTER	C5	GRAND RAPIDS
BYCYMIMN	BAY CITY DS0	BAY CITY	C4	SAGINAW
BYCYMIMN	BAY CITY RSA	BAY CITY	C4	SAGINAW
BYCYMIWS	BAY CITY WS	BAY CITY	C4	SAGINAW
BYPTMIMN	BAY PORT	BAY PORT	C1	SAGINAW
BYRNMIBY	BYRON	BYRON	C1	DETROIT
CALMMIMN	CALUMET	CALUMET	C2	UPPER PENINSULA
CATNMICT	CARLETON	CARLETON	C3	DETROIT
CDLCMIMN	CADILLAC	CADILLAC	C2	GRAND RAPIDS
CDSPMIMN	CEDAR SPRINGS	CEDAR SPRINGS	C2	GRAND RAPIDS
CHBYMIMN	CHEBOYGAN	CHEBOYGAN	C2	GRAND RAPIDS
CHBYMISO	CHEBOYGAN SO	CHEBOYGAN	C2	GRAND RAPIDS
CHLSMIMN	CHELSEA	CHELSEA	C4	DETROIT
CHMPMIMN	CHAMPION	CHAMPION	C1	UPPER PENINSULA
CHNGMICR	CHANNING	CHANNING	C2	UPPER PENINSULA
CHRLMIMN	CHARLOTTE	CHARLOTTE	C2	LANSING
CHSLMIMN	CHASSELL	HOUGHTON	C2	UPPER PENINSULA
CHVXMIMN	CHARLEVOIX RS0	CHARLEVOIX	C2	GRAND RAPIDS
CHVXMIMN	CHARLEVOIX RS1	CHARLEVOIX	C2	GRAND RAPIDS
CKTNMIMN	CLARKSTON	CLARKSTON, DRAYTON PLAINS	B2, C4	DETROIT
CLARMICL	CLARE	CLARE	C2	SAGINAW
CLDNMICL	CALEDONIA	CALEDONIA	C5	GRAND RAPIDS
CLIOMIMN	CLIO-MT MORRIS	CLIO-MT MORRIS	C4	DETROIT
CLMNMIMN	COLEMAN	COLEMAN	C1	SAGINAW
CLRKMIMN	CLARK LAKE	CLARK LAKE	C3	LANSING
CLVLMIMN	CLARKSVILLE	CLARKSVILLE	C1	GRAND RAPIDS
CMPKMICP	COMSTOCK PARK	GRAND RAPIDS	B2	GRAND RAPIDS

**AT&T MICHIGAN
WIRECENTER DETAIL**

Att A

WIRECENTER	CLLI NAME	EXCHANGES	ACCESS AREAS	LATA
CMRCMICM	COMMERCE DS0	COMMERCE	B2	DETROIT
CMRCMICM	COMMERCE RSA	COMMERCE	B2	DETROIT
CMRCMINR	COMMERCE NR RS2	COMMERCE, DRAYTON PLAINS	B2	DETROIT
CNLMIMN	CENTERLINE	CENTER LINE	B1	DETROIT
CRFLMIMN	CRYSTAL FALLS	CRYSTAL FALLS	C1	UPPER PENINSULA
CRNLMIMN	CORNELL	CORNELL	C2	UPPER PENINSULA
CRSWMIMN	CROSWELL	CROSWELL	C1	DETROIT
CRTSMIMN	CURTIS	CURTIS	C1	UPPER PENINSULA
CSNVMICB	CASNOVIA	CASNOVIA, KENT CITY	C1	GRAND RAPIDS
CSVIMIMN	CARSONVILLE	CARSONVILLE	C1	DETROIT
DMDLMIDD	DIMONDALE RS0	DIMONDALE, LANSING	B2, C4	LANSING
DMDLMIDD	DIMONDALE RS1	DIMONDALE, LANSING	B2, C4	LANSING
DNSVMIMN	DANSVILLE	DANSVILLE	C1	LANSING
DORRMIMN	DORR	DORR	C5	GRAND RAPIDS
DRBRMIDB	DEARBORN CG0	DETROIT 6	A	DETROIT
DRBRMIDB	DEARBORN DS0	DETROIT 6	A	DETROIT
DRBRMIDB	DEARBORN RSC	DETROIT 6	A	DETROIT
DRBRMIFB	DRBR FAIRBORN DS0	DETROIT 6	A	DETROIT
DRBRMIFB	DRBR FAIRBORN DS1	DETROIT 6	A	DETROIT
DRBRMIOR	DRBR OREGON DS0	DETROIT 6	A	DETROIT
DRBRMIOR	DRBR OREGON RSA	DETROIT 6	A	DETROIT
DRPLMIDP	DRAYTON PLAINS	DRAYTON PLAINS	B2	DETROIT
DTRTMIBL	DTRT BELL	DETROIT 1	A	DETROIT
DTRTMICL	DTRT COLUMBIA	DETROIT 1	A	DETROIT
DTRTMIHG	DETROIT HOGARTH	DETROIT 1, DETROIT 4	A	DETROIT
DTRTMIHG	DTRT HOGARTH RS0	DETROIT 1, DETROIT 4	A	DETROIT
DTRTMIHG	DTRT HOGARTH RS1	DETROIT 1, DETROIT 4	A	DETROIT
DTRTMIHG	DTRT HOGARTH RS2	DETROIT 1, DETROIT 4	A	DETROIT
DTRTMILX	DETROIT LENOX	DETROIT 2, DETROIT 3	A	DETROIT
DTRTMILX	DTRT LENOX RSA	DETROIT 2, DETROIT 3	A	DETROIT
DTRTMIMD	DTRT MADISON	DETROIT 1	A	DETROIT
DTRTMINI	DTRT NIAGARA	DETROIT 2	A	DETROIT
DTRTMIPE	DETROIT PLAZA DS0	DETROIT 2, DETROIT 3	A	DETROIT
DTRTMIPE	DTRT PLAZA RSA	DETROIT 2, DETROIT 3	A	DETROIT
DTRTMIPG	DTRT PINGREE DS0	DETROIT 2, DETROIT 3	A	DETROIT
DTRTMIPG	DTRT PINGREE RS0	DETROIT 2, DETROIT 3	A	DETROIT
DTRTMIRF	DTRT REDFORD DS0	DETROIT 1, DETROIT 5	A	DETROIT
DTRTMIRF	DTRT REDFORD RSF	DETROIT 1, DETROIT 5	A	DETROIT
DTRTMIRV	DTRT RIVERFRONT DS0	DETROIT 1	A	DETROIT
DTRTMIRV	DTRT RIVERFRONT RSA	DETROIT 1	A	DETROIT
DTRTMIRV	DTRT RIVERFRONT RSC	DETROIT 1	A	DETROIT
DTRTMITE	DETROIT TYLER DS0	DETROIT 1	A	DETROIT
DTRTMITE	DTRT TYLER RSA	DETROIT 1	A	DETROIT
DTRTMITW	DETROIT TWINBROOK	DETROIT 3	A	DETROIT
DTRTMITW	DTRT TWINBROOK RS0	DETROIT 3	A	DETROIT
DTRTMITW	DTRT TWINBROOK RS1	DETROIT 3	A	DETROIT
DTRTMIUW	DTRT UNIVERSITY DS0	DETROIT 1, DETROIT 4	A	DETROIT
DTRTMIUW	DTRT UNIVERSITY RSC	DETROIT 1, DETROIT 4	A	DETROIT
DTRTMIUW	DTRT UNIVERSITY RSE	DETROIT 1, DETROIT 4	A	DETROIT
DTRTMIVT	DETROIT VERMONT	DETROIT 3, DETROIT 4	A	DETROIT
DTRTMIVT	DTRT VERMONT RS0	DETROIT 3, DETROIT 4	A	DETROIT
DTRTMIVW	DTRT VINEWOOD DS0	DETROIT 6	A	DETROIT
DTTNMIMN	DUTTON MN	DUTTON, GRAND RAPIDS	B2, C5	GRAND RAPIDS
DXTRMIDX	DEXTER DS0	DEXTER	C4	DETROIT
EJRDMIMN	EAST JORDAN	EAST JORDAN	C2	GRAND RAPIDS
ELKRMIMN	ELK RAPIDS	ELK RAPIDS	C3	GRAND RAPIDS
ELNSMIMN	EAST LANSING	LANSING	B2	LANSING
ENGDMIMN	ENGADINE	ENGADINE	C1	UPPER PENINSULA
ESCNMIMN	ESCANABA	ESCANABA	C2	UPPER PENINSULA
ETRPMIER	EATON RAPIDS	EATON RAPIDS	C4	LANSING
ETWSMIMN	EAST TAWAS	BAY CITY, EAST TAWAS	C2, C4	SAGINAW
EUCLMIEC	EAU CLAIRE	EAU CLAIRE	C3	GRAND RAPIDS
EVRTMIMN	EVART	EVART	C1	GRAND RAPIDS
FELDMIFL	FREELAND	FREELAND	C4	SAGINAW
FFLKMIMN	FIFE LAKE	FIFE LAKE	C1	GRAND RAPIDS
FLNTMIMN	FLINT DS0	FLINT	B2	DETROIT
FLNTMIMN	FLINT DS1	FLINT	B2	DETROIT
FLNTMINE	FLINT NE DS0	CLIO-MT MORRIS, FLINT	B2, C4	DETROIT
FLNTMINR	FLINT NR DS0	FLINT	B2	DETROIT

**AT&T MICHIGAN
WIRECENTER DETAIL**

Att A

WIRECENTER	CLLI NAME	EXCHANGES	ACCESS AREAS	LATA
FLNTMINR	FLINT NR RS0	FLINT	B2	DETROIT
FLNTMINW	FLINT NW DS0	FLINT	B2	DETROIT
FLRKMIFR	FLAT ROCK	FLAT ROCK	C4	DETROIT
FLSHMIFS	FLUSHING	FLUSHING	C4	DETROIT
FLTNMIMN	FULTON	FULTON	C1	GRAND RAPIDS
FMHLMIFH	FARMINGTON HILLS	FARMINGTON, WEST BLOOMFIELD	B2	DETROIT
FNTNMIMN	FENTON DS0	FENTON	C4	DETROIT
FONTMIMN	FOUNTAIN	FOUNTAIN, FREESOIL	C1, C2	GRAND RAPIDS
FRFTMIMN	FRANKFORT	FRANKFORT	C1	GRAND RAPIDS
FRGRMIMN	FAIRGROVE	AKRON, FAIRGROVE	C1	SAGINAW
FRKMMIFR	FRANKENMUTH	FRANKENMUTH, SAGINAW	C4	SAGINAW
FRMTMIMN	FREMONT	FREMONT	C2	GRAND RAPIDS
FRPTMIFP	FREEPORT	FREEPORT	C2	GRAND RAPIDS
FRTNMIMN	FARMINGTON DS0	FARMINGTON	B2	DETROIT
FRTNMIMN	FARMINGTON RSA	FARMINGTON	B2	DETROIT
FRTNMIMN	FARMINGTON RSC	FARMINGTON	B2	DETROIT
FRWLMIMN	FARWELL	FARWELL	C2	SAGINAW
FRWLMIWS	FARWELL WS	FARWELL	C2	SAGINAW
FWVLMIMN	FOWLerville	FOWLerville	C2	LANSING
GDRPMIBL	GRAND RAPIDS BL DS1	GRAND RAPIDS	B2	GRAND RAPIDS
GDRPMIEP	GRAND RAPIDS EP DS0	GRAND RAPIDS	B2	GRAND RAPIDS
GDRPMIEP	GRAND RAPIDS EP RSA	GRAND RAPIDS	B2	GRAND RAPIDS
GDRPMIES	GRAND RAPIDS ES DS0	GRAND RAPIDS	B2	GRAND RAPIDS
GDRPMIES	GRAND RAPIDS ES DS1	GRAND RAPIDS	B2	GRAND RAPIDS
GDRPMIES	GRAND RAPIDS ES RSC	GRAND RAPIDS	B2	GRAND RAPIDS
GDRPMIES	GRAND RAPIDS ES RS0	GRAND RAPIDS	B2	GRAND RAPIDS
GDRPMISO	GRAND RAPIDS SO DS0	GRAND RAPIDS	B2	GRAND RAPIDS
GDRPMISO	GRAND RAPIDS SO RS0	GRAND RAPIDS	B2	GRAND RAPIDS
GDRPMIWS	GRAND RAPIDS WS DS0	GRAND RAPIDS	B2	GRAND RAPIDS
GDRPMIWS	GRAND RAPIDS WS RSA	GRAND RAPIDS	B2	GRAND RAPIDS
GGTWMIRM	GAGETOWN	GAGETOWN	C1	SAGINAW
GLBGMIMN	GALESBURG	GALESBURG	C4	GRAND RAPIDS
GLDSMIGE	GLADSTONE	GLADSTONE	C2	UPPER PENINSULA
GLDWMIGL	GLADWIN	GLADWIN	C2	SAGINAW
GLENMIMN	GALIEN	GALIEN	C1	GRAND RAPIDS
GNVLMIMN	GREENVILLE	GREENVILLE	C2	GRAND RAPIDS
GRBLMIMN	GRAND BLANC	GRAND BLANC	C4	DETROIT
GRHVMIMN	GRAND HAVEN	GRAND HAVEN	C2	GRAND RAPIDS
GRNTMIMN	GRANT	GRANT	C2	GRAND RAPIDS
GRTNMIMN	GRATTAN	GRATTAN	C5	GRAND RAPIDS
GRWNMIMN	GRAWN RS0	INTERLOCHEN, TRAVERSE CITY	C3	GRAND RAPIDS
GRWNMIMN	GRAWN RS1	INTERLOCHEN, TRAVERSE CITY	C3	GRAND RAPIDS
GWNNMIMN	GWINN	GWINN	C2	UPPER PENINSULA
HDVLMIMN	HUDSONVILLE	GRAND RAPIDS, HUDSONVILLE	B2, C5	GRAND RAPIDS
HGPKMITS	HIGHLAND PARK	DETROIT 3	A	DETROIT
HLDLMIMN	HILLSDALE RSA	HILLSDALE	C2	LANSING
HLDLMIMN	HILLSDALE RS1	HILLSDALE	C2	LANSING
HLLDMIMN	HOLLAND	HOLLAND	C3	GRAND RAPIDS
HLLDMINR	HOLLAND NR	HOLLAND	C3	GRAND RAPIDS
HLLYMIHY	HOLLY RS1	HOLLY	C2	DETROIT
HMBGMIMN	HAMBURG	BRIGHTON	C3	DETROIT
HNCCMIMN	HANCOCK DS0	HOUGHTON	C2	UPPER PENINSULA
HOLTMIHE	HOLT	HOLT	C4	LANSING
HOWLMIMN	HOWELL	HOWELL	C3	DETROIT
HPKNMIAJ	HOPKINS	HOPKINS	C1	SAGINAW
HRISMIMN	HARSENS ISLAND	ALGONAC	C2	DETROIT
HRLDMIHR	HARTLAND	HARTLAND	C3	DETROIT
HRSNMIMN	HARRISON	HARRISON	C2	SAGINAW
HRSPMIMN	HARBOR SPRINGS	HARBOR SPRINGS	C2	GRAND RAPIDS
HRTAMIMN	HARRIETTA	HARRIETTA	C2	GRAND RAPIDS
HRVYMIMN	HARVEY	MARQUETTE	C2	UPPER PENINSULA
HSLTMIHS	HASLETT	LANSING	B2	LANSING
HSNGMIHS	HASTINGS	HASTINGS	C2	GRAND RAPIDS
INRVMIMN	INDIAN RIVER	INDIAN RIVER	C2	GRAND RAPIDS
IONIMIMN	IONIA	IONIA	C2	GRAND RAPIDS
IRMTMIMN	IRON MOUNTAIN	IRON MOUNTAIN	C2	UPPER PENINSULA
IRONMIIR	IRONS	IRONS	C1	GRAND RAPIDS
IRRVMIMN	IRON RIVER	IRON RIVER	C1	UPPER PENINSULA
IRWDMIMN	IRONWOOD	IRONWOOD	C1	UPPER PENINSULA

**AT&T MICHIGAN
WIRECENTER DETAIL**

Att A

WIRECENTER	CLLI NAME	EXCHANGES	ACCESS AREAS	LATA
ISHPMIMN	ISHPEMING	ISHPEMING	C2	UPPER PENINSULA
JCSNMIMN	JACKSON DS0	JACKSON	C3	LANSING
JCSNMINE	JACKSON NE	JACKSON	C3	LANSING
JCSNMISA	JACKSON SA	JACKSON	C3	LANSING
JMTWMIMN	JAMESTOWN	JAMESTOWN	C5	GRAND RAPIDS
JNVLMIMN	JONESVILLE	JONESVILLE	C1	LANSING
KLKSMIKK	KALKASKA	KALKASKA	C1	GRAND RAPIDS
KLMZMIFA	KALAMAZOO DS0	KALAMAZOO	C4	GRAND RAPIDS
KLMZMIFA	KALAMAZOO DS2	KALAMAZOO	C4	GRAND RAPIDS
KLMZMIFA	KALAMAZOO RSA	KALAMAZOO	C4	GRAND RAPIDS
KWNWMIMN	KEWEENAW	KEWEENAW	C1	UPPER PENINSULA
LESLMIMN	LESLIE	LESLIE	C3	LANSING
LIVNMIMN	LIVONIA CG0	DETROIT 5, LIVONIA, WAYNE	A, B1	DETROIT
LIVNMIMN	LIVONIA DS0	DETROIT 5, LIVONIA, WAYNE	A, B1	DETROIT
LIVNMINW	LIVONIA NW DS0	LIVONIA, PLYMOUTH, WAYNE	B1, B2	DETROIT
LIVNMINW	LIVONIA NW RSC	LIVONIA, PLYMOUTH, WAYNE	B1, B2	DETROIT
LKLIMIMN	LAKE LINDEN	LAKE LINDEN	C2	UPPER PENINSULA
LKLLMIMN	LAKE LEELANAU	LAKE LEELANAU	C3	GRAND RAPIDS
LKODMIMN	LAKE ODESSA	LAKE ODESSA	C2	GRAND RAPIDS
LKORMILO	LAKE ORION RS1	LAKE ORION	C5	DETROIT
LNNGMIMN	LANSING DS0	LANSING	B2	LANSING
LNNGMIMN	LANSING DS1	LANSING	B2	LANSING
LNNGMINW	LANSING NW	LANSING	B2	LANSING
LNNGMISO	LANSING SO CG0	LANSING	B2	LANSING
LNNGMISO	LANSING SO RSA	LANSING	B2	LANSING
LNPKMIAT	LINCOLN PARK DS0	DETROIT 6	A	DETROIT
LNPKMIAT	LINCOLN PARK RSA	DETROIT 6	A	DETROIT
LNWDMIMN	LINWOOD	BAY CITY, LINWOOD	C3, C4	SAGINAW
LPERMILP	LAPEER	LAPEER	C2	DETROIT
LROYMIMN	LE ROY	LE ROY	C1	GRAND RAPIDS
LTHRMIMN	LUTHER	LUTHER	C1	GRAND RAPIDS
LWLLMIMN	LOWELL	LOWELL	C5	GRAND RAPIDS
LXTNMIMN	LEXINGTON	LEXINGTON	C1	DETROIT
MARNMIMN	MARION	MARION	C1	GRAND RAPIDS
MARTMIMT	MARTIN	MARTIN	C1	GRAND RAPIDS
MASNMIMS	MASON	MASON	C4	LANSING
MCBNMIMN	MCBAIN	MCBAIN	C2	GRAND RAPIDS
MCCYMIMN	MACKINAW CITY	MACKINAW CITY	C1	GRAND RAPIDS
MCHCMIMN	MICHIGAN CENTER	JACKSON	C3	LANSING
MCHGMIMN	MICHIGAMME	MICHIGAMME	C1	UPPER PENINSULA
MCISMIMN	MACKINAC ISLAND	MACKINAC ISLAND	C1	UPPER PENINSULA
MCPKMIMN	MACATAWA PARK	HOLLAND	C3	GRAND RAPIDS
MDLDMIMN	MIDLAND DS0	MIDLAND	C3	SAGINAW
MDLDMISE	MIDLAND SE	MIDLAND	C3	SAGINAW
MDVLMIMN	MIDDLEVILLE	MIDDLEVILLE	C2	GRAND RAPIDS
MILNMIMN	MILAN RSC	MILAN, YPSILANTI	B2, C4	DETROIT
MILNMIMN	MILAN RSE	MILAN, YPSILANTI	B2, C4	DETROIT
MLKNMIMN	MULLIKEN	MULLIKEN	C1	LANSING
MNCHMIMN	MANCHESTER	MANCHESTER	C4	DETROIT
MNCLMIMN	MANCELONA	MANCELONA	C1	GRAND RAPIDS
MNMNMIB	MENOMINEE	MENOMINEE	C2	UPPER PENINSULA
MNSTMIMN	MANISTEE	MANISTEE	C1	GRAND RAPIDS
MNTNMIMN	MANTON	MANTON	C2	GRAND RAPIDS
MOLNMIMN	MOLINE	MOLINE	C5	GRAND RAPIDS
MONRMIMN	MONROE	MONROE	C3	DETROIT
MONRMINE	MONROE NE	MONROE	C3	DETROIT
MRCYMIMN	MARINE CITY	MARINE CITY	C2	DETROIT
MRLYMIMN	MORLEY	MORLEY	C1	GRAND RAPIDS
MRNEMIMN	MARNE	MARNE	C5	GRAND RAPIDS
MRQTMIMN	MARQUETTE DS0	MARQUETTE	C2	UPPER PENINSULA
MRSHMIMN	MARSHALL	MARSHALL	C3	GRAND RAPIDS
MTCLMICL	MT CLEMENS CL	MT CLEMENS, UTICA	B2	DETROIT
MTCLMIMN	MT CLEMENS DS0	MT CLEMENS	B2	DETROIT
MTCLMIMN	MT CLEMENS RSC	MT CLEMENS	B2	DETROIT
MTCLMINR	MT CLEMENS NR DS0	MT CLEMENS	B2	DETROIT
MTCLMINR	MT CLEMENS NR RSA	MT CLEMENS	B2	DETROIT
MYVIMIMN	MARYSVILLE	PORT HURON	C3	DETROIT
MYVLMIMN	MAYVILLE	MAYVILLE	C1	SAGINAW
NBMRMIMN	NEW BALTIMORE RS1	NEW BALTIMORE	C4	DETROIT

**AT&T MICHIGAN
WIRECENTER DETAIL**

Att A

WIRECENTER	CLLI NAME	EXCHANGES	ACCESS AREAS	LATA
NBTNMMN	NEW BOSTON	NEW BOSTON	C4	DETROIT
NGNEMIMN	NEGAUNEE	NEGAUNEE	C2	UPPER PENINSULA
NILSMIMN	NILES	NILES	C4	GRAND RAPIDS
NPLNMIMN	NAPOLEON	NAPOLEON	C3	LANSING
NPRTMIMN	NORTHPORT	NORTHPORT	C1	GRAND RAPIDS
NRVLMIMN	NORTHVILLE	NORTHVILLE	B2	DETROIT
NRWYMINW	NORWAY NW	NORWAY	C2	UPPER PENINSULA
NVVLMMN	NASHVILLE	NASHVILLE, VERMONTVILLE	C1, C2	LANSING
NWAYMINW	NEWAYGO	NEWAYGO	C2	GRAND RAPIDS
NWBFMIMN	NEW BUFFALO	NEW BUFFALO	C1	GRAND RAPIDS
NWBYMIMN	NEWBERRY	NEWBERRY	C1	UPPER PENINSULA
NWHNMIMN	NEW HAVEN	NEW HAVEN	C4	DETROIT
OKMSMIMN	OKEMOS	LANSING	B2	LANSING
OLVTMIMN	OLIVET	OLIVET	C2	GRAND RAPIDS
ONKMMIMN	ONEKAMA	ONEKAMA	C1	GRAND RAPIDS
OSCDMIMN	OSCODA	BAY CITY, OSCODA	C2, C4	SAGINAW
OSHTMIWS	OSHTMO	KALAMAZOO	C4	GRAND RAPIDS
OTSGMIOS	OTSEGO	OTSEGO	C4	GRAND RAPIDS
OWNDMIMN	OWENDALE	OWENDALE	C1	SAGINAW
OXFRMIOX	OXFORD	OXFORD	C4	DETROIT
PLMOMIMN	PLYMOUTH DS0	LIVONIA, PLYMOUTH, WAYNE	B1, B2	DETROIT
PLMOMIMN	PLYMOUTH RSA	LIVONIA, PLYMOUTH, WAYNE	B1, B2	DETROIT
PLNWMIMN	PLAINWELL	PLAINWELL	C4	GRAND RAPIDS
PLSTMIMN	PELLSTON	PELLSTON	C2	GRAND RAPIDS
PNCNMIMN	PINCKNEY	PINCKNEY	C3	DETROIT
PNTCMIMN	PONTIAC DS0	PONTIAC	B2	DETROIT
PNTCMIMN	PONTIAC MAIN	PONTIAC	B2	DETROIT
PNTCMINE	PONTIAC NE	PONTIAC, ROCHESTER	B2	DETROIT
PNTCMINR	PONTIAC NR RS0	CLARKSTON, PONTIAC	B2, C4	DETROIT
PNTCMIWS	PONTIAC WS	PONTIAC	B2	DETROIT
POVLMIMN	POTTERVILLE	POTTERVILLE	C4	LANSING
PRTGMILK	PORTAGE LAKE	KALAMAZOO	C4	GRAND RAPIDS
PTHRMIMN	PORT HURON DS1	PORT HURON	C3	DETROIT
PTHRMINR	PORT HURON NR	PORT HURON	C3	DETROIT
PTLDMIPT	PORTLAND	PORTLAND	C1	LANSING
PTSKMIMN	PETOSKEY	PETOSKEY	C2	GRAND RAPIDS
PTSNMIMN	PORT SANILAC	PORT SANILAC	C1	DETROIT
PWRSMIMN	PWRS/HERMANSVILL	HERMANSVILLE, POWERS	C1	UPPER PENINSULA
RCFRMIMN	ROCKFORD	ROCKFORD	C5	GRAND RAPIDS
RCFRMISE	ROCKFORD SE	ROCKFORD	C5	GRAND RAPIDS
RCLDMIMN	RICHLAND	RICHLAND	C4	GRAND RAPIDS
RDCYMIMN	REED CITY	REED CITY	C2	GRAND RAPIDS
REESMIMN	REESE	REESE	C4	SAGINAW
RKWDMIRW	ROCKWOOD	ROCKWOOD	C4	DETROIT
RMLSMIMN	ROMULUS	ROMULUS	B2	DETROIT
ROCHMIMN	ROCHESTER	ROCHESTER	B2	DETROIT
ROCKMIMN	ROCK PERKINS	PERKINS, ROCK	C1	UPPER PENINSULA
ROMOMIMN	ROMEO DS0	ARMADA, ROMEO	C1, C2	DETROIT
RPBLMIMN	REPUBLIC	REPUBLIC	C1	UPPER PENINSULA
RPRVMIMN	RAPID RIVER	RAPID RIVER	C2	UPPER PENINSULA
RSBHMIMN	ROSEBUSH	ROSEBUSH	C2	SAGINAW
RSVLMIMN	ROSEVILLE	ROSEVILLE	B1	DETROIT
RSVLMINR	ROSEVILLE NR	MT CLEMENS, ROSEVILLE	B1, B2	DETROIT
RVSDMIRV	RIVERSIDE	BENTON HARBOR	C3	GRAND RAPIDS
RYLOMIMN	ROYAL OAK DS0	DETROIT 3, PONTIAC, ROYAL OAK	A, B2	DETROIT
RYLOMIMN	ROYAL OAK RSC	DETROIT 3, PONTIAC, ROYAL OAK	A, B2	DETROIT
SBWNMISB	SEBEWAING	SEBEWAING	C1	SAGINAW
SCTSMIMN	SCOTTS	SCOTTS	C4	GRAND RAPIDS
SCVLMIMN	SCOTTVILLE	SCOTTVILLE	C2	GRAND RAPIDS
SDLKMIMN	SAND LAKE	SAND LAKE	C1	GRAND RAPIDS
SFLDMIMN	SOUTHFIELD DS0	DETROIT 5, SOUTHFIELD	A	DETROIT
SFLDMIMN	SOUTHFIELD DS1	DETROIT 5, SOUTHFIELD	A	DETROIT
SFLDMIOK	SFLD OAKFIELD DS0	DETROIT 5, PONTIAC, ROYAL OAK, SOUTHFIELD	A, B2	DETROIT
SFLDMIOK	SFLD OAKFIELD RSC	DETROIT 5, PONTIAC, ROYAL OAK, SOUTHFIELD	A, B2	DETROIT
SFLDMIOK	SFLD OAKFIELD RSD	DETROIT 5, PONTIAC, ROYAL OAK, SOUTHFIELD	A, B2	DETROIT
SGNWMIFA	SAGINAW DS0	SAGINAW	C4	SAGINAW
SGNWMISH	SAGINAW SHIELDS	SAGINAW	C4	SAGINAW
SGNWMIWS	SAGINAW WS DS0	SAGINAW	C4	SAGINAW
SGNWMIWS	SAGINAW WS DS1	SAGINAW	C4	SAGINAW

**AT&T MICHIGAN
WIRECENTER DETAIL**

Att A

WIRECENTER	CLLI NAME	EXCHANGES	ACCESS AREAS	LATA
SLYNMIMN	SOUTH LYON	SOUTH LYON	C4	DETROIT
SNDSMIMN	SANDUSKY	SANDUSKY	C1	DETROIT
SPRTMIMN	SPARTA	SPARTA	C5	GRAND RAPIDS
SRNCMIDC	SARANAC	SARANAC	C1	GRAND RAPIDS
SSMRMIMN	SAULT STE MARIE	SAULT STE MARIE	C2	UPPER PENINSULA
STCHMIMN	ST CHARLES	ST CHARLES	C4	SAGINAW
STCLMIMN	ST. CLAIR	ST CLAIR	C3	DETROIT
STHLMIMN	ST HELEN	BAY CITY, ST HELEN	C1, C4	SAGINAW
STIGMIMN	ST IGNACE	ST IGNACE	C1	UPPER PENINSULA
STJSMISO	ST JOSEPH DS0	ST JOSEPH	C3	GRAND RAPIDS
STNDMIMN	STANDISH	BAY CITY, STANDISH	C1, C4	SAGINAW
STSNMIST	STEPHENSON	STEPHENSON	C1	UPPER PENINSULA
TAYLMIWK	TAYLOR WICK	DETROIT 6, ROMULUS, WYANDOTTE	A, B2	DETROIT
THOKMIMN	THREE OAKS	THREE OAKS	C1	GRAND RAPIDS
TRCYMIMN	TRAVERSE CITY DS1	TRAVERSE CITY	C3	GRAND RAPIDS
TRENMIMN	TRENTON DS0	DETROIT 3, TRENTON, WYANDOTTE	A, B2	DETROIT
TRENMIMN	TRENTON RSA	DETROIT 3, TRENTON, WYANDOTTE	A, B2	DETROIT
TRENMIMN	TRENTON RSC	DETROIT 3, TRENTON, WYANDOTTE	A, B2	DETROIT
TRFNMIMN	TRUFANT	TRUFANT	C1	GRAND RAPIDS
TROYMIMN	TROY MAIN DS0	ROYAL OAK, TROY	A, B2	DETROIT
TROYMIMN	TROY MAIN DS1	ROYAL OAK, TROY	A, B2	DETROIT
TROYMISM	TROY SOMERSET DS0	BIRMINGHAM, DETROIT 1, ROYAL OAK, TROY	A, B1, B2	DETROIT
TROYMISM	TROY SOMERSET RSA	BIRMINGHAM, DETROIT 1, ROYAL OAK, TROY	A, B1, B2	DETROIT
TUSTMIMN	TUSTIN	TUSTIN	C2	GRAND RAPIDS
UBLYMIUB	UBLY	UBLY	C1	SAGINAW
UNVLMIMN	UNIONVILLE	UNIONVILLE	C1	SAGINAW
UTICMIMN	UTICA DS0	UTICA	B2	DETROIT
VCBGMIMN	VICKSBURG	VICKSBURG	C4	GRAND RAPIDS
VSSRMIMN	VASSAR	VASSAR	C1	SAGINAW
WASHMIWA	WASHINGTON	WASHINGTON	C4	DETROIT
WAYNMIMN	WAYNE	WAYNE	B1	DETROIT
WAYNMIMN	WAYNE RSA	WAYNE	B1	DETROIT
WAYNMIMN	WAYNE RS1	WAYNE	B1	DETROIT
WAYNMINW	WAYNE NW	PLYMOUTH, WAYNE, YPSILANTI	B1, B2	DETROIT
WBFDMIMN	WEST BLOOMFIELD DS0	WEST BLOOMFIELD	B2	DETROIT
WBRNMIMN	WEST BRANCH	BAY CITY, WEST BRANCH	C1, C4	SAGINAW
WDLKMIMN	WALLED LAKE	WALLED LAKE	B2	DETROIT
WHCLMIAD	WHITE CLOUD	WHITE CLOUD	C2	GRAND RAPIDS
WILSMIWL	WILLIS	WILLIS	C3	DETROIT
WKFDMIMN	WAKEFIELD	WAKEFIELD	C1	UPPER PENINSULA
WLBGMIWB	WILLIAMSBURG	WILLIAMSBURG	C3	GRAND RAPIDS
WLVRMIMN	WOLVERINE	WOLVERINE	C1	GRAND RAPIDS
WNLKMIWL	WALLOON LAKE	WALLOON LAKE	C2	GRAND RAPIDS
WRLKMIMN	WHITMORE LAKE	WHITMORE LAKE	C4	DETROIT
WRRNMIMN	WARREN	WARREN	B1	DETROIT
WRRNMITL	WARREN TECHLINE DS0	CENTER LINE	B1	DETROIT
WRRNMITL	WARREN TECHLINE RSA	CENTER LINE	B1	DETROIT
WTRMMIMN	WATERSMEET	WATERSMEET	C1	UPPER PENINSULA
WTRVMIWV	WATERVLIET	COLOMA, WATERVLIET	C3	GRAND RAPIDS
WYLDMIMN	WAYLAND	WAYLAND	C1	GRAND RAPIDS
WYNDMIMN	WYANDOTTE CG0	WYANDOTTE	B2	DETROIT
WYNDMIMN	WYANDOTTE RSA	WYANDOTTE	B2	DETROIT
WYNGMILX	WYOMING LENOX	GRAND RAPIDS	B2	GRAND RAPIDS
YPSLMIMN	YPSILANTI	YPSILANTI	B2	DETROIT
ZELDMIZL	ZEELAND DS0	ZEELAND	C3	GRAND RAPIDS



Robin M. Gleason
Vice President - Regulatory
AT&T Michigan
221 N. Washington Sq.
First Floor
Lansing, MI 48933
Office: 517-334-3704
Fax: 517-334-3429

March 20, 2006

Mr. Jeff Pillon
Michigan Public Service Commission
6545 Mercantile Way
P.O. Box 30221
Lansing, MI 48909-7721

Dear Mr. Pillon:

AT&T Michigan submits this response to the Commission's March 2, 2006 letter requesting information about our pandemic response preparedness.

AT&T utilizes a "Multi-Hazard" approach to disaster planning and business continuity and we currently have a corporate-wide plan as well as specific organizational plans in place that cover a multitude of incidents. We fully understand the potential threat that a pandemic flu event poses and have taken action to address issues specific to a flu pandemic. AT&T has formed a special core team to develop a pandemic plan within its international and domestic operations. The objective of the team is to continue to ensure AT&T is prepared to respond to any potential health affecting threat (e.g., pandemic disease) and ensure continuity of critical business functions by developing continuity/contingency plans for a potential pandemic, e.g., Avian Flu.

AT&T's approach is as follows:

- Determine risk and vulnerabilities for business operations including processes and infrastructure.
- Determine risk and vulnerability to network performance.
- Identify event triggers and response levels.
- Identify and implement mitigation strategies as appropriate.
- Identify specific internal and external communication needs.

Attached please find AT&T's non proprietary National Security Emergency Preparedness ("NSEP") Emergency Preparedness Plan dated March 2006. In addition, as per the Commission's request, please note that AT&T's NSEP contact is Mr. Tom Mahoney who may be reached on (847) 248-8700.

March 20, 2006
Mr. Jeff Pillon
Page 2 of 2

If you have any questions or wish to discuss this matter further, please feel free to contact me on (517) 334-3704 or Susan Frentz on (313) 223-0725.

Sincerely,

Robin M. Gleason

Enclosure

cc: Mr. Orjiakor N. Isiogu
Mr. Thomas F. Mahoney
Ms. Susan Frentz



NATIONAL SECURITY EMERGENCY PREPAREDNESS (NSEP)
EMERGENCY PREPAREDNESS PLAN
 (Non-Proprietary Document)
 Revised March 2006

Table of Contents

1. Introduction and Overview
 2. Emergency Management Organization (EMO)/Response Teams
 3. Emergency Centers
 4. Exercises
 5. Restoration Priorities
 6. Disaster Prevention
 - Fire Protection/Code Compliance
 - Hardware Disaster Prevention & Recovery
 - Federal Government Interface
-
1. INTRODUCTION AND OVERVIEW
 - 1.1 This document provides an overview of AT&T's NSEP disaster prevention, response and recovery program. It outlines strategies and procedures that insure the company's ability to plan for, respond to and recover from emergencies or disasters. It is a condensed and non-proprietary version of the following combined AT&T documents:
 - Emergency Preparedness Plan
 - National Security and Federal Compliance Plan
 - Fire Protection/HDPR Program
 - 1.2 The primary objectives of this document are to provide the government and other major customers with AT&T's plans and programs which provide:
 - Service continuity
 - Protection of the life, safety and health of employees
 - Protection of company property and assets
 - Provision for restoration and resumption of normal business operations
 - Compliance with government mandates, laws, and standards
 2. EMERGENCY MANAGEMENT ORGANIZATION / RESPONSE TEAMS
 - 2.1 The Emergency Management Organization
 The primary role of the EMO is to provide policy direction, coordination, and overall management of emergency operations. The organization is comprised of groups of managers from key levels of

- the Company, acts in a consolidated and coordinated manner to prepare for, respond to, and recover from a disaster.
- 2.2 Corporate Emergency Policy Committee
A committee comprised of Corporate Officers responsible for the formation of corporate business continuity planning, emergency response and disaster recovery responsibilities.
- 2.3 RESPONSE TEAMS
- 2.3.1 Emergency Operations Center (EOC) Team
A team comprised of subject matter experts (SMEs) representing 20+ key corporate organizations that in the event of a widespread and/or multi-state disaster would convene in their respective EOC to formulate restoration and provisioning decisions.
- 2.3.2 Local Response Team (LRT)
A team comprised primarily of local Network Services SMEs who would convene in the Local Response Center (LRC) to coordinate response and recovery efforts at the local level.
3. EMERGENCY CENTERS
- 3.1 Definition & Purpose
AT&T Emergency Centers are designated either as an Emergency Operations Center (EOC) or Local Response Center (LRC). EOCs, as part of AT&T's agreement with the Federal Government are mandated centers under the control of the AT&T NSEP organization whereas LRCs are the responsibility of the local Area, Region or State Network Services organization. These centers serve as emergency command and control locations developed for the purpose of having a designated site, which in the event of an emergency or disaster are equipped to house a team trained in emergency response and recovery techniques. EOCs and LRCs are typically equipped with multiple desks or work stations, tables, file cabinets, PCs, phones, copy and FAX machines, etc. that provide a response team the tools to facilitate service restoration.
- 3.2 Functions
The EOCs are the primary operations interface for the AT&T – NSEP organization during a disaster or emergency situation. LRCs serve as the primary interface for local, region or state restoration coordination and interface with AT&T's – NSEP organization during emergency situations. The EOC and LRC personnel have similar designated duties that include, but are not limited to:
- a. Assess and compile damage information
 - b. Prioritize and re-prioritize restoration efforts
 - c. Arrange for additional staff to facilitate service restoration
 - d. Provide guidance and coordination of service restoration activities
 - e. Reconstitute the network
 - f. Disseminate damage reports and alerts
 - g. Communicate internally and externally status of event, efforts underway and expected time frame(s) to complete service restoration
 - h. Document service restoration efforts
 - i. Debrief after each emergency, review actions taken and make recommendations for improvement
 - j. Maintain up to date contact lists, pre-plan and response checklists
- 3.3 Activation and Notification
Activation of an EOC is made at the discretion of the AT&T NSEP Director or designee.
Activation of a LRC is made at the discretion of the local Network Services Director or designee.

Typically, a LRC is activated in response to a disaster or emergency event that cannot be readily resolved under normal circumstances within a 48 – 72 hour period. An EOC is generally activated for events or disasters that are multi - departmental in nature or are expected to last six or more days in duration.

Upon activation, the EOC is under direction of the Chairperson and the AT&T NSEP Director in concert with the EOC Chairperson and Emergency Management Organization. LRC response teams are under the direction of the local area, region or state Network Services Director Chairperson and the Emergency Management Committee. The response team is empowered to develop strategies and make decisions for the organization(s) they represent. Based upon the severity of the event or potential impact on the network, an EOC or LRC may be required to be operational 24 hours per day for the duration of the event.

The designated NSEP manager will perform notification of activation for the EOC. The local area, region or state Network Services Director for the LRC will initiate notification of activation for the LRC.

3.4 Emergency Operations Centers (EOC's)

The four EOC's and one Executive Communications Center (ECC) are strategically placed throughout the 13 state wireline territory as represented below:

<u>Location</u>	<u>Region Served</u>
Illinois EOC	AT&T Midwest
Northern California EOC	AT&T West
Southern California EOC	AT&T West
Texas EOC	AT&T Southwest
Texas ECC	AT&T 13 States wireline (All Regions)

3.5 Alternate EOC and LRC Succession Planning

Each LRC will designate an alternate center. The purpose of this alternate center is to ensure response/recovery procedures are carried forward if the primary emergency center cannot be activated. The alternate center may be another fully functional LRC within the same region or a designated EOC location within the region equipped to handle the minimal requirements for the LRC response team.

Each EOC will designate an alternate center. The EOC succession plan may be instituted at the discretion of the AT&T NSEP Director. The EOC succession plan provides for the activation of an EOC in another region when it is either impractical or impossible to adequately activate the primary EOC. Determination of which EOC is to be activated will be based on several factors.

3.6 EOC Communications

Each EOC is equipped with alternate communications to ensure back-ups are in place to guarantee continuity of communications to and from the EOC. These communications tools include:

- land based lines from alternate central offices
- cellular communications
- satellite communications
- HF radio/Ham radio
- access to the AT&T Intranet
- access to the Public Internet
- cable/satellite access to local and national news services
- corporate private line network access
- corporate private video network

- 3.7 EOC Emergency Power
The EOC is required to have back up emergency power that will automatically carry the load in the event of a commercial power outage to ensure continuity of operations throughout the emergency event and to maintain EOC integrity.
- 3.8 EOC Security
Entrance to the EOC is allowed only to EOC Team members and other NSEP authorized personnel. EOC identification badges will be issued upon entrance, worn by all personnel while in the EOC and surrendered to NSEP personnel prior to leaving the EOC.
4. EXERCISES
- 4.1 Exercise Purpose
Exercises are designed to provide an opportunity to validate various aspects of the Company's disaster preparedness and response capability and to identify any planning elements or procedures that may require further development or training. The NSEP staff together with their respective EOC Teams develops disaster scenarios and conduct exercises for the specified function, organization, or region. Critiques are conducted immediately following each exercise. Findings and recommendations from these critiques are shared with the appropriate management so that suggested upgrades may be integrated into the plans.
- 4.2 Types of Exercises
- 4.2.1 Table Top Exercise - usually the smallest in scope and the easiest to stage. They are conducted in the EOC. Participants are presented with a scenario and specific simulated emergency situations without time constraints. The exercise is designed to elicit constructive discussion among participants as they attempt to examine and resolve problems based on existing disaster plans. Virtually no external communications are required, as the exercise is primarily restricted to the EOC environment. This type of event is conducted annually in each EOC.
- 4.2.2 Functional Exercise – involves simulators who are located in a separate location from the EOC. The simulators transmit messages concerning simulated emergency events to the participants by phone or in writing. Participants determine what action should be taken and convey decisions and directions back to the simulators. No actual response actions are implemented outside of the EOC and simulator room. Exercise observers may be assigned to evaluate the effectiveness of specific exercise elements or procedures. This type of exercise is conducted annually in the EOC.
- 4.2.3 Mini Exercises – are tests that can be internal or external to the corporation. The purpose of these exercises are to develop or test procedures associated with a specific process or work group. The exercise will include representatives from the target entity and usually do not include the EOC team or EOC assets. These exercises can be conducted several times annually on an as needed basis.
- 4.2.4 Call Out Exercises – test the response teams ability to respond to an EOC activation or disaster event. This test is performed twice annually. The exercise will test the NSEP call out list and notification system.
- 4.2.5 Other exercises are primarily communication exercises which test NSEP communication tools. These include:
- HF Radio/SHARES Exercise
 - Alerting Exercise
 - Emergency Communication Exercise

5. RESTORATION PRIORITIES

5.1 General

The clearing of trouble and service impairments caused by normal wear, accident, fire, storm, etc. is a common occurrence in telephone company operations. When the severity or impact of events develops into a major emergency the contention for resources and the ability to facilitate timely restoration may require the prioritization of service restoration and the emergency provisioning of service to support restoration efforts or in response to emergency needs.

This section describes special procedures to be followed for restoring service in the event of widespread damage, an emergency condition or disaster event.

All levels of management on a coordinated basis will start restoration prioritization immediately as soon as safety and working conditions permit.

The period required for restoring service throughout the area, region or State will vary widely due to differences in the complexity of outside plant, central office equipment and the type of services. In general, in the absence of any priority service requirements, service restoration will be met in the following sequence:

1. Communications from a stricken community to the outside world.
2. Communications to all essential community agencies, e.g., E-911, fire, police, hospitals, etc.
3. Restoration of full community and outside service either by means of permanent or temporary facilities as determined to be the most expedient and practicable.

5.2 Priority Restoration

It is of primary importance that FCC mandated Telecommunications Service Priority (TSP) system procedures, which were developed to ensure priority treatment for our most important telecommunication services, be followed for both the restoration and provisioning of critical Federal, State and Local services.

When a locality or State has an order declaring it a major disaster, extraordinary situation or other emergency, the restoration and provisioning of telecommunication services will be in accordance with the Federal Response Plan and TSP procedures.

In addition to TSP subscribers, many activities to restore critical services will occur simultaneously and may be influenced by the direction of specific Government Agencies.

6. DISASTER PREVENTION

6.1 Overview

AT&T utilizes a myriad of tools and techniques to prevent disastrous events from having a major adverse impact on customer service. Many of these techniques are AT&T Company proprietary and cannot be detailed in this document. However, some portions of our disaster prevention program are either required by certain State/local codes or are Federal mandates. These include:

- Fire Prevention Program/Code Compliance
- Hardware Disaster Prevention and Recovery (HDPR)
- Federal Interface Requirement

6.2 Fire Prevention Program/Code Compliance

The purpose of the AT&T Fire Protection Program is to provide for the safeguarding of AT&T employees from exposure to fire and of AT&T central office facilities from major interruptions in service due to fire. Also, in the event that preventative measures fail, proper emergency response and recovery mechanisms are available.

6.2.1 It is the policy of the AT&T Office of Fire Protection that each AT&T Network Unit will abide by the rules, standards, codes of the National Electric Safety Code (NESC), National Fire Protection Association (NFPA), American National Safety Institute (ANSI), American Society for Testing and Materials (ASTM) and government safety laws, codes and mandates as they relate to fire protection and life safety.

6.2.2 The AT&T Fire Protection Program requires that the following initiatives be adopted and maintained in all Network Service central offices or as otherwise stipulated. Each initiative has a brief overview.

- A. Interchange data
- B. Safety Program
- C. Physical Security & Emergency Access
- D. Disaster & Recovery Procedures
- E. Remote Alarm Monitoring
- F. Smoke Control Ventilation & Fireman Access
- G. Detection Systems
- H. Pre-emergency Planning
- I. Power and Communications Systems
- J. Suppression
- K. Inspections
- L. Training
- M. Compartmentalization
- N. Fire Incident Investigations

6.3 Hardware Disaster Prevention & Recovery (HDPR)

The AT&T HDPR Program is designed to improve network reliability, enhance customer service and prevent/reduce switch downtime. This is performed through a series of proactive preventative and reactive recovery measures primarily related to switch/transport equipment contamination due to dust, dirt, water, battery acid, fire, smoke, non-thermal, etc.

The AT&T HDPR Program is managed and administered by the National Security Emergency Preparedness (NSEP) Organization. The AT&T HDPR Team is comprised of subject matter experts from NSEP, Network Services, Real Estate, Engineering, Environmental and Health & Safety. The collective interdepartmental representatives work jointly to identify and resolve switch/transport contamination hazards that may result in adverse service conditions.

6.4 Government Interface and Partnership

At a singular level, AT&T Network Services National Security Emergency Preparedness (NSEP) organization serves as the primary interface point for Network Services enterprise wide involving matters associated with national security and emergency preparedness response. As a result, AT&T NSEP interfaces on a regular basis with:

- National Communications System (NCS)
- Defense Information Systems Agency (DISA)
- Federal Emergency Management (FEMA)
- Federal Department of Homeland Security (DHS)

The AT&T NSEP organization maintains a partnership with the above federal agencies as well as with local, county and state government, which serves to reinforce and strengthen AT&T's Emergency Preparedness Program. This teaming strategy with respect to disaster prevention and response comes in the form of joint MOUs (Methods of Understanding), DRPs (Disaster Recovery Plans), and exercises, which are reviewed, updated and executed on a periodic basis.



SBC
PO Box 7215
Indianapolis, IN 46207



SBC Midwest Operating Companies, its affiliates and authorized agents would like to offer you products and services that will best meet your needs by using information about services you have already purchased from the SBC family of companies.

Protecting the privacy of your service and usage records is your right and our duty under federal law. We are required to inform you that you have a choice in allowing us to use the information about the services you have purchased from SBC Midwest Operating Companies, SBC Long Distance or other affiliates to offer additional products and services to you. We could use your customer information to advise you of products that may be of interest to you, like DSL with Internet or long distance, even if you do not currently have any services from those SBC affiliates. Your customer information includes the types of services you purchase, how you use them, and the related billing of those services. If this use of your customer information is acceptable, then no further action on your part is required.

If you do not want us to use any of your service and usage information to offer products and services, please call 800-303-7260 within 30 days of receiving this notice. There is no charge for electing to restrict your information. By allowing us to use your customer information, we will be able to offer products and services that you may find valuable based on your existing services. Restricting information will not affect the products you currently have from SBC Midwest Operating Companies and may not eliminate all marketing contacts. Even if you restrict use of your information, it may be used to market services to you. Your election is valid until you affirmatively revoke it.

The employees and management of all the SBC Midwest Operations Companies family of companies would like to take this opportunity to thank you for your continued business. We are proud to carry on our long tradition of providing our community with reliable, technologically advanced and affordable telecommunications services.

A SBC, sus agentes autorizados y afiliadas les gustaría poder ofrecerle productos y servicios que brindan valor adicional a su servicio residencial, utilizando la información de los servicios y productos que usted actualmente utiliza de la familia de compañías de SBC.

Bajo la ley federal es nuestro deber y su derecho proteger la privacidad de los archivos de su servicio y cómo lo usa. Se nos exige informarle que usted tiene la opción de brindar o negarnos permiso para usar la información sobre los servicios que ocupa de SBC, SBC Long Distance u otras afiliadas para ofrecerle otros productos y servicios. Podríamos usar sus datos de cliente para informarle de productos que puedan interesarle, como el servicio DSL al Internet o el servicio de larga distancia, aunque usted actualmente no tenga ningún servicio con esas afiliadas. Sus datos de cliente incluyen los servicios que ocupa, el uso y la facturación correspondiente. Si usted permite que se utilice sus datos de cliente, no será necesario que tome acción alguna.

Si no desea que utilicemos los datos de su servicio y cómo lo usa para ofrecerle productos y servicios, por

favor llame al 800-303-7260 dentro de 30 días de la fecha en que recibió este aviso y tomaremos los pasos necesarios para cumplir con su petición. Tenga en cuenta que no existe cobro alguno por limitar el uso de sus datos. Al brindarnos acceso a sus archivos podremos ofrecerle productos y servicios adicionales que pueda encontrar valiosos para sus servicios actuales. La restricción de sus datos no afectará los productos que usted tiene actualmente. La restricción no evitará las ofertas que no requieren tal consentimiento con SBC y no eliminará todas las llamadas de mercadeo. Su preferencia es válida hasta que usted la revoque.

Los empleados y administración de toda la familia de compañías de SBC quieren aprovechar esta oportunidad de agradecerle su preferencia. Nos enorgullece seguir con nuestra larga tradición de brindar a nuestra comunidad servicios confiables, económicos y de tecnología avanzada para sus necesidades de telecomunicación.

MI DNC NOTIFICATION

The Federal Government has established a National Do Not Call Registry to enable consumers to avoid certain unwanted telemarketing calls. Michigan has designated the federal registry, as the state DNC list. For information, to register or revoke registration visit their website at <http://donotcall.gov> or call toll-free 888 382-1222 (TTY 866 290-4238), from the number you wish to register.


[En Español](#) | [Asian](#)
[Home](#) > [Trademark, Copyright and Privacy Policy](#)

SBC Online Privacy Policy

OUR COMMITMENT: RESPECTING AND PROTECTING OUR CUSTOMERS' PRIVACY

THE SCOPE OF THIS PRIVACY POLICY

SUMMARY OF OUR PRIVACY PRACTICES

WHAT INFORMATION WE COLLECT, HOW WE USE IT AND HOW YOU CAN CONTROL ITS USE

- Information we collect, use and disclose to provide products and services
- Our "do not call lists"
- Information we disclose to third parties
- Information included in our directories and through our directory assistance service
- Obtaining non-published and non-listed numbers and information

BACKGROUND ON CUSTOMER PROPRIETARY INFORMATION (CPNI) AND HOW WE USE IT

- Background on CPNI
- Information on restricting our use of your CPNI

WHAT ONLINE INFORMATION WE COLLECT AND HOW WE USE IT

- When you visit our Web site
- Our email marketing practices
- How we use and handle electronic data
- How we protect your data
- When you link from our Web site to other Web sites
- Our policy on online access by children

PRIVACY POLICY UPDATES

CONTACTING US: QUESTIONS, COMMENTS, CONCERNS

OUR COMMITMENT: RESPECTING AND PROTECTING OUR CUSTOMERS' PRIVACY

- The SBC family of companies respects and protects the privacy of our customers. As a provider of telecommunications services we recognize that we must ensure the confidentiality of every customer's telephone calling and account information.
- All SBC employees are subject to the SBC Code of Business Conduct. The Code requires all SBC employees to follow every law, rule, regulation, court and commission order that applies to our business at all times. In addition, the Code specifically requires compliance with legal requirements and company policies related to the privacy of communications and the security and privacy of customer records. Employees who fail to meet any of the standards embodied in the Code of Business Conduct may be subject to disciplinary action, including but not limited to dismissal.

Residential

Small Business

Enterprise Solutions

Customer Support

Corporate Information

Search

Refine Search



Sign-up and Save!

Exclusive offers and helpful tips from our monthly up2speed email newsletter. Register | Update Profile



Beware fraudulent SBC customer encouragement consult Internet Web site more at latest or design consum and/or t possible emails.

[Privacy](#)
[Legal/](#)
[Issues](#)

[top](#)

THE SCOPE OF THIS PRIVACY POLICY

- This Privacy Policy addresses the privacy of SBC retail customers and Web visitors in the United States. It identifies the type of data and information SBC collects, how we use it, and the steps we take to protect privacy.
- Members of the SBC family of companies (SBC family of companies means SBC Communications, Inc., and its affiliated and subsidiary entities) that collect and/or use customer information have agreed to the privacy practices in this Privacy Policy. These members are referred to in this Privacy Policy as "SBC" or "we".
- IMPORTANT: When you sign up for certain SBC-offered services, you may agree to policies that address service-specific privacy practices. For example, SBC Internet Services customers (e.g. SBC Yahoo! Dial, SBC Yahoo! DSL, SBC Yahoo! Small Business, and SBC Yahoo! Geocities) are subject to an additional privacy policy. [View a copy of the SBC Yahoo! policy.](#) U-verse services, SBC Homezone, SBC | DISH network and [Cingular® Wireless](#) also have additional privacy policies.

[top](#)

SUMMARY OF OUR PRIVACY PRACTICES

- We maintain Customer Proprietary Network Information (CPNI), to provide you with detailed and accurate billing information. We will not sell CPNI in any form, including billing records, calling habits or type of service - to unaffiliated third parties.
- When you subscribe to our local telephone service, we offer you the opportunity to request that your name, number and address not be published in directories or be made available through directory assistance.
- We will not provide your personal information to unaffiliated third parties for the marketing of third-party products without your consent.
- All SBC Marketing emails have detailed instructions on how to change your email preferences. This is to ensure that you will only receive SBC marketing emails if you choose. See our [email marketing practices](#) for more information.
- We will keep your personal information secure and confidential through safeguards such as secure encryption technology and by requiring the entry of user names and passwords to access personal information.

[top](#)

WHAT INFORMATION WE COLLECT, HOW WE USE IT AND HOW YOU CAN CONTROL ITS USE

Information we collect and use

- SBC collects and uses customer information such as name, address, and telephone number. We may combine customer information with personal information -- billing, payment, and transaction information (including credit card numbers, account numbers, and/or social security numbers) as well as demographic information.
- We may use personal information to monitor our customers' quality of service and/or to provide products and services.
- We also use personal information to market and sell SBC-offered products and services.
- We collect email addresses from customers to provide purchase confirmation and product/service information. We also obtain customer email addresses from third parties in order to complete a customer profile. Email addresses may be used for marketing SBC-offered products and services. View [SBC email marketing practices](#).

Our "do not call lists"

- SBC local (residential) telephone service customers may ask to be removed from call lists that are used by [SBC local telephone companies to contact](#) customers with marketing and promotional offers.
- To be included on your SBC local telephone company's "Do Not Call" list, you

can contact your local customer service representative. The telephone numbers for local service representatives are listed on your monthly SBC telephone bill and in local SBC telephone directories. Or, you can request to be added to the list when you receive a promotional call.

Information we disclose to third parties

- » As a rule, we allow customers to control the disclosure of their personal information to third parties for the marketing of third-party products and services (i.e., customer consent is required for disclosure).
- » We provide personal information to third parties solely in order to provide certain SBC-offered products and services. For example, we disclose certain SBC | DISH Network customers' personal information to Echostar Satellite Corporation, L.L.C. and its affiliates solely in order to provide SBC | DISH Network.
- » We may share necessary personal information with third parties, such as shipping companies, to complete an order.
- » An SBC-authorized agent may also use personal information to market and sell SBC-offered products and services.
- » We may, where permitted by law, provide personal information to credit bureaus, or provide information and/or sell receivables to collection agencies, to obtain payment for SBC-offered products and services.
- » We must disclose information, when requested, to comply with court orders or subpoenas. We will also share information when necessary to prevent unlawful use of communications services, when necessary to repair network outages, and when a customer dials 911 and information regarding their location is transmitted to a public safety agency.
- » Your name and number may also be transmitted and displayed on a Caller ID device unless you have elected to block such information. Please note that Caller ID Blocking does not prevent the display of your number when you dial certain business numbers, 911, 900 numbers, or toll-free 800, 888, 877 or 866 numbers.

Information included in our directories and directory assistance service

- » We publish and distribute directories in print, on the Internet and on CD's. These directories include customer information -- customer names, addresses and telephone numbers -- without restriction to their use. For more information on controlling the disclosure of this customer information, see the section of this Policy entitled Obtaining non-published and non-listed numbers and information.
- » Some directories are complimentary and some are provided for a fee.
- » We also make customer information available through directory assistance operators.
- » We are required by law to provide customer names, addresses and telephone numbers to unaffiliated directory publishers and directory assistance providers for their use in creating directories and offering directory assistance services.
- » Customer information in directories is not legally protected by copyrights and may be sorted, packaged, repackaged and made available again in different formats by anyone, including SBC.

Obtaining non-published and non-listed numbers and information

- » Telephone listings of SBC local telephone customers will be available in our directories and through directory assistance.
- » Customers who choose to have a non-published number will not have their telephone number available in SBC print directories or through SBC directory assistance. The non-published number will not be provided to other directory publishers or directory assistance providers.
- » Customers who choose to have a non-listed number will not have their information available in SBC print directories, but the information will be publicly available through directory assistance. It is also provided to other directory assistance providers.
- » There is a fee for customers who choose to have non-published or non-listed telephone numbers.
- » You may choose to exclude partial or all address information from your listings.
- » For more information, you should contact a SBC local service representative.

- SBC customers in Nevada do not have the option of a non-listed number.

top

BACKGROUND ON CUSTOMER PROPRIETARY INFORMATION (CPNI) AND HOW WE USE IT

Background on CPNI

- In the normal course of providing telephone service, SBC collects and maintains certain information about customer accounts. This information, when matched to a customer's name, address and calling or originating billing telephone number is known as "Customer Proprietary Network Information," or CPNI for short.
- Examples of CPNI include information typically available from details on a customer's monthly telephone bill -- the type of line, technical characteristics, class of service, current telephone charges, long distance and local service billing records, directory assistance charges, usage data and calling patterns.
- We do not sell CPNI to unaffiliated third parties and abides by the federal and/or state CPNI rules that apply to all telecommunications carriers.
- [More information on the use of CPNI.](#)

Information on restricting our use of your CPNI

- If you would like to restrict the use of your CPNI for the marketing of certain products and services by SBC members please [Contact Us](#). Restricting use will not eliminate all SBC marketing contacts.

top

WHAT ONLINE INFORMATION WE COLLECT AND HOW WE USE IT

When you visit our Web site

- A Web visitor may choose to provide personal information when ordering a product or service, sending us an email, registering on a company Web site or when entering surveys, contests or sweepstakes. SBC customers may also choose to provide personal information, including financial information, in conjunction with online billing.

Our email marketing practices

- We periodically send customers news via email regarding products, new offers and special promotions.
- We use clear gifs in our HTML-based emails to let us know which emails have been opened by the recipients. This allows us to gauge the effectiveness of certain communications and the effectiveness of our marketing campaigns.
- If you wish to change your preferences for email marketing, you can tell us by visiting '[Update Your Profile](#)'. In addition, every email correspondence we send contains instructions on how to stop additional marketing emails. To be removed from SBC marketing email campaigns, please visit www.sbc.com/remove.
- We do not provide your email address to unaffiliated third parties for the marketing of third-party products without your consent.

How we use and handle electronic data

- When you visit SBC Web sites, we track information including the domain name and the name of the Web page from which you entered our sites, and how much time you spend on each of our pages. This information may be combined with your personal information.
- We also collect information that is combined with other Web visitors' information, such as how many times our visitors click on each of our pages

and the methods by which our site was found.

- » An IP address is a number that is assigned to your computer when you are using your browser on the Internet. We may collect IP addresses and Web site usage information from you when you visit our sites via the use of "cookies."
- » Cookies:
 - » A cookie is a small file that is stored on the hard drive of your computer ready for future access when you return to our sites.
 - » We use cookies to deliver Web content specific to you and to keep track of your online order activity. Cookies cannot pass viruses, harm your computer or pass on private information such as an email address without the computer user's intervention.
 - » Cookies contain session identification numbers that allow our systems to recall previous sessions for authentication efforts and assemble information from our gathered data.
 - » You can configure your computer's browser to alert you when a site is attempting to send you a cookie and allow you to accept or refuse the cookie.
- » On some Web sites, SBC may use small bits of computer code called "one-pixel gifs," "clear gifs," or "Web beacons" embedded in Web pages to monitor the activity on our Web sites.
- » We use collected electronic data and may share such data with outside parties to better design our Web sites. For example, we may share how many individuals visited our Web site and, on average, how long they stayed on each page.
- » Third parties may collect data on SBC's behalf using cookies and clear gifs. This collected data is used to enable SBC Web site functionality, to deliver web content specific to you, and to better design SBC Web sites.
- » In addition, some SBC Web sites may accept advertisements from third-party advertisers. Please check the privacy policy of these advertisers for information regarding their use of cookies and collection of information.

How we protect your data

- » We maintain and protect the security of our servers and your personal information.
- » We have established appropriate physical, electronic and management safeguards to secure the information collected online, prevent unauthorized access, maintain data accuracy and ensure appropriate use of information.
- » We require user names and passwords to access sensitive data.
- » Unless you authorize unencrypted transmission, we will use industry standard encryption methods to protect your data transmission.

When you link from our Web site to other Web sites

- » SBC Web sites may contain links to other external Web sites. We are not responsible for the content or privacy of other Web sites.

Our policy on online access by children

- » Protecting the privacy of the very young is especially important.
- » SBC corporate Web sites are not designed to attract children under the age of 13 and SBC does not knowingly collect personal information from children on our Web sites.
- » Ordering online products and services from SBC is limited to adults age 18 or over or as otherwise legally defined.
- » Through the [SBC Internet Safety Web site](#) we aim to help parents sharpen their knowledge of Internet safety so they can better protect their young online surfers. This includes a tutorial, a game, and tips on safety.

top

Privacy Education

- » We care about our visitors and customers. To learn how you can better protect your privacy and security while being online, please refer to the [SBC](#)

Internet Safety Web site. We provide key tools that indicate that a secure server is in use, as well as other references, such as seals and disclosures, to help ensure your privacy and to prevent identity theft. Please visit this area to learn more.

PRIVACY POLICY UPDATES

- » This Privacy Policy supercedes and replaces all previously posted Privacy Policies.
- » Our Privacy Policy is regularly reviewed and revised to make sure we continue to serve the best interests of our customers.
- » We reserve the right to update this Privacy Policy to reflect any changes.
- » If we decide to change our Privacy Policy, we will post those changes to this Policy, and other places we deem appropriate so our users are always aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it. If, however, we are going to use personal information in a manner different from that stated at the time of collection we will notify Web visitors by posting a notice on our Web site for 30 days.

[top](#)

CONTACTING US: QUESTIONS, COMMENTS, CONCERNS

For SBC Internet Services related inquiries

- » For SBC Yahoo! related complaints, such as receiving unwanted emails at or from an SBC Yahoo! email address (e.g., @sbcglobal.net, @yahoo.com) please see the [SBC Yahoo! anti spam resource center](#). To make a spam/abuse complaint, please fill out this [form](#).
- » For all other SBC Internet Services questions, please refer to their [help site](#).

For other inquiries:

- » We are happy to address any concerns about inaccuracies regarding your personal information. Please [contact us](#).
- » We will also address any concerns you may have about our online privacy practices and policies; please email us at privacypolicy@sbc.com
- » To be removed from future SBC marketing email campaigns, please visit www.sbc.com/remove
- » SBC is a licensee of the TRUSTe Privacy Program. TRUSTe is an independent, non-profit organization whose mission is to enable individuals and organizations to establish trusting relationships based on respect for personal identity and information by promoting the use of fair information practices. Because this Web site wants to demonstrate its commitment to your privacy, it has agreed to disclose its information practices and have its privacy practices reviewed for compliance by TRUSTe.
- » If you have questions or concerns regarding this statement, you should first contact us via email at privacypolicy@sbc.com. If you do not receive acknowledgment of your inquiry or your inquiry is not satisfactorily addressed, you should then contact TRUSTe through the TRUSTe Watchdog Dispute Resolution Process http://www.truste.org/consumers/watchdog_complaint.php
TRUSTe will serve as a liaison with the Web site to resolve your concerns.

[top](#)

Effective 09/19/05

© 2003-2006 AT&T Knowledge Ventures. All rights reserved. [Privacy Policy](#)

AT&T | Rewards
for Referrals

att.com/referrals 1-877-ATT-RWRD

DIRECTORY OF SERVICES

*Look inside for instructions on how to use all of your
AT&T calling features and important terms and conditions
about AT&T voice mail and maintenance plans.*

att.com

© 2006 AT&T Knowledge Ventures. All rights reserved.

AMC00100-5 (04/06)



Using Your New Calling Features

Automatic Callback(*69)	2
Call Forwarding	2
Caller ID with Name	2-3
Call Screening	3
Call Trace	4
Call Waiting	4
Call Waiting ID	4
Multi-Ring Service	4-5
Privacy Manager®	5-6
Repeat Dialing (*66)	6
Speed Calling	6-7
Talking Call Waiting SM	7
Three-Way Calling	8

Using Your New Voice Mail Service

Setting Up Your Voice Mailbox	8
Checking Messages	8-9
Additional Voice Mail Features	9-10
Voice Mail Terms and Conditions	11

AT&T Money-Saving Packages & Calling Plans

AT&T Money-Saving Packages	12
Personal Choice SM	12
Personal Choice Plus SM	12
ALL DISTANCE®	12
Enhanced Choice SM	12
Enhanced Choice Plus	12
Flat Rate Package (Illinois Only)	12
Enhanced Rate Package (Illinois Only)	12
AT&T Calling Plans	13
Saver Pack Plans	13
Anytime Rate SM plan	13
Single Rate SM plan	13
Local Saver Pack Unlimited (Illinois Only)	13
Local Unlimited Package (Illinois Only)	13

Maintenance Plans

LINE-BACKER®/Inline® Maintenance Plan	
Terms and Conditions	13-16

PHONE-PROTECT®	16
----------------	----

Using Your New Calling Features

These great features are designed to make your life easier, give you more privacy and help you be more productive. Simply follow the easy instructions to learn how to properly use them. All services listed in this brochure are optional and can be ordered separately.

Automatic Callback (*69)

Get the phone number, date and time of the last incoming call with the option to call back.*

To get or return the last call received:

- Push ***69** or dial **1169** on a rotary phone.
- You'll hear the phone number of the last caller, with date and time. If you don't want to connect, simply hang up.
- If you want to connect to the number, simply press **1**.
- If the callback number is busy, Repeat Dialing ***66** will keep trying for up to 30 minutes.

Note: You can continue to make and receive calls during the callback period. Automatic Callback will ring back only if your line is free.

**Not available if the last incoming call was blocked, private or unavailable.*

To deactivate Automatic Callback requests:

Push ***89** or dial **1189** on a rotary phone. A recorded message will confirm your cancellation.

*Note: Remember, Automatic Callback returns the last incoming call you received, whether you answered the call or not. To return the last call that you made, use Repeat Dialing (***66**) instead.*

Call Forwarding

Call Forwarding transfers your incoming calls to another telephone number, including your wireless phone or pager, so your calls can reach you when you're away from home.

To forward calls to another number:

- Push **72#** or dial **1172** on a rotary phone.
- When you hear a dial tone, dial the number where you want to receive your incoming calls. Two short tones followed by ringing will confirm your request.
- When the call is answered, Call Forwarding is on.
- If no one answers or the line is busy, repeat the above steps. This will set up Call Forwarding without anyone answering the called number.

To deactivate Call Forwarding:

Push **73#** or dial **1173** on a rotary phone. Two tones will confirm your cancellation.

Note: Once you've transferred your calls to another number, you can't answer calls from your home phone. To signal that Call Forwarding is activated, you'll hear one short ring each time a call is forwarded.

Caller ID with Name

Caller ID with Name tells you who's calling before you pick up the phone. Now you can see the listed name along with the telephone number of the calling party on a display device (unless the caller has chosen to block it or the number is unavailable).

After the first ring, you may also see one of these messages on your display unit:

O or Out of Area or Unavailable: This means the call is from an area, or the caller is using machinery that isn't equipped with Caller ID technology.

P or Private: This indicates the caller's information is blocked.

E or Error: The display unit or phone can't identify the caller's phone number. Sometimes, you may see an error message if you pick up the call too soon.

B or Blocked: This means the caller has chosen to block Caller ID information.

To block your number from appearing on someone else's caller display unit

- Listen for the dial tone before calling.
- Push ***67** or dial **1167** on a rotary phone. You'll hear a series of tones, followed by a dial tone. Your blocking is activated, and you can continue making your call as usual.

Note: You must follow these steps every time you wish to block a call. If you also have Call Waiting, our Call Waiting ID service allows you to see the number of the incoming call so you can decide which call to take. Call Waiting ID is optional and carries a separate monthly charge in some states.

Note: Caller ID may not display the numbers of some cellular, calling card or operator-assisted calls. For long distance calls outside your service area, your carrier must be equipped with Caller ID technology for the service to function.

Note: Caller ID display unit must be purchased separately. Display messages may vary.

Call Screening

Block up to ten designated telephone numbers even if you don't know the source of the calls.

To activate Call Screening:

- Push ***60** or dial **1160** on a rotary phone.
- You will hear the announcement that gives the current status of the Call Screening list.
- You will then hear recorded step-by-step instructions on how to add and remove numbers on your Call Screening list, or how to turn the service on or off. Some of the most frequently used instructions are listed below.

To add numbers to your Call Screening list:

- Push ***60** or dial **1160** on a rotary phone.
- Push **#** or dial **12** on a rotary phone.
- Wait for the three confirmation tones.
- Dial the phone number you wish to add.
- Then dial **#** again (touch-tone customers only). You may have up to ten phone numbers on your list.

To remove a number from your list:

- Push ***60** or dial **1160** on a rotary phone.
- Push **#** or dial **11** on a rotary phone.
- Wait for three confirmation tones.
- Dial the phone number you wish to remove. If you have touch-tone service, you must also push ***** or remove a number by dialing **07** after you hear the recorded message.

If calling number is blocked, private or unknown:

- Push ***60** or dial **1160** on a rotary phone.
- Push **#** or dial **12** on a rotary phone.
- Wait for three confirmation tones.
- Dial **01#**.

Important features:

- Persons calling you from a number you have screened hear a recorded message saying you do not wish to receive calls.
- Long distance numbers, some wireless numbers or numbers outside the area served by Call Screening may not be screened.
- At any time during the recorded instructions, dial **0** to hear the previous instructions or **1** to hear the numbers on your list.

Call Trace

Trace an annoying call immediately after it comes in.

To use Call Trace:

- Hang up after receiving a bothersome call.
- Wait ten seconds.
- Pick up the phone and listen for a dial tone.
- Press **[*][5][7]** and you'll hear:
 - Instructions and a number to call if you want to take legal action.
 - If the number can't be traced, you'll hear an error message.

Note: A charge will be applied for each successful trace. Keep a log of the date and time of each trace. When you use Call Trace you authorize your AT&T local service provider to release trace information to appropriate law enforcement agencies. Call Trace information will not be provided to subscribers.

Call Waiting

Answer a second call when your line is already in use. Call Waiting beeps during a call to inform you another call is incoming. If you hear a Call Waiting beep while you're on a call, simply:

- Press the receiver button once to put the first call on hold and connect the new call.
- To return to the first call, press the receiver button once again. You can switch back and forth between calls as many times as you like. If you hang up when you hear the Call Waiting beep, your phone will ring with the second call.

To deactivate this feature:

You can deactivate this feature before making a call or during a call.

- Before making a call, push **[*][7][0]** or dial **[1][1][7][0]** on a rotary phone, then dial your call as usual.
- During a call, press the receiver button once to put your caller on hold. Push **[*][7][0]** or dial **[1][1][7][0]** on a rotary phone and then press the receiver button once again to return to your call. (Three-Way Calling service required.)
- In either case, after you hang up, Call Waiting reactivates next time you use the phone.

Call Waiting ID

See who's behind the Call Waiting beep when you're on the phone. Call Waiting ID works with Call Waiting and Caller ID to allow you to see the incoming call, so you can decide whether or not it's important enough to "click over."

Note: Telephone equipment required. Call Waiting ID and Talking Call Waiting may not be compatible in all areas. You may subscribe to one or the other, but not to both at the same time.

Multi-Ring Service

Your phone can ring with a different sound for your business or for others who share your phone line. Now you can know who a call is for, before you answer it, just by the sound of the ring. You will experience the following ring patterns with Multi-Ring Service:

- Your main number will ring one long ring.
- Your first extra number will ring two long rings.
- Your second extra number (if applicable) will ring two short rings, then one long ring.
- Wait until the full ringing pattern is complete before answering your telephone, so you know which telephone number was dialed. When providing your telephone number to others, be sure to just give the telephone number designated for their calls (for example, children's number or home office number, instead of main number).

Important features of Multi-Ring Service:

- You are given a directory listing for each telephone number.
- Although you can have up to three telephone numbers, you have just one line, and only one conversation can be held at a time. (But if you have Three-Way Calling, you can talk with two other parties at once, provided you originate the second call.)
- The calling party hears normal ringing, not the Multi-Ring Service ring.

Note: In some areas, only one additional number is available.

Privacy Manager®

Privacy Manager Service works with Caller ID and allows you to screen calls from unidentified callers, including telemarketers and other unknown callers. The service intercepts all calls that don't display their calling numbers and without Privacy Manager Service would be marked "private," "blocked," "out of area" or "unavailable." It requires unidentified parties to record their names before their calls are connected. If you answer the call, you'll be able to hear the recorded name without the caller knowing that you answered. Once you hear the caller's name you have the option to accept, reject or send a generic telemarketer's "rejection" message to the caller.

If you answer the phone yourself:

Your Caller ID screen will show that the call is from "Privacy Manager." You then know that the call is from an unidentified party who chose to record his or her name.

When you answer the call, follow the prompts (press **[1]** to continue). You will have three options to handle the call:

- To accept the call, press **[1]**.
- To reject the call, press **[2]**. The caller will hear: "The person you are calling is not available. Please hang up now." They will be unaware that you answered the phone and refused the call.
- To screen a sales call, press **[3]**. The caller will hear: "Attention! The person you are calling does not accept phone solicitations. Please add this person's name and telephone number to your 'do not call' list."

Note: If you press nothing and just hang up, callers will continue to hear the "still trying" message periodically until they hang up.

Privacy Manager Service PIN User Guide

The Personal Identification Number (PIN) Override feature lets friends and family completely bypass AT&T Privacy Manager. Using a PIN that you select, callers can be connected to you directly, bypassing Privacy Manager.

Here's how the feature works:

The caller, upon hearing the Privacy Manager Service announcement, enters the PIN that you select. They will be connected to you immediately without hearing the Privacy Manager Service prompts. You'll be able to identify PIN users by the words "PIN Privacy MGR" which will appear on the Caller ID display unit. Your phone will also ring differently on calls on which a PIN was used.

Establish or change your PIN:

- Dial **1-888-774-5212** and follow the simple instructions.
- You may establish or change your PIN only from the line upon which Privacy Manager Service resides. The PIN setup process will take effect approximately one hour from the completion of your call.
- PINs may be two, three or four numeric digits in length.
- During setup, you must verify the PIN you've selected by re-entering it.
- If you forget your PIN, you will need to call 1-888-774-5212 and select another PIN.

Note: The distinctive ring enhancement is not available in all areas.

Helpful Hints for Using Privacy Manager

Educate family and friends:

Privacy Manager Service will intercept calls from friends, family, international callers and cellular callers who would normally appear as unidentified on your Caller ID display. If they press **#** when they hear the prompt, record their name and press **#** again, their call will be connected without having to listen to all of the instructions.

With cellular calls:

Unidentified cellular callers may be intercepted by AT&T Privacy Manager. In most instances, these callers can call their cellular company to unblock their cellular number. This allows their calls to be identified and bypass AT&T Privacy Manager.

Per-line blocking:

Callers who subscribe to per-line blocking will be intercepted by AT&T Privacy Manager. Pressing ***82** prior to placing their call unblocks their number and allows their call to bypass AT&T Privacy Manager.

Non-AT&T voice mail and answering machine greetings:

Since it takes Privacy Manager Service 12 seconds to connect the caller to your answering machine or non-AT&T voice mail, your greeting must be longer than 12 seconds in order for your callers to hear part of your greeting.

Operator Services, such as Collect Calls and Calling Cards:

If you have friends and family who frequently call you collect, please suggest that they use a live operator who can complete the call by following the Privacy Manager Service prompts. Privacy Manager Service may also intercept some calling card calls. However, these callers will be able to record their name to complete the call.

Note: Caller ID service/equipment and touch-tone service required. Additional charges will apply for these if not previously purchased. Normal usage charges will apply for the calling party once Privacy Manager Service answers the call. Privacy Manager Service can function with or without voice mail and/or an answering machine. All services may not be available in all areas.

Repeat Dialing (*66)

Save time by having your telephone redial a busy number for you with ***66**. Let your service dial a busy number up to 30 minutes and call back when the line's free. You still can make and receive other calls while you're waiting to be connected.

To automatically call back a busy number or redial the last call you made:

- Push ***66** or dial **1166** on a rotary phone. The number will dial automatically.
- If the line's free, you'll be connected.
- If it's busy, you'll hear a recorded message. If the number you called becomes free in the next 30 minutes, your phone will ring with a distinctive signal.

To cancel Repeat Dialing:

Push ***86** or dial **1186** on a rotary phone. You'll hear a recorded message confirming your cancellation. If the number is in an area not served by Repeat Dialing, a recorded message will tell you that your call can't be made.

Speed Calling

Save time by assigning a special code to frequently dialed numbers. This handy feature lets you touch a few buttons instead of entering the entire phone number to get fast, accurate dialing. And best of all, you can use your Speed Calling from any phone in the house. Two Speed Calling plans allow you to store up to 8 or 30 numbers.

Speed Calling 8

To program Speed Calling 8:

- Push **74#** or dial **74** on a rotary phone. You'll hear a dial tone.
- Dial the one-digit code (numbers 2 through 9) you want to assign for a phone number.
- Dial the number you want to store, including the **1** and area code for long distance calls.
- When you're finished, you'll hear two short tones to confirm your request.

Speed Calling 30

To program Speed Calling 30:

- Push **75#** or dial **75** on a rotary phone. You'll hear a dial tone.
- Dial the two-digit code (numbers 20 through 49) you want to assign for a phone number.
- Dial the number you want to store, including the **1** and area code for long distance calls.
- When you're finished, you'll hear two short tones to confirm your request.

To place a call with Speed Calling:

Push your Speed Calling code (touch-tone phones only) and press **#**. It's a good idea to keep a list of the numbers and their codes by your phone for easy reference.

To change a number on your list:

- Speed Calling 8 – push **74#** or dial **74** on a rotary phone, listen for a dial tone, dial the code of the number you wish to change and then dial the new number.
- Speed Calling 30 – push **75#** or dial **75** on a rotary phone, listen for a dial tone, dial the code of the number you wish to change and then dial the new number.

Talking Call Waiting^{SM*}

To use Talking Call Waiting during a call:

A Call Waiting beep tone, followed by the caller's name, lets you know a call is waiting. The person you're talking to on your first call will not hear the name of the second caller. Instead, they will experience a one- to two-second pause.

- Press the receiver or flash button once and release it. This puts your first call on hold and connects you to the second call.
- To return to the first call, press the receiver or flash button again, and release it. You'll be reconnected to the first call.

Note: You may switch between calls as often as you like by repeating the steps above. If you don't answer the second call, you'll hear a reminder Call Waiting beep tone about ten seconds later. You may also temporarily cancel Talking Call Waiting when you're online or don't want to interrupt a call.

To cancel Talking Call Waiting before making a call:

- Press ***70** or dial **1170** on a rotary phone.
- Wait for the dial tone, then dial the number you wish to call.
- When you hang up, Talking Call Waiting is automatically reactivated.

To cancel Talking Call Waiting during a call:

- Press the receiver button and release it quickly.
- Listen for the dial tone.
- Press ***70** or dial **1170** on a rotary phone.
- Press the receiver button again and release it. Continue with your original call.
- When you hang up, Talking Call Waiting is automatically reactivated.

Note: You must have Three-Way Calling to cancel Talking Call Waiting during a call.

**Call Waiting required. Not compatible with Wait&See.*

Three-Way Calling

Conference call features – at home. Three-Way Calling lets you talk with two different people at the same time! Just click-dial-click. It's that easy!

To add a third person to your call:

- Press the receiver button once. You'll hear three short tones.
- Dial the number of the third person, and when you get an answer press the receiver button once again. This brings the first person back on the line for the three-way call.
- If the third person doesn't answer, press the receiver button twice to return to the first person on the line.
- To drop the third person, press the receiver button once. The third person is disconnected and the first person is still on the line. Keep in mind that if you hang up both parties will be disconnected. You can still use Three-Way Calling if you received the first call. Follow the instructions above. You pay only for the call you make.

Using Your New Voice Mail Service

This service answers your phone and records your messages when you're already on the phone, when you're away from home, or when you're simply too busy to answer the phone. The following instructions will guide you through mailbox set up, checking messages and how to use additional features. The Voice Mail instructions are the same for all products — Voice Mail, Voice Mail Plus, Stand-Alone Voice Mail, Mover's Voice Mail — unless otherwise noted. If you have any questions, please visit our Web site at **TheNewATT.com** or call our Help Line at **1-800-223-9960**.

Note: Complementary Network Services are required for Voice Mail to work correctly, and are sold separately.

To set up your Voice Mailbox:

Voice Mail and Voice Mail Plus

- From your home phone, call your Voice Mail access number that appears on the enclosed letter or press ***98** (where available).*
- When asked for your temporary password, enter **1-2-3-4**.
- Follow the voice instructions to enter a new password and to record your personal greeting.

Please Note: If you have measured telephone service, applicable local usage charges will apply when you retrieve your messages, or otherwise access your mailbox. Applicable local usage charges apply when any caller leaves or attempts to leave you a message. Complementary Network Services are required for Voice Mail to work correctly, and are sold separately.

Tip: You know you have messages when you pick up the receiver at home and hear a special dial tone.

To access your Voice Mailbox and check your messages:

Voice Mail and Voice Mail Plus

- From your home phone, call your Voice Mail access number or press ***98** (where available).* If you're away from home, call your Voice Mail access number.
- Enter your password (Voice Mail customers may bypass this step by changing their personal options).
- Your unheard messages will begin to play automatically.**

Stand-Alone Voice Mail

- Call the Voice Mail Access phone number.*
- Enter your password.
- To listen to your messages, press **1**.

* Local usage charges will apply if you have measured service.

** To activate this feature in Voice Mail Plus, access the Personal Options Menu and press 1 to enter the Administrative Options Menu. From there, follow the prompts to activate your autoplay function. Otherwise, you may opt to follow the Main Menu prompts to listen to your messages.

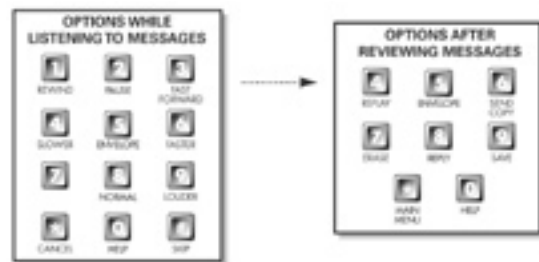
Mover's Voice Mail:

- Dial your previous telephone number.*
- Press **9** during the greeting.
- Enter your password.

-or-

- Call your Mover's Voice Mail access number.*
- Press **#** and enter the ten-digit area code and phone number of your previous location.
- Enter your password.

*Local usage charges will apply if you have measured service.



Additional Voice Mail Features

Changing your greeting and password:

- From the Main Menu, press **2** to change personal options.
- From the Personal Options Menu:
- Press **1** to change your password.
- Press **2** to change your greeting.

Replying to a Message

Voice Mail Plus and Stand-Alone Voice Mail users can reply to a message sent from an AT&T Voice Mail user in your local calling area or forward a copy to an AT&T Voice Mail user in your local calling area. For instructions, please refer to the graphic above.

Sending a Message

Voice Mail Plus customers can send messages to other AT&T Voice Mail users in their local calling area through their Voice Mail. Follow these steps:

- From the Main Menu, press **3**.
- Record your message and press **#**.
- Press **0** for delivery options.
- Press **#** to send your message.

Note: AT&T Voice Mail Plus subscribers who previously had their local telephone service with another provider and have elected to retain that telephone number now that your AT&T local service provider is their local telephone service provider will not have access to Mailbox-to-Mailbox Messaging.

Extension Mailboxes (Voice Mail Plus and Stand-Alone Voice Mail Only)

Extension Mailboxes are sub-mailboxes that allow others in your home to receive their messages separately and confidentially. Each mailbox can have its own greeting. You may create up to three extension mailboxes.

Adding Mailboxes

- From the Main Menu, press **2** to change personal options.
- From the Personal Options Menu, press **9**.
- From this menu follow the prompts to complete your mailbox setup.

*Note: You'll need to record a new greeting for your main mailbox to direct callers. For example, "Thank you for calling the Marker family. To leave a message for Jason and Kirsten, press **1** now. To leave a message for Ellen, press **2** now, for Hannah, press **3** now. To leave a message for the entire family, leave a message at the tone."*

To access your Extension Mailbox

- Call your Voice Mail access number or *98 (where available).*
- Enter your Extension Mailbox password (predetermined by the user of the main mailbox).
- Follow the prompts to customize your Extension Mailbox.

*Local usage charges will apply if you have measured service.

Pager Notification (Voice Mail Plus and Stand-Alone Voice Mail Only)

Pager Notification allows your AT&T pager to alert you of important messages. You must set up your pager schedule in order for pager notification to work. Please contact AT&T Voice Mail Helpline at 1-800-223-9960 to set up Pager Notification initially. Pager Notification not available with all pagers. Some restrictions may apply.

Setting up Pager Notification

- From the Main Menu, press 2 to change personal options.
- From the Personal Options Menu, press 4.
- Follow prompts to turn Pager Notification On/Off.

Customizing your Notification Schedule

- From the Main Menu, press 2 to change personal options.
- From the Personal Options Menu, press 5.
- Follow the prompts to define your pager schedule and notification options.

Pager Direct for urgent messages (Voice Mail Plus Only)

Your callers can enter a call-back number directly from your Voice Mailbox. To do this, callers must press 5 during your greeting to be prompted to enter their call-back number, numeric message or voice message. You must alert callers on your greeting that they have to press 5 during the greeting to page you directly.

Here's what you will see on your AT&T Pager

- Pager Notification only: 77
- Pager Direct Notification without voice message: 77 + call-back number
- Pager Direct Notification with voice message: 77 + call-back number + 777

Group Lists (Voice Mail Plus and Stand-Alone Voice Mail)

If you frequently send messages to the same group of Voice Mail users in your local calling area, use this timesaving feature that allows you to create up to 15 different lists with up to 25 people on each list.

- From the Main Menu, press 2 to change personal options.
- From the Personal Options Menu, press 1 for administrative options.
- From this menu, press 4 for the group distribution menu.
- Follow the prompts to build your distribution list.

To use the list to send a message, just enter the group list number instead of the individual mailbox numbers.

Helpful Security Tips

For your security, you should change your temporary password immediately, even if you are not yet using your mailbox. When choosing a password, do not use your telephone or mailbox number (or any part of the telephone or mailbox number) as part of the password. Do not repeat digits (e.g. 444444), do not use sequential digits (e.g., 123456) and do not use easily identifiable numbers (e.g., zip code, street address, etc). Treat your password as you would your ATM PIN. Select a password of at least six digits, up to a maximum of 15. For added security, you should change your password periodically and check your greetings to make sure they have not been changed

For more information call 1-800-223-9960 or visit our Web site at www.TheNewATT.com.

AT&T Residential Voice Mail Terms and Conditions of Service

BEFORE USING YOUR NEW VOICE MAIL SERVICE, PLEASE READ THE FOLLOWING:

YOUR USE OF OUR VOICE MAIL SERVICE REPRESENTS YOUR AGREEMENT TO THESE TERMS AND CONDITIONS. IF YOU ARE UNWILLING TO ABIDE BY THESE TERMS AND CONDITIONS, PLEASE CONTACT US IMMEDIATELY.

1. Description of the Service

Voice mail products are provided by AT&T Illinois, AT&T Indiana, AT&T Michigan, AT&T Ohio, and AT&T Wisconsin, based on the service address location (hereinafter referred to as "AT&T Voice Mail Provider"). Please see the User Guide for more information on your voice mail service.

These Terms and Conditions apply to your mailbox only. No sales representative, independent or other, has the authority to change these Terms and Conditions. AT&T Voice Mail Provider reserves the right to modify these Terms and Conditions, including changing charges, or discontinue the provision of voice mail at any time.

The voice mail service described herein requires some regulated services such as: touch-tone telephone service; call forwarding features for Call Forward/Busy Line-Don't Answer (CF/BLDA) or Alternate Answering/Busy Line Transfer; and, Customer Alerting Enablement (CAE), or Message Waiting Indicator (MWI). In some cases, the call forwarding and message waiting features may be included as part of your voice mail service. If not, when you order voice mail, unless otherwise informed, an order is placed on your behalf with your AT&T local service provider for these services. Installation charges may apply. You can check with our office to verify if the services are included. The Busy/Don't Answer call forwarding feature may prevent reception of operator interrupt calls.

2. Prices

A monthly recurring charge and a one-time non-recurring charge apply. Monthly recurring charges are subject to change. Detailed rates and charges appear on your AT&T local telephone bill. If your local service is billed on a per call or per minute basis (e.g. measured service), you will be charged for all local calls associated with the use of your Voice Messaging Service. You will be charged for a local call every time you retrieve a message or otherwise access your mailbox using your local telephone number. You will also be charged for a local call every time a caller leaves or attempts to leave you a message. For customers on calling plans, such calls will be counted against your monthly allowance. If your local service is provided by a Competitive Local Service Provider, you will need to contact your provider for rate information. If you access your mailbox from outside your local calling area, you will incur applicable local toll, long distance, or other usage charges. In addition, if you have purchased a Call-in-One or Universal CallNotes product, calls forwarded to your mailbox from your Cingular Wireless phone will not incur charges. However, airtime charges will apply when using your Cingular handset to retrieve messages. AT&T Voice Mail Provider will notify you of any price change or discontinuance before its effective date.

3. Availability

Voice mail is available on most residential classes of service. Residential voice mail products are not available on business lines. Voice mail may be periodically unavailable for general maintenance.

4. Payment

If your local service is provided by one of the AT&T local telephone companies, your voice mail charges will appear on your AT&T local telephone bill. In all other cases or if requested, you will receive a bill from AT&T Voice Mail Provider for your voice mail charges. Payment is due on the date specified on the bill. If any portion of payment is received after the payment due date, a monthly late charge may apply. The monthly late charge will be administered according to applicable state tariffs and/or AT&T standard billing procedures and will not exceed the highest amount allowed by law. Telecommunications services cannot be disconnected solely for non-payment of your voice mail charges.

5. Cancellation of Services

You may cancel your mailbox at any time. If you have purchased a package or grouping of services from your AT&T local service provider, cancellation of your voice mail service may impact your package/grouping and associated discounts. If you cancel your mailbox, you agree to pay a pro-rated amount for the used portion of the final month of your mailbox service. AT&T Voice Mail Provider may cancel your mailbox service for non-payment of applicable charges. All voice mail products are designed and provided as a voice mail service—not an announcement service. Use of this service as an announcement service, and/or other improper or excessive use, may impair AT&T Voice Mail Provider's ability to provide reasonable service to other customers. AT&T Voice Mail Provider reserves the right to cancel your voice mail service at any time, with or without notice, if your mailbox is (1) being used in an improper manner, including, but not limited to using it as an announcement service or for unlawful purposes, (2) generating excessive usage (as determined solely by AT&T Voice Mail Provider based on its network/service design and usage experience, and applied in a nondiscriminatory manner), (3) affecting AT&T Voice Mail Provider's ability to provide reasonable service to other customers, or, (4) being used to interfere with another's use of the telephone/voice mail system.

6. Pager Notification

Pager Notification allows Customer to receive a notification to a pre-determined pager or cell phone when a message is received in the main mailbox. Paging and cellular equipment must be purchased separately. Pager or cellular number must be in the same Service Area as your mailbox. Other restrictions may apply.

7. Limitation of Liability

AT&T VOICE MAIL PROVIDER SHALL MAKE REASONABLE EFFORTS TO PROVIDE CONTINUOUS, UNINTERRUPTED AND ERROR-FREE SERVICES TO VOICE MAIL CUSTOMERS, BUT THE LIABILITY OF AT&T VOICE MAIL PROVIDER, ITS PARENT AND AFFILIATES FOR FAILURE TO DO SO SHALL BE LIMITED TO A REFUND OF THE FEES PAID BY THE CUSTOMER FOR THE SERVICE FOR THE PERIOD OF INTERRUPTED OR ERRONEOUS SERVICE (THE PRORATED AMOUNT). NEITHER AT&T VOICE MAIL PROVIDER NOR ANY OF ITS AFFILIATES SHALL BE LIABLE TO THE CUSTOMER OR ANY THIRD PARTY FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, INCLUDING, BUT NOT LIMITED TO, THE LOSS OF INFORMATION, PROFITS OR BUSINESS OPPORTUNITY, ARISING FROM THE PERFORMANCE OR FAILURE TO PERFORM VOICE MAIL SERVICE. WHILE AT&T VOICE MAIL PROVIDER CAN MONITOR AND MAINTAIN ACCEPTABLE SERVICE LEVELS BETWEEN ITS VOICE MAIL SERVICE AND AN INVOLVED PAGER COMPANY, WE CANNOT ENSURE ACCEPTABLE SERVICE LEVELS FROM THE PAGER SERVICE PROVIDER. ANY CONCERNS OR QUESTIONS ABOUT YOUR PAGING SERVICE MUST BE ADDRESSED TO YOUR PAGER SERVICE PROVIDER. THE PURPOSE OF THIS PROVISION IS TO LIMIT AT&T VOICE MAIL PROVIDER, ITS PARENT AND ITS AFFILIATES' LIABILITY ARISING OUT OF THIS AGREEMENT AND/OR PROVISION OF SERVICES.

AT&T Money-Saving Packages and Calling Plans

AT&T Money-Saving Packages

Personal ChoiceSM

Personal ChoiceSM offers you a package of unlimited local calling, Caller ID with Name, LINE-BACKER[®]/InLine[®]-IN and two of our most popular features at a great discounted monthly rate.

Features:

- Phone line with unlimited local calling
- Caller ID with Name
- LINE-BACKER[®]/InLine[®]

Personal Choice PlusSM

In addition to all the features included in Personal Choice this package also offers Voice Mail Plus and Complementary Network Services.

ALL DISTANCE[®]

ALL DISTANCE[®] offers you a package of local, local toll and long distance calling, Caller ID with Name, two selectable calling features, LINE-BACKER[®]/InLine[®], and Voice Mail Plus at a great discounted monthly rate.

Features:

- Phone line with a local, local toll and long distance calling plan
- Caller ID with Name
- Two selectable calling features
- LINE-BACKER[®]/InLine[®]
- Voice Mail Plus

Enhanced ChoiceSM

The Enhanced ChoiceSM package offers unlimited local calling, Caller ID with Name, LINE-BACKER[®]/InLine[®] and five selectable calling features.

Enhanced Choice Plus

In addition to all the features included in Enhanced Choice, this package also offers Voice Mail Plus and Complementary Network Services.

Flat Rate Package (Illinois Only)

The Flat Rate Package includes unlimited local calling and your choice of two of our most popular calling features.

Features:

- Residential phone line with unlimited local calling
- Customer Choice Package – pick two features from the following list:

Caller Identification with Name Display	Call Forwarding
Call Waiting	Automatic Callback
Repeat Dialing	Speed Calling 8
Three-Way Calling	Voice Mail

Note: This package not available in all states/areas. Call your service representative for availability and details.

Enhanced Flat Rate Package (Illinois Only)

The Enhanced Flat Rate Package includes two lines with unlimited local and local toll calling and your choice of two of our most popular calling features for each of your lines.

Features:

- Two residential phone lines with unlimited local calling
- Unlimited local toll calling on both lines
- Customer Choice Package – pick two features from the following list for each of your two lines; you can have different features on each line:

Caller Identification with Name Display	Call Forwarding
Call Waiting	Automatic Callback
Repeat Dialing	Speed Calling 8
Three-Way Calling	Voice Mail

Note: This package not available in all states/areas. Call your service representative for availability and details.

AT&T Calling Plans

Att C4

All AT&T Calling Plans exclude operator-handled, customer-dialed credit card/calling card calls.

Saver Pack Plans

Receive a block of local toll/zone minutes each month for a flat rate. Each minute over your allotment is billed at a per-minute rate.* Several Saver Pack options may be available, so choose the plan that is best for you.

*The local toll allotment covers intrastate/intraLATA local toll calls that originate and terminate in the AT&T territory. Interstate/intraLATA and your AT&T local service provider to Independent company calls are billed at a special rate of \$.10 per minute.

Anytime RateSM plan

All local toll calls are a simple flat rate, all day, every day, for just one low fee a month. It's that simple.

Single RateSM plan

The WORKS or Solutions customers can now get all local toll calls for a simple flat rate, all day, every day, with no monthly fee. This calling plan requires subscription to The WORKS or a Solutions package.

Local Saver Pack Unlimited (Illinois Only)

You can make as many local calls as you want and you'll always pay the same amount each month for those local calls. No more wondering what you're going to pay each month for your local calls. The price is always the same.

Local Unlimited Package (Illinois Only)

The Local Unlimited Package includes your phone line with unlimited local calling. *This package not available in all states/areas. Call your service representative for availability and details.*

Maintenance Plans

LINE-BACKER[®]/InLine[®]

With LINE-BACKER[®]/InLine[®] if you have a problem with the phone, phone wires or jacks in your home, our technician will isolate the problem and, if it's in the phone wires or jacks, we'll fix it. Just call the toll-free number on your AT&T statement. We'll repair the faulty wires or jacks at no charge.

See LINE-BACKER[®]/InLine[®] Terms and Conditions directly below for important details.

LINE-BACKER[®]/InLine[®] Terms and Conditions:

To Request Repair Service

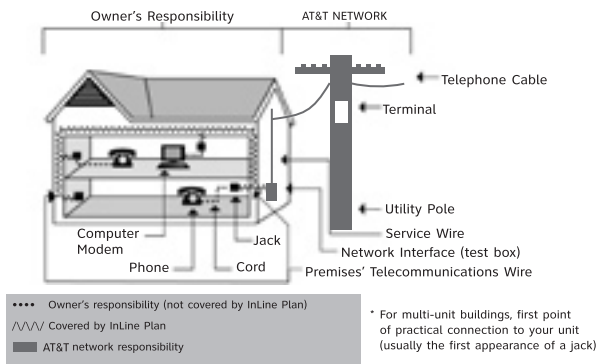
Please refer to your phone bill for your local repair number.

Responsibility

AT&T is always responsible for maintaining AT&T network facilities. You are responsible for maintaining and repairing all Telecommunications Wire and equipment (e.g., phones, faxes, modems, etc.). Premises Telecommunications Wire ("Telecommunications Wire") is the wire extending from the network interface* (the point where AT&T network facilities connect to your home or business, and is generally mounted on the exterior wall) up to and including your jacks. AT&T offers LINE-BACKER[®]/InLine[®] to help protect you against unforeseen repair bills on Telecommunications Wire and jacks.

Description of Services

All LINE-BACKER[®]/InLine[®] Plans are optional services that protect AT&T customers against unexpected Telecommunications Wire repair charges in the event that a problem is found in the Telecommunications Wire and/or jacks. LINE-BACKER[®]/InLine[®] covers single phone lines and Multi LINE-BACKER[®]/InLine[®] (residential accounts only) covers multiple phone lines on the same account. All LINE-BACKER[®]/InLine[®] Plans cover the Telecommunications Wire from AT&T network facilities, up to and including the telephone jacks. (See the diagram on page 14.)



Damage to Premises

If damage to the Telecommunications Wire occurs as a result of catastrophic damage to all or a portion of your premises, the repair of Telecommunications Wire will be provided only to the portion of the premises, if any, that is in a condition suitable for immediate occupancy and does not require reconstruction or repair of walls, floors or other structural features. If the Telecommunications Wire repair cannot be completed until after such reconstruction is completed because of extreme damage to the premises, applicable charges will apply to install new or repair any existing wiring.

Conditions Not Covered

The following conditions are not covered under the LINE-BACKER®/Inline® Plan:

- Problems that existed before you subscribed to LINE-BACKER®/Inline®.
- Damage to Telecommunications Wire caused by negligence of a contractor or intentional damage by you or a third party.
- Damage to Telecommunications Wire caused by faulty equipment (e.g., telephone, fax, modem, etc.).
- Installation of additional Telecommunications Wire, including connecting the wire at the network interface or jacks.
- End-to-end replacement of Telecommunications Wire (e.g., from the network interface to one or more jacks/terminations).
- Repair of main line extension wire to unattached structures (such as a separate garage or barn).
- Repair of jacks located outdoors, except for jacks attached to the exterior of your premises.
- Repair of wiring for boat slips and special boat cords and jacks.
- Conversion of hard-wired phones to modular phone outlets.
- Repair of telecommunications equipment.
- For multi-unit dwellings, problems occurring in horizontal and/or riser cable.
- Requests to check for wire taps.

Please note that LINE-BACKER®/Inline® is not available with some services such as WATS and 800 service. To determine availability, call the customer service number listed on your telephone bill.

Inability to Access Premises

AT&T must have reasonable access to your premises to diagnose and repair problems. AT&T will try to schedule a mutually convenient appointment, but will be excused from performance if reasonable access is not provided. You may be responsible for a Service Call charge if a technician must return to your premises due to denied access.

Effective Date

When you order LINE-BACKER®/Inline®, it is effective immediately if you are ordering new telephone service. If your order is a change in your existing phone service options, LINE-BACKER®/Inline® is effective five calendar days after date of order.

Charges and Billing

The monthly charge for LINE-BACKER®/Inline® will appear on your AT&T telephone bill. Payment for LINE-BACKER®/Inline® has the same due date and is subject to the same late payment charges as other billed items. A onetime ordering charge may also apply. In addition, you are obligated to pay all applicable taxes assessed on your monthly bill. See the taxes section of your monthly bill. AT&T may allocate in any manner payments made against charges appearing on your phone bill.

Cancellation of LINE-BACKER®/Inline®

You may cancel your LINE-BACKER®/Inline® Plan at any time. To cancel, call the customer service number on the local service portion of your telephone bill. The monthly charge for the LINE-BACKER®/Inline® Plan will be credited, based on the requested removal date and your billing period. You may cancel LINE-BACKER®/Inline® within 10 days following the postmarked date of this Terms and Conditions at no charge. Afterward, the minimum contract period is 30 days. AT&T may cancel your LINE-BACKER®/Inline® for nonpayment of applicable charges at any time without notice.

Limitation of Liability

AT&T is not liable for delays or failure to perform services covered under your LINE-BACKER®/Inline® due to circumstances beyond its control, including, but not limited to, labor strikes, civil unrest, work stoppages or acts of nature. If AT&T fails to properly perform a repair under the terms and conditions of the LINE-BACKER®/Inline® service, a technician will return to correct the problem. AT&T is not liable for expenses, losses or damages caused by mistakes, omissions, interruptions, delays or errors in the performance of the service, or the failure or malfunctions of your Telecommunications Wire. AT&T SHALL NOT BE LIABLE UNDER ANY CIRCUMSTANCES FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, LOST PROFITS OR ANY OTHER EXPENSES, LOSS OR DAMAGE DIRECTLY OR INDIRECTLY ARISING FROM THE PERFORMANCE OR NONPERFORMANCE OF YOUR LINE-BACKER®/INLINE® PLAN OR ANY SERVICE COVERED UNDER LINE-BACKER®/INLINE® OR THE USE OR INABILITY TO USE THE TELEPHONE SERVICE TO WHICH LINE-BACKER®/INLINE® APPLIES.

Changes to Terms & Conditions

AT&T may change any of the Terms and Conditions or discontinue the Plan, or increase the price of your LINE-BACKER®/Inline® Plan by notifying you in writing at least 30 days before its effective date.

Important: Your agreement to these terms and conditions is indicated by your payment of the LINE-BACKER®/Inline® charges on your next AT&T bill.

Nota a los clientes de habla hispana: Para cualquier consulta, por favor llame al 1-800-621-4533 de lunes a viernes, de 7 a.m. a 10 p.m. o los sábados de 7 a.m. a 7 p.m. (hora central).

HELPFUL HINTS:

Troubleshooting You Can Perform Yourself

If you have a problem with your telephone service, try these simple steps before calling AT&T. You will need a screwdriver and a telephone that you know is working properly.

- 1) Find your telephone network interface. It's a gray box approximately 9" x 7" x 3" (businesses and multi-tenant buildings have a larger interface). This is the point where your inside wiring meets the AT&T network. The interface is usually located on an exterior rear or side wall. In some cases, this interface will be located in your basement or within 12" of an outside wall.
- 2) Unscrew and open the left side of the box. Find the test jack for each of your lines. If there are multiple lines in your home or business, each line should be tested.
- 3) Each line has a test point. Unplug your test jack for each line and wait at least one minute. Plug in your phone at the test point. To make sure your phone is working properly, dial a local number to see if you can complete a call.
- 4) If the original problem still exists, contact AT&T. If the trouble disappears, it's caused by your inside wire or telecommunications equipment. To determine if the problem is in your inside wire, continue with the next step.

5) If you have a cordless telephone, unplug it from the jack and power supply. Wait one to two minutes and pick up another phone. If the dial tone returns or the noise disappears, the problem was in the cordless phone. If the problem still exists, unplug the phone again from the jack and power supply and go to the next telephone.

6) Continue to unplug each telephone or piece of equipment (e.g., phone, fax, modem, etc.), wait one to two minutes, leave the equipment unplugged and check the next phone to see if the problem has cleared. If the dial tone returns or the noise disappears, this means that the problem existed on the last piece of equipment unplugged from the jack and power supply.

7) If the problem still exists, call AT&T at the appropriate number listed on your telephone bill. LINE-BACKER®/Inline® includes Service Calls to diagnose a problem, and repair of the Telecommunications Wire and jacks, if necessary. (NOTE: AT&T may be able to diagnose the problem without a visit.) Even if AT&T discovers that the problem is in your telephone, there will be no charge for the visit. Please keep this with your important papers.

PHONE-PROTECT®

Protect all the eligible phones in your home against costly repairs and replacements.

- No deductible.
- Protection for every eligible phone and Caller ID unit in your home for one low monthly price.
- Coverage of up to \$400 for repairs and replacements annually.
- Replacement phones and repaired phones delivered directly to your home.

See PHONE-PROTECT® Terms and Conditions letter and registration card.

For more information visit **att.com** or call:
 Illinois and Michigan customers: **1-800-244-4444**
 Indiana customers: **1-800-742-8771**
 Ohio customers: **1-800-660-1000**
 Wisconsin customers: **1-800-924-1000**

*AT&T local service is provided by AT&T Illinois, AT&T Indiana, AT&T Michigan, AT&T Ohio or AT&T Wisconsin based upon the service address location.

ATT C5

CONFIDENTIAL

AT&T Michigan: Lifeline

Now Lifeline makes phone service even more affordable.

Because phone service is so important in today's world, AT&T Michigan believes everyone should have access to it. AT&T Michigan offers a telephone assistance program to make basic phone service even more affordable by providing discount phone service for qualified customers. Qualified customers who live on current or former reservation or tribal land (as defined in Title 25 – Code of Federal Regulations, Section 20.1, Paragraph (v)) may be eligible for additional discounts and may qualify through additional programs. If you think you may qualify for the Tribal Lands program, please use the Tribal Lands Lifeline application.

Eligibility

- Food Stamps
- Medicaid
- Supplemental Security Income (SSI)
- Family Independence Program (FIP, also known as TANF)
- Low-income Home Energy Assistance Program (LIHEAP)
- National School Lunch – Free Lunch Program
- Federal Public Housing / Section 8
- Income at or below 150% of the federal poverty level

Household Size	Annual Income	Monthly Income
1	\$14,700	\$1,225
2	\$19,800	\$1,650
3	\$24,900	\$2,075
Each additional person add	\$5,100	\$425

Benefits

- Discount on line connection of 50%
- Monthly discount on basic service of \$10.10 *
- Waiver of deposit for local service**
- Optional toll restriction at no charge**
- Optional blocking of 900/976 numbers
- Additional lines allowed*
- Optional services available (e.g., Caller ID, Call Waiting, etc.)
- Optional blocking of pay-per-use (e.g., 3-Way Calling, etc.)

* Lifeline plan benefits are only applicable on one phone line at the customer's principal place of residence. Seniors 65 and over receive a monthly discount on basic service of \$12.35.

** Deposit waived on new local service only. If customer has outstanding toll debt, toll restriction required. *Terms and conditions are subject to change without notice. Some service restrictions may apply.*

Call **1-800-621-8650** for more information.

Call **1-800-980-4889** for TTY Service.

Es importante que usted entienda esta información. Si usted no lee el idioma inglés, por favor llame al 1-800-910-1030 para hablar directamente con un representante bilingüe, o pida información a una de las organizaciones mencionada en este folleto.



AT&T Michigan: Lifeline Application

Call 1-800-621-8650

Or fill out and mail the application to the address below:

Lifeline Michigan

PO Box 4600 Waterloo, IA 50704-9717

or fax application to 1-800-295-7495

For TTY Service call: 1-800-980-4889. For Spanish call: 1-800-910-1030.

This signed authorization is only for the purpose of verifying your eligibility and will not be used for any other purpose. You may qualify by self-certifying that you participate in one of the programs below or by providing documentation that your income falls within the income guidelines on the first page. Please qualify via 1 or 2.

Note: You may receive Social Security and Medicare benefits, but to qualify for Lifeline, you must participate in one of the qualifying programs listed below or your income must fall within guidelines.

- Program Eligibility.** I hereby certify that I participate in at least one of the following programs (check all that apply). ☐ Food Stamps ☐ Medicaid ☐ Supplemental Security Income (SSI) ☐ Family Independence Program (FIP) ☐ National School Lunch (NSL) – Free Lunch Program ☐ Low-income Home Energy Assistance Program (LIHEAP) ☐ Federal Public Housing / Section 8
- Income Eligibility.** I certify that my income falls within the guidelines listed on page 1 and am providing a photocopy of one of the following qualifying documents. Please check the box of the document you are enclosing: ☐ Prior year's state or federal tax return ☐ Current income statement from an employer ☐ Paycheck stubs for most recent 3 months ☐ SSI award letter ☐ FIA award letter
Please fill in worksheet below. **(Required)**

Number of people living in household	Adults		children	
Income from monthly wages	\$			
Income from social security	\$			
Income from monthly pension	\$			
Total Monthly Income	\$			

- ☐ I am 65 or older and am eligible for the additional discount. Month and year of birth _____
If you are not eligible for this discount today, please call AT&T as soon as you are eligible and we will apply the discount.
- I also hereby certify that the following three conditions apply to me:
a) My telephone service is listed in my name b) I am not listed as a dependent on another person's tax return, and c) the address listed is my primary residence, not a second home or business.
- If in the future I no longer participate in at least one of the programs listed in item 1 above, or conditions in item 2 above change, I will promptly notify AT&T Michigan.
- I authorize AT&T Michigan or its duly appointed representative to access any records required to verify these statements to confirm my continued participation in the above program(s). I authorize representatives of the above programs to discuss with and/or provide copies to AT&T Michigan, if requested by the company, to verify my participation in the above programs and my eligibility for Lifeline.
- I (we) affirm, under penalty of perjury, that the foregoing representations are true.

Applicant's Name: _____

Applicant's Home Address: _____

City: _____ State: _____ Zip Code: _____

Applicant's Home Telephone Number: _____ () _____

(If you do not have a home telephone number, please call the toll-free number on this application to apply for service.)

Or Applicant can be reached at: _____ () _____

Applicant's Social Security Number: _____

Applicant's Signature: _____ Date: _____

Now Lifeline makes phone service even more affordable.

Because phone service is so important in today's world, AT&T Michigan believes everyone should have access to it. AT&T Michigan offers qualified customers who live on current or former reservation or tribal land (as defined in Title 25 – Code of Federal Regulations, Section 20.1, Paragraph (v)) a telephone assistance program to make basic phone service even more affordable.

Eligibility

There are two ways to qualify:

1. If you participate in one of the following programs:

▪ Food Stamps	▪ Low-income Home Energy Assistance Program (LIHEAP)
▪ Medicaid	▪ National School Lunch – Free Lunch Program
▪ Supplemental Security Income (SSI)	▪ Bureau of Indian Affairs General Assistance Program
▪ Federal Public Housing / Section 8	▪ Head Start (income-qualified customer only)
▪ Family Independence Program FIP, also known as TANF)	▪ Tribally Administered Temporary Assistance for Needy Families

2. If your household income is at or below 150% of the federal poverty level. See chart below:

Household Size	Annual Income	Monthly Income
1	\$14,700	\$1,225
2	\$19,800	\$1,650
3	\$24,900	\$2,075
Each Additional - Add	\$5,100	\$425

Benefits *

- 50% discount on line connection
- Monthly discount on basic service. Depending on the call plan option you select, you may pay as little as \$1 per month
- Waiver of deposit for local service**
- Optional toll restriction at no charge**
- Optional blocking of 900/976 numbers
- Additional lines allowed*
- Optional services available (e.g., Caller ID, Call Waiting, etc.)
- Optional blocking of pay-per-use (e.g., 3-Way Calling, etc.)

* Lifeline plan benefits are only applicable on one phone line at the customer's principal place of residence.

** Deposit waived on new local service only. If customer has outstanding toll debt, toll restriction required.

Terms and conditions are subject to change without notice. Some service restrictions may apply.

Call 1-800-621-8650 for more information.

Call 1-800-980-4889 for TTY Service.

Es importante que usted entienda esta información. Si usted no lee el idioma inglés, por favor llame al 1-800-910-1030 para hablar directamente con un representante bilingüe, o pida información a una de las organizaciones mencionada en este folleto.



AT&T Michigan Tribal Lands Lifeline Application

Att D2

Call 1-800-621-8650

Or fill out and mail the application to the address below:

Lifeline Michigan
PO Box 4600 Waterloo, IA 50704-9717
or fax application to 1-800-295-7495

For TTY Service call: 1-800-980-4889. For Spanish call: 1-800-910-1030.

This signed authorization is required and is only for the purpose of verifying your eligibility and will not be used for any other purpose. Please qualify via 1 or 2. You must live on a federally recognized Tribal Land and must choose on which of the lands you reside in #3.

1. **Program Eligibility.** I self-certify that I participate in one of the following programs (choose all that apply):
☐ Bureau of Indian Affairs General Assistance Program, ☐ Tribally Administered Temporary Assistance for Needy Families, ☐ Head Start (income-qualified customer only), ☐ National School Lunch Program (free lunch program)
2. **Income Eligibility.** I certify that my income falls within the guidelines listed on page 1 and am providing photocopies of the following examples that document my total household income. Please check all that apply and you are enclosing.
☐ Prior year's state, federal, or tribal tax return ☐ Current income statement from an employer
☐ Paycheck stubs for most recent 3 months ☐ SSI award letter ☐ FIA award letter

Please fill in worksheet below. **(Required)**

Number of people living in household	Adults		children	
Income from monthly wages	\$			
Income from social security	\$			
Income from monthly pension	\$			
Total Monthly Income	\$			

3. I certify that I live on one of the following federally recognized Michigan Tribal Lands. Please check box:
☐ Bay Mills Reservation / Off-Reservation Trust Land ☐ Grand Traverse Reservation / Off-Reservation Trust Land ☐ Hannahville Community / Off-Reservation Trust Land ☐ Sault Ste. Marie Reservation / Off-Reservation Trust Land ☐ Huron Potawatomi Reservation ☐ Isabella Reservation / Off-Reservation Trust Land ☐ Lac Vieux Desert Reservation ☐ L'Anse Reservation / Off-Reservation Trust Land
4. I also hereby certify that the following three conditions apply to me:
a) My telephone service is listed in my name b) I am not listed as a dependent on another person's tax return, and c) the address listed is my primary residence, not a second home or business.
5. If in the future I no longer qualify for Lifeline benefits because conditions changed in 1 or 2, or I no longer live on a Tribal Land, or conditions in item 4 above change, I will promptly notify AT&T Michigan.
6. I authorize AT&T Michigan or its duly appointed representative to access any records required to verify these statements to confirm my continued participation in the above program(s). I authorize representatives of the above programs to discuss with and/or provide copies to AT&T Michigan, if requested by the company, to verify my participation in the above programs and my eligibility for Lifeline.
7. I (we) affirm, under penalty of perjury, that the foregoing representations are true.

Applicant's Name: _____

Applicant's Home Address: _____

City: _____ State: _____ Zip Code: _____

Applicant's Home Telephone Number: () _____

(If you do not have a home telephone number, please call the toll-free number on this application to apply for service.)

Or Applicant can be reached at: () _____

Applicant's Social Security Number: _____

Applicant's Signature: _____ Date: _____

ASCLIF6001 ah/jq

“Lifeline/Cars/Michigan”

GSD&M

Radio RLIF6006

:60

2/28/06; Rev. 3/2 A

CREATIVE/PRODUCER: JD/BB

AS RECORDED

ANNCR: Your car won't start, and you're going to be late for work.

Your child has a cold, and you want to keep him home from school.

Problems you'd know exactly how to handle...if you have a phone. But there are people who don't. That's why the new AT&T offers the Lifeline program.

It makes phone service affordable for people who otherwise couldn't afford it, with discounted connection fees and a reduced monthly rate.

If you receive qualifying state or federal assistance or your income is at or below 150 percent of the poverty guidelines, there's a good chance you could qualify. Additional discounts may apply if you live on federally recognized tribal lands.

So if you don't have phone service, you owe it to yourself to check out Lifeline. Call an AT&T representative at 1-800-621-8650, or if you have computer access, go to att.com/lifeline. Call today. There's a good chance you *can* afford phone service.

MUSIC: OASIS'S “ALL AROUND THE WORLD”

ANNCR: SBC. Now joined with AT&T. The new AT&T. Your world. Delivered.

Lifeline not available in all areas. Terms and conditions subject to change without notice. Additional eligibility requirements and certain restrictions apply.

SAVE WITH LIFELINE

Lifeline saves customers \$10.10 per month on local phone service and discounts line connection charges. You may qualify if you participate in Food Stamps, Medicaid, Federal Public Housing or Section 8, LIHEAP, SSI, Family Independence Program, National School Free Lunch program, Tribal TANF, BIA General Assistance, Head Start Income Eligible (Tribal only) or if your income is at or below 150% of the federal poverty guidelines. Additional discounts apply if you are 65 or older or if you live on federally recognized Tribal Lands. Call 1-800-621-8650 for details.

MICHIGAN BELL
TELEPHONE COMPANY
TARIFF M.P.S.C. NO. 20R

AT&T
Tariff

PART 4

SECTION 4

4th Revised Sheet No. 1

PART 4 - Exchange Access Services

Cancels

SECTION 4 - Telephone Assistance Programs

3rd Revised Sheet No. 1

1. LIFELINE SERVICE

A. Description

1. Lifeline Service is a basic single party residential service that provides voice grade access to the public switched network, local usage, Touch-Tone, access to emergency services (e.g., 911, E911), access to operator services, access to interexchange service, access to directory assistance, and toll blocking service.^{/1/}
2. Lifeline Service applies discounts to monthly recurring rates for qualifying residential customers. These discounts are applied to existing tariffed rates and charges for residential telephone service.
3. In order to be eligible for Lifeline Service, a residential customer's annual household income must be at or below 150% of the poverty level, as determined by the U.S. Department of Health and Human Services and as approved by the State treasurer, or the person must participate in one of the following programs:
 - Medicaid
 - Food Stamps
 - Supplemental Security Income (SSI)
 - Federal Public Housing/Section 8
 - Low Income Home Energy Assistance Program (LIHEAP)
 - National School Lunch Program - (free lunch program)
 - Temporary Assistance for Needy Families (TANF) aka Family Independence Program (FIP)

(N)

(N)

In addition to the criteria above, applicants residing on Tribal Lands [referenced in Title 25 Code of Federal Regulations, Section 20.1, paragraph (v)] may also qualify if they participate in one of the following federal assistance programs:

(C)

(C)

- Bureau of Indian Affairs general assistance
- Tribally administered Temporary Assistance for Needy Families (TANF)
- Head Start (must meet program's income qualifying standard)

(D)

Applicants residing on tribal lands must sign under penalty of perjury that he/she resides on a reservation, as defined in Title 25 Code of Federal Regulations, Section 20.1, paragraph (v), and receives benefits from at least one of the programs referenced above. The Tribal Lands Applicant also must agree to notify the Company if they cease to participate in the program.

(C)

4. Other services can be provided with the Lifeline Service at applicable rates and charges.

/1/ There are a limited number of Lifeline customers with grandfathered two-party residential service or rotary service at their own choosing.

Issued under authority of 1991 PA 179 as amended by 1995 PA 216, 2000 PA 295 and 2005 PA 235.

Issued: January 6, 2006

Effective: January 9, 2006

By Robin M. Gleason, Vice President - State Regulatory
Detroit, Michigan

MICHIGAN BELL
TELEPHONE COMPANY
TARIFF M.P.S.C. NO. 20R

Ameritech

Tariff

PART 4

SECTION 4

5th Revised Sheet No. 2

Cancels

PART 4 - Exchange Access Services
SECTION 4 - Telephone Assistance Programs

4th Revised Sheet No. 2

1. LIFELINE SERVICE (cont'd)

B. Regulations

1. Regulations specified elsewhere in the Company's tariffs apply to Lifeline Service.
2. Lifeline Service is available only with residence services, excluding foreign exchange service. Lifeline Service is limited to one line per household at the customer's primary residence.
3. A miscellaneous service charge does not apply when Lifeline Service is added or discontinued to existing service when that is the only work being done.
4. The Lifeline plan will apply after receipt and processing of a completed Lifeline application, including documentation indicating that the household income meets the eligibility standards established above.
5. Customers of Lifeline Service must notify the Company of any changes which would affect qualification. Reverification of eligibility will take place on an ongoing basis. When the customer is no longer eligible for Lifeline service, the Lifeline discount will be discontinued and regular tariffed rates and charges will apply.
6. As a participant in Lifeline Service, customers are eligible to receive toll blocking service at no charge. This service will only be provided at the customer's request.

Toll blocking service is defined as a central office service that restricts access to the network. Toll blocking is provided where facilities permit and will not allow 1+, 0+, 0-, 101XXXX, 900, or interzone calls to be completed. Toll blocking does not restrict local calls, calls to intraNPA directory assistance, telephone repair service, 911, or calls to 800 or 950 numbers.

7. Local service deposit requirements will be waived for customers who voluntarily receive Toll Blocking Service.

/1/ Material formerly appeared on 2nd Revised Sheet No. 1 in this Section.

/2/ Material now appears on 1st Revised Sheet No. 3 in this Section.

Issued under authority of 1991 PA 179 as amended

Issued: October 6, 2000

Effective: October 7, 2000

By Robin Gleason, Vice President - Regulatory
Detroit, Michigan

MICHIGAN BELL
TELEPHONE COMPANY
TARIFF M.P.S.C. NO. 20R

AT&T
Tariff

PART 4

SECTION 4

7th Revised Sheet No. 3

Cancels

PART 4 - Exchange Access Services
SECTION 4 - Telephone Assistance Programs

6th Revised Sheet No. 3

1. LIFELINE SERVICE (cont'd)

B. Regulations (cont'd)

8. Participants in Lifeline Service shall not be disconnected from local service for nonpayment of toll charges. In addition, the Company will not deny re-establishment of local service to customers who are eligible for Lifeline Service and have previously been disconnected for nonpayment of toll charges.

C. Monthly Rates and Discounts

1. The discount on the monthly rate for residence exchange service for qualified Lifeline customers shall be the greater of \$10.10 or 20% of the applicable regulated rate as set forth in Part 4, Section 2 preceding. This discount shall consist of a waiver of the end user common line charge, with additional credits applied to the end user's basic local exchange service. Included in this total is any Federal contribution as specified in the Ameritech Operating Companies' Tariff F.C.C. No. 2. At no time shall the total Lifeline credit exceed the sum of the end-user common line charge and the basic local exchange rate.

The discount on the monthly rate for residence exchange service for qualified Lifeline customers 65 years of age or more shall be the greater of \$12.35 or 25% of the applicable regulated rate as set forth in Part 4, Section 2 preceding. This discount shall consist of a waiver of the end user common line charge, with additional credits applied to the end user's basic local exchange service. Included in this total is any Federal contribution as specified in the Ameritech Operating Companies' Tariff F.C.C. No. 2. At no time shall the total Lifeline credit exceed the sum of the end-user common line charge and the basic local exchange rate. (C)

Qualified participants residing on tribal lands will receive, in addition to the discounts listed above, an additional federal approved reduction of up to \$25.00 applied to the monthly local service rate. The monthly discounted residential rate for qualifying low-income individuals living on tribal lands may not be reduced below \$1.00 and the total subsidy is not to exceed \$31.10.

Issued under authority of 1991 PA 179 as amended by 1995 PA 216, 2000 PA 295 and 2005 PA 235.

Issued: January 6, 2006

Effective: January 9, 2006

By Robin M. Gleason, Vice President - State Regulatory
Detroit, Michigan

MICHIGAN BELL
TELEPHONE COMPANY
TARIFF M.P.S.C. NO. 20R

Ameritech

Tariff

PART 4

SECTION 4

1st Revised Sheet No. 3.1

Cancels

PART 4 - Exchange Access Services

SECTION 4 - Telephone Assistance Programs

Original Sheet No. 3.1

1. LIFELINE SERVICE (cont'd)

D. Link Up Program

/1/

1. Link Up is an assistance program for qualifying low-income customers designed to help offset applicable line connection charges for the installation or transfer of service from one residential premises to another.
2. Participants shall receive a reduction of 50 percent of the line connection charge specified elsewhere in this tariff, up to a maximum of \$30.00, for a single residence line at the customer's principal residence. A customer is allowed to receive the benefit of the Link Up Program for a second or subsequent time only for a principal residence with a different address.

For participants residing on tribal lands, an additional 100% discount will be applied for charges between \$60 and \$130 assessed for commencing telecommunications service at the principal place of residence, including facilities based charges associated with the extension of lines or construction of facilities needed to initiate service.

(N)

(N)

3. Link Up participants shall have the option to defer payment of the remaining line connection charges for a period not to exceed one year. No interest shall be assessed for deferred charges of up to \$200.00.
4. Qualifying low-income customers may choose one or both of the options described in D.2 and D.3 above.
5. Eligibility requirements as described in 1.A.3 and 1.B.5 above also apply to the Link Up Program.
6. Program provisions are as detailed in F.C.C. Docket No. 96-45.

/1/

/1/ Material formerly appeared on Original Sheet No. 3 in this Section.

Issued under authority of 1991 PA 179 as amended

Issued: October 6, 2000

Effective: October 7, 2000

By Robin Gleason, Vice President - Regulatory
Detroit, Michigan

MICHIGAN BELL
TELEPHONE COMPANY
TARIFF M.P.S.C. NO. 20R

SBC
Tariff

PART 4

SECTION 4

PART 4 - Exchange Access Services
SECTION 4 - Telephone Assistance Programs

2nd Revised Sheet No. 3.2
Cancels
1st Revised Sheet No. 3.2

1. LIFELINE SERVICE (cont'd)

E. Universal Service Assistance (USA) lifeline. This service is no longer
available on or after September 1, 2003.

(C)
(C)

(D)

(D)

(D)

Issued under authority of 1991 PA 179 as amended

Issued: August 29, 2003

Effective: September 1, 2003

By Robin M. Gleason, Vice President - State Regulatory
Detroit, Michigan

MICHIGAN BELL
TELEPHONE COMPANY
TARIFF M.P.S.C. NO. 20R

SBC
Tariff

PART 4

SECTION 4

PART 4 - Exchange Access Services
SECTION 4 - Telephone Assistance Programs

2nd Revised Sheet No. 3.3
Cancels
1st Revised Sheet No. 3.3

1. LIFELINE SERVICE (cont'd)

(D)

(D)

Issued under authority of 1991 PA 179 as amended
Issued: August 29, 2003 Effective: September 1, 2003
By Robin M. Gleason, Vice President - State Regulatory
Detroit, Michigan

MICHIGAN BELL
TELEPHONE COMPANY
TARIFF M.P.S.C. NO. 20R

SBC
Tariff

PART 4

SECTION 4

PART 4 - Exchange Access Services
SECTION 4 - Telephone Assistance Programs

2nd Revised Sheet No. 3.4
Cancels
1st Revised Sheet No. 3.4

1. LIFELINE SERVICE (cont'd)

(D)

(D)

(D)

MICHIGAN BELL
TELEPHONE COMPANY
TARIFF M.P.S.C. NO. 20R

SBC
Tariff

PART 4

SECTION 4

1st Revised Sheet No. 3.5

Cancels

Original Sheet No. 3.5

PART 4 - Exchange Access Services
SECTION 4 - Telephone Assistance Programs

1. LIFELINE SERVICE (cont'd)

(D)

(D)

(D)

Issued under authority of 1991 PA 179 as amended
Issued: August 29, 2003 Effective: September 1, 2003

By Robin M. Gleason, Vice President - State Regulatory
Detroit, Michigan

MICHIGAN BELL
TELEPHONE COMPANY
TARIFF M.P.S.C. NO. 20R

Ameritech

Tariff

PART 4

SECTION 4

PART 4 - Exchange Access Services
SECTION 4 - Telephone Assistance Programs

Original Sheet No. 4

2. UNIVERSAL SERVICE DISCOUNT PLAN FOR SCHOOLS AND LIBRARIES

Schools, libraries, and consortia including those entities that comply with 47 CFR, Section 54.501 will be eligible for the Universal Service Discount Plan for schools and libraries (Plan).

Discounts available to eligible schools and libraries shall be determined by the Schools and Libraries Corporation, an administrative body established by the FCC, based on 47 CFR, Section 54.505.

This plan permits eligible schools (not for profit public and private - grades K through 12 which do not have an endowment exceeding \$50 million) and libraries to purchase Company services offered in this tariff and certain unregulated services at a discounted rate, in accordance with the rules adopted by the FCC.

As indicated in the Rules, the discounts will be between 20 and 90 percent of the pre-discount price, which is the price of services to schools and libraries prior to application of a discount. The level of discount will be based on an eligible school or library's level of economic disadvantage and by its location in either an urban or rural area. A school's level of economic disadvantage will be determined by the percentage of its students eligible for participation in the national school lunch program, and a library's level of economic disadvantage will be calculated on the basis of school lunch eligibility in the public school district in which the library is located. To be eligible for the discount, schools and libraries will be required to comply with the terms and conditions set forth in the FCC Rules, 47 CFR 54.500 et seq. Discounts are available only to the extent that adequate funding is available from the federal universal service fund. Schools and libraries may aggregate demand with other eligible entities to create a consortium.

Issued under authority of 1991 PA 179 as amended by 1995 PA 216

Issued: April 29, 1998

Effective: April 30, 1998

By Paul V. LaSchiavza, Vice President - Regulatory
Detroit, Michigan

MICHIGAN BELL
TELEPHONE COMPANY
TARIFF M.P.S.C. NO. 20R

Ameritech

Tariff

PART 4

SECTION 4

PART 4 - Exchange Access Services
SECTION 4 - Telephone Assistance Programs

Original Sheet No. 5

2. UNIVERSAL SERVICE DISCOUNT PLAN FOR SCHOOLS AND LIBRARIES (cont'd)

A. Regulations

1. Obligation of eligible schools and libraries

a. Requests for service

- (1) Schools and libraries and consortia shall submit requests for discounts for eligible services to the Schools and Libraries Corporation, as designated by the FCC, and follow established procedures.
- (2) Services requested shall only be used for educational purposes.
- (3) Services shall not be sold, resold or transferred in consideration for money or any other thing of value.
- (4) Schools and libraries and consortia shall initiate a competitive bidding process open to all authorized vendors for all services eligible for discounts.

2. Obligations of the Company

- a. The Company will offer discounts to eligible schools and libraries on commercially available telecommunications services contained in this tariff and certain unregulated services. Certain services contained in this tariff are excluded from the discount program, in accordance with the Rules.
- b. The Company will offer services to eligible schools, libraries and consortia at prices no higher than the lowest price it charges to similarly situated non-residential customers for similar services (lowest corresponding price).
- c. The Company shall offer the services to eligible schools and libraries to the extent that facilities and services are available.

Issued under authority of 1991 PA 179 as amended by 1995 PA 216

Issued: April 29, 1998

Effective: April 30, 1998

By Paul V. LaSchiavza, Vice President - Regulatory
Detroit, Michigan

MICHIGAN BELL
TELEPHONE COMPANY
TARIFF M.P.S.C. NO. 20R

Ameritech

Tariff

PART 4

SECTION 4

PART 4 - Exchange Access Services
SECTION 4 - Telephone Assistance Programs

Original Sheet No. 6

2. UNIVERSAL SERVICE DISCOUNT PLAN FOR SCHOOLS AND LIBRARIES (cont'd)

A. Regulations (cont'd)

3. Discounted Rates for Schools and Libraries

- a. Discounts for eligible schools and libraries and consortia shall be set as a percentage of the pre-discount price, which is the price of services to schools and libraries prior to application of a discount.
- b. The discount rate will be applied to eligible intrastate services purchased by eligible schools, libraries or consortia.
- c. The discount rate is based on each school or library's level of economic disadvantage as determined in accordance with the applicable rules or other federally approved alternative measures (as permitted by the Rules) and by its location in either an urban or rural area.

B. Schools and Libraries Discount Matrix

Description	% Discount Level	
	Urban Discount	Rural Discount
% of students eligible for national school lunch program		
<1	20	25
1-19	40	50
20-34	50	60
35-49	60	70
50-74	80	80
75-100	90	90

Issued under authority of 1991 PA 179 as amended by 1995 PA 216

Issued: April 29, 1998

Effective: April 30, 1998

By Paul V. LaSchiazza, Vice President - Regulatory
Detroit, Michigan

MICHIGAN BELL
TELEPHONE COMPANY
TARIFF M.P.S.C. NO. 20R

Ameritech

Tariff

PART 4

SECTION 4

PART 4 - Exchange Access Services
SECTION 4 - Telephone Assistance Programs

Original Sheet No. 7

3. UNIVERSAL SERVICE SUPPORT PLAN FOR HEALTH CARE PROVIDERS

The purpose of the Health Care Providers Support Plan is to enable public and non-profit rural health care providers to have access to telecommunications services necessary for the provision of health care services at rates comparable to those paid for similar services in urban areas. The Health Care Providers Support Plan offers eligible public and non-profit health care providers located in rural areas reduced rates for Company intrastate services, available in this Tariff and certain unregulated services.

Public and non-profit health care providers as defined in 47 CFR, Section 54.601 shall be eligible for this universal service support plan. However, providers with a bandwidth capacity are limited to a bandwidth capacity of 1.544 Mbps or less.

A. Regulations

1. To be eligible for the reduced rates, rural health care providers are required to comply with the terms and conditions set forth in the FCC Rules, 47 CFR 54.601 et seq.
2. Reduced rates are available only to the extent that adequate funding is available from the federal universal service fund.
3. Eligible rural health care providers may aggregate demand with entities not eligible for universal service support to create a consortium. Universal service support shall apply only to the portion of eligible services used by an eligible rural health care provider.
4. Responsibility of eligible health care providers
 - a. Rural health care providers and consortia shall submit requests for discounts for eligible services to the Rural Health Care Corporation, as designated by the FCC, and follow established procedures.
 - b. Services requested shall only be used for purposes related to the provision of health care services or instruction that the health care provider is legally authorized to provide under the law.
 - c. Services shall not be sold, resold or transferred in consideration for money or any other thing of value.

Issued under authority of 1991 PA 179 as amended by 1995 PA 216

Issued: April 29, 1998

Effective: April 30, 1998

By Paul V. LaSchiazza, Vice President - Regulatory
Detroit, Michigan

MICHIGAN BELL
TELEPHONE COMPANY
TARIFF M.P.S.C. NO. 20R

Ameritech

Tariff

PART 4

SECTION 4

PART 4 - Exchange Access Services
SECTION 4 - Telephone Assistance Programs

Original Sheet No. 8

3. UNIVERSAL SERVICE SUPPORT PLAN FOR HEALTH CARE PROVIDERS (cont'd)

A. Regulations (cont'd)

4. Responsibility of eligible health care providers (cont'd)

- d. Rural health care providers and consortia shall initiate a competitive bidding process open to all authorized vendors for all services eligible for reduced rates.

5. Responsibility of the Company

- a. The Company shall offer the services to eligible health care providers to the extent that facilities and services are available.
- b. The Company shall offer services to eligible rural health care providers and consortia at prices no higher than the highest urban rate as defined in the FCC Order and Rules.

B. Rates and Charges

The following price adjustments will be available to eligible rural health care providers:

1. A reduced rate for telecommunications services, using a bandwidth capacity of up to 1.544 Mbps, not to exceed the highest tariffed or publicly available rate charged to a commercial customer for a similar service provided over the same distance in the nearest city in the State with a population of at least 50,000.
2. An exemption from some mileage charges for any telecommunications services, using a bandwidth capacity of up to 1.544 Mbps, that is necessary for the provision of health care services. The exempted mileage includes the distance between the rural health care provider and the most distant perimeter of the nearest city in the State with a population of 50,000 or more, less the standard urban distance, which is the maximum average diameter of all cities with populations of 50,000 or more in the state.
3. Each rural health care provider that cannot obtain toll-free access to an Internet service provider is entitled to receive a limited amount of toll-free access as per the FCC rules.

Issued under authority of 1991 PA 179 as amended by 1995 PA 216

Issued: April 29, 1998

Effective: April 30, 1998

By Paul V. LaSchiavza, Vice President - Regulatory
Detroit, Michigan

Att D6





[Home](#) > [Residential](#) > [MI](#) > [Products and Services](#) | [Lines, Wiring, and Jacks](#)

[Home](#)
[Residential](#)
[Customers](#)
[Business Customers](#)
[Corporate](#)
[Information](#)
[Customer Support](#)
[Contact Us](#)
 
[> Refine Search](#)

Michigan
[Find Products and Services](#)
 [View Cart](#) | [My Services](#)

Michigan | [Select a Different State](#)

[Log In](#)
 **MySB**
 **Regis**
[Ask a Qu](#)
 (Exempl
 pay my l
[Questi](#)

SBC Michigan: Lifeline [\(Call to Order\)](#)
 Low-income phone service.

Now phone service is even more affordable.

Because phone service is so important in today's world, SBC believes everyone should have access to it. We offer two discounted telephone service plans to make basic phone service even more affordable for qualified customers.

- **Lifeline** - provides qualified customers with discounted phone service and the ability to add additional services and features.
- **Tribal Lands (Enhanced) Lifeline** - Additional discounts are available to qualified customers who live on current or former tribal lands (as defined in Title 25 - code of Federal Regulations, Section 20.1, Paragraph (v)). Please see list of federally recognized Michigan tribal lands on the Tribal Lands application below.

To qualify, you must participate in one of the following programs or your household income must be at or below 150% of the federal poverty level. (Additional qualifying programs for Tribal Lands Lifeline are listed in the application.)

- Food Stamps
- Medicaid
- Federal Public Housing/Section 8
- Supplemental Security Income (SSI)
- Low-Income Home Energy Assistance Program (LIHEAP)
- National School Lunch - Free Lunch Program
- Family Independence Program (FIP, formerly TANF)
- Housing income at or below 150% of federal poverty guidelines. (Please see application for details.)

© 2003 - 2006
 AT&T Knowledge Ventures.
 All rights reserved.
[Privacy Policy](#)

Consumer Protection
 Tips to protect yourself against potential Internet fraud.

Benefits¹

Att D6

50% discount on line connection

Monthly discount on basic service of \$10.10 for regular Lifeline or \$12.35 for seniors 65 and over. Depending on the call plan option you select, you may pay as little as \$1 per month for the Tribal Lands Lifeline Plan

Waiver of deposit for local service³

Optional toll restriction at no charge³

Optional blocking of 900/976 numbers

Additional lines allowed¹

Optional services available (e.g., Caller ID, Call Waiting, etc.)

Optional blocking of pay-per-use (e.g., 3-Way Calling, etc.)

Application

Download the [SBC Michigan: Lifeline Application](#) (209 KB) in PDF format.

Download the [SBC Michigan: Tribal Lands Lifeline Application](#)

Note: PDF format requires [Adobe Acrobat Reader](#), available free.

Ordering

Call 1-800-621-8650 to sign up for Lifeline today.

Call 1-800-980-4889 for TTY with voice service.

Weekdays, 6 am to 6 pm, Saturday, 7 am to 4 pm.

Es importante que usted entienda esta información. Si usted no lee el idioma inglés, por favor llame al 1-800-910-1030 para hablar directamente con un representante bilingüe, o pida información a una de las organizaciones mencionada en este folleto.

¹Current discount or 25% (whichever is greater) for customers 65 and over.

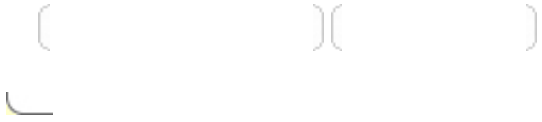
²Deposit waived on new local service only. If customer has outstanding toll debt, toll restriction required.

³Lifeline plan benefits are only applicable on one phone line at the customer's principal place of residence.

Terms and conditions are subject to change without notice. Some service restrictions may apply.

[Continue Shopping](#) [Call to Order](#)

Att D6



MICHIGAN BELL
TELEPHONE COMPANY
TARIFF M.P.S.C. NO. 20R

AT&T
Tariff

PART 4

SECTION 2

PART 4 - Exchange Access Services
SECTION 2 - Exchange Lines and Usage

17th Revised Sheet No. 3
Cancels
16th Revised Sheet No. 3

EXCHANGE RATES

Following are monthly rates for exchange service:

Business Services:^{/1/}

Description	Access Areas		
	A	B	C
1 Party or Trunk-Measured ^{/2/}	\$15.25	\$15.25	\$15.95 (I)

Residence Services:^{/2//3/}

Description	Access Areas							
	A	B1	B2	C1	C2	C3	C4	C5
Call Plan 50 ^{/4/}	\$10.85	\$11.30	\$11.30	\$11.15	\$11.15	\$11.15	\$11.15	\$11.15
Call Plan 400 ^{/4/}	15.64	15.64	15.15	13.63	13.89	14.42	14.98	15.51 (I)
Call Plan 400 Ext	31.55	31.55	31.55	31.55	31.55	31.55	31.55	31.55
Call Plan Unlimited	15.64	15.64	15.15	13.63	13.89	14.42	14.98	15.51 (I)

/1/ Local Message Charges for business services are specified on Sheet 5.

/2/ These rates include Touch-Tone service.

/3/ Message Allowances and Local Message Charges for residence services are specified on Sheet 4 and Sheet 4.1.

/4/ 2-Party residence service has been grandfathered.

Issued under authority of 1991 PA 179 as amended.

Issued: February 28, 2006

Effective: March 1, 2006

By Robin M. Gleason, Vice President - State Regulatory
Detroit, Michigan

MICHIGAN BELL
TELEPHONE COMPANY
TARIFF M.P.S.C. NO. 20R

AT&T
Tariff

PART 4	SECTION 2
--------	-----------

PART 4 - Exchange Access Services
SECTION 2 - Exchange Lines and Usage

5th Revised Sheet No. 3.1
Cancels
4th Revised Sheet No. 3.1

PRIMARY BASIC LOCAL EXCHANGE SERVICE - RESIDENCE SERVICE

(N)

A customer is allowed one primary access line. Each primary access line consists of the following call plan.

Call Plan 100

1. No additional charge applies for outgoing local calls up to the 100 outgoing call allowance per month.
2. This outgoing call allowance is applied per access line, per month. Unused calls, or calls over the allowance, may not be carried over or applied against another month's allowance.
3. Each outgoing local call in excess of this allowance is billed at \$.0660.
4. Call Plan 100 is available for voice use only.
5. Call Plan 100 has an unlimited incoming call allowance.
6. Call Plan 100 has a 12,000 monthly minutes of outgoing use restriction.

EXCHANGE RATES

Following are monthly rates for Call Plan 100

Description	Access Areas							
	A	B1	B2	C1	C2	C3	C4	C5
Call Plan 100	\$12.35	\$12.80	\$12.80	\$12.65	\$12.65	\$12.65	\$12.65	\$12.65 (N)

Issued under authority of 1991 PA 179 as amended.

Issued: January 19, 2006

Effective: April 1, 2006

By Robin M. Gleason, Vice President - State Regulatory
Detroit, Michigan

MICHIGAN BELL
TELEPHONE COMPANY
TARIFF M.P.S.C. NO. 20R

SBC
Tariff

PART 4

SECTION 2

PART 4 - Exchange Access Services
SECTION 2 - Exchange Lines and Usage

10th Revised Sheet No. 4
Cancels
9th Revised Sheet No. 4

MESSAGE ALLOWANCES AND LOCAL MESSAGE CHARGES: RESIDENCE SERVICE

Local Calling Plans

Call Plan 50^{/1/}

1. No additional charge applies for local calls up to the 50 call allowance per month.
2. This call allowance is applied per access line, per month. If a customer has more than one Call Plan 50 access line at the same location and the access lines are consolidated for billing purposes, the allowable calls shall be the aggregate of all access lines regardless from which access line the call originates. Unused calls, or calls over the allowance on any access line, may not be carried over to another month.
3. Each local call in excess of this allowance is billed at \$.0660. (I)

Call Plan 400^{/1/}

1. This 400 call allowance is applied per access line, per month.
2. Each local call in excess of this allowance is billed at \$0.00.

/1/ Beginning October 11, 2001 and completing October 31, 2001, all local toll calls to adjacent exchanges will be billed as local calls as specified in Part 4, Section 2 of this tariff.

Issued under authority of 1991 PA 179 as amended.
Issued: April 19, 2004

Effective: April 20, 2004

By Robin M. Gleason, Vice President - State Regulatory
Detroit, Michigan

MICHIGAN BELL
TELEPHONE COMPANY
TARIFF M.P.S.C. NO. 20R

Ameritech
Tariff

PART 4

SECTION 2

PART 4 - Exchange Access Services
SECTION 2 - Exchange Lines and Usage

3rd Revised Sheet No. 4.1
Cancels
2nd Revised Sheet No. 4.1

MESSAGE ALLOWANCES AND LOCAL MESSAGE CHARGES: RESIDENCE SERVICE

Local Calling Plans (cont'd)

Call Plan 400 (cont'd)

4. Exemptions

- a. Upon sufficient notice to the Company, a customer who is handicapped or is voluntarily providing a service for an organization classified by the Internal Revenue Service as a Section 501(c)(3) or (19) organization, or a congressionally chartered veterans organization, or their duly authorized foundations, is exempt from the 400 call per month limitation and shall not be charged more than the flat rate charged other residential customers for 400 calls.

CALL PLAN 400 EXTENDED

1. No additional charge applies for local calls up to the 400 call allowance per month. For this plan only, local calling consists of local calls and all points classified as zone calling. (C)
2. This call allowance is applied per access line, per month. If a customer has more than one Call Plan 400 extended access line at the same location and the access lines are consolidated for billing purposes, the allowable calls shall be the aggregate of all access lines regardless of the access line from which the call originated. Unused calls, or calls over the allowance on any access line, may not be carried over to another month.

Issued under authority of 1991 PA 179 as amended

Issued: October 10, 2001

Effective: October 11, 2001

[SA TA - 2000](#)

By Robin M. Gleason, Vice President - State Regulatory
Detroit, Michigan

MICHIGAN BELL
TELEPHONE COMPANY
TARIFF M.P.S.C. NO. 20R

Ameritech

Tariff

PART 4

SECTION 2

1st Revised Sheet No. 4.2

Cancels

Original Sheet No. 4.2

PART 4 - Exchange Access Services
SECTION 2 - Exchange Lines and Usage

MESSAGE ALLOWANCES AND LOCAL MESSAGE CHARGES: RESIDENCE SERVICE

LOCAL CALLING PLANS (cont'd)

CALL PLAN 400 EXTENDED (cont'd)

3. The Flat Rate 400 Extended Service Plan includes calls currently classified as zone. See Part 4 Section 1, Sheet 23.1 through Sheet 23.24 of this Tariff for a list of the applicable exchanges. (C)
4. The Flat Rate 400 Extended Service is available only to customers for whom Ameritech is the primary toll carrier for intraLATA toll calls. (C)
5. Each local call in excess of this allowance is billed at: \$.10. (C)

CALL PLAN UNLIMITED ^{/1/}

(C)

The monthly rate for Flat Rate Unlimited residence service entitled the customer to unlimited local outgoing calls per month without additional charge. Usage under any of the above optional plans cannot be aggregated with this plan.

/1/ Beginning 10/11/01 and completing 10/31/01, all local toll calls to adjacent exchanges will be billed as local calls as specified in Part 4, Section 2 of this tariff.

Issued under authority of 1991 PA 179 as amended

Issued: October 10, 2001

Effective: October 11, 2001

[SA TA - 2000](#)

By Robin M. Gleason, Vice President - State Regulatory
Detroit, Michigan

MICHIGAN BELL
TELEPHONE COMPANY
TARIFF M.P.S.C. NO. 20R

AT&T
Tariff

PART 4

SECTION 2

9th Revised Sheet No. 5

Cancels

PART 4 - Exchange Access Services

SECTION 2 - Exchange Lines and Usage

8th Revised Sheet No. 5

MESSAGE ALLOWANCES AND LOCAL MESSAGE CHARGES: BUSINESS SERVICE**A. Business Measured Service**

1. Each call within the Local Calling Area is billed at: \$.11 (I)

Rural Zone Charges

A Rural Zone Charge is applicable on Individual Line or Two Party services provided outside a base rate area or locality rate area, and is in addition to the base rate for the service provided.

Description /Billing Code/	Monthly Price
Individual Line	\$1.69
Two Party Line	1.34

Issued under authority of 1991 PA 179 as amended.

Issued: February 28, 2006

Effective: March 1, 2006

By Robin M. Gleason, Vice President - State Regulatory
Detroit, Michigan

MICHIGAN BELL
TELEPHONE COMPANY
TARIFF M.P.S.C. NO. 20R

Ameritech

PART 4

SECTION 2

Tariff

1st Revised Sheet No. 35

Cancels

PART 4 - Exchange Access Services
SECTION 2 - Exchange Lines And Usage

Original Sheet No. 35

ACCESS AREAS (C)

CLASSIFICATION OF EXCHANGES BY ACCESS AREAS (C)

Each exchange zone is classified into one of several Access Areas for the purposes of applying rates for basic local exchange telecommunications service. (C)

The Access Area classification is determined by access lines per square mile in each particular exchange. (C)

The density (access lines per square miles) for each Access Area is shown below: (C)

<u>Access Area</u>	<u>Access Lines/Square Mile</u>	(C)
A	Over 3600	
B	650 to 3600	
C	Less than 650	

The term "access lines" as used for access area grouping purposes refers to total network switched access lines, for both residence and business customers, and includes the following types of services:

Flat
Measured
FG-A
Coin
COCOTS
Centrex
PBX
WATS
ISDN
Official

Lines for the following types of services are not counted for access grouping purposes:

Private Lines
Dial terminals (stations) associated with PBX systems
Cellular
Paging

(C)

Issued under authority of M.P.S.C. Order dated May 10, 1996

Case No. U-11039

Issued: June 7, 1996

Effective: June 10, 1996

By Gail F. Torreano, Vice President - State and Federal Government
Detroit, Michigan