AT&T Small Business Service Agreement

Product and Service Specific Terms

AT&T reserves the right to, from time-to-time, withdraws Services provided under this Agreement upon Notice to Customer. AT&T also reserves the right to, from time-to-time, add Services available under this Agreement or to otherwise modify the incorporated Service Guide(s), and notice of such an addition or modification will be made via posting to the website att.com/sbs.

Products and Service Available under this agreement are:

AT&T Smart Business Suite……..Page 2 - 8

- AT&T SBS Business in a Box® - High Speed Internet Basic
- AT&T SBS Business in a Box® - High Speed Internet Enhanced
- AT&T SBS IP Flexible Reach and AT&T Business in a Box® Basic
- AT&T SBS IP Flexible Reach and AT&T Business in a Box® Enhanced

AT&T Business in a Box® – High Speed Internet……...Page 9 - 12

IP Flexible Reach and AT&T Business in a Box® ……..Page 9 - 12

IP Flexible Reach and AT&T Business in a Box® area plan……Page 9 – 12

AT&T Tech Support 360SM ……....Page 13 - 14

AT&T Web Hosting ……..Page 15 - 16

AT&T Managed Internet Service (MIS)……Page 17 - 19

AT&T Mobility Services……..Page 20

AT&T U-verse High Speed Internet – Business Edition……Page 21 - 22

AT&T High Speed Internet Direct Business Edition……..Page 23 - 24

AT&T Long Distance Toll Free Service……..Page 25

AT&T Toll Free Advanced Features……Page 26 - 27

© 2012 AT&T Intellectual Property. All rights reserved. AT&T, the AT&T logo and all other marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies.
Version: 06112012

AT&T Smart Business Suite

AT&T Smart Business Suite ("Service") package options and prices are described in the chart below. Each package has Service Components, including, but not limited to, Business Local Service and Mobility Services. The Service Components for each package are detailed in the Service Publication, provided at the link in the chart below. (The Business Local Calling Service Component is the AT&T Business Local Calling Assurance℠ which is provided pursuant to tariffs filed with each State's Public Utilities Commission, and, where applicable, in a States' Price List or Guidebook. The Service Publication site shown below provides a link to the relevant Tariffs, Price Lists and Guidebooks.).

Customer must maintain all Service Components of the subscribed-to package for the duration of any Term. Disconnecting or otherwise cancelling a Service Component may constitute termination of the Service, and Customer will be liable for the Early Termination Fee as further specified in Section 4 below. AT&T will periodically monitor Customer's account to verify compliance with this requirement.

1. Products and Pricing

Package Available*	Speed	Underlying Transport	Price During Initial and Renewal Term**	Service Publication Site
AT&T SBS Business in a Box - High Speed Internet Basic^	3 or 6 Meg	HSI	Monthly Recurring Charge: $275	http://serviceguidenew.att.com/SBS
	3 or 6 Meg	Uverse	Monthly Recurring Charge: $275	
	12 Meg	Uverse	Monthly Recurring Charge $285	
	18 Meg	Uverse	Monthly Recurring Charge $315	
	24 Meg	Uverse	Monthly Recurring Charge $325	
AT&T SBS Business in a Box - High Speed Internet Enhanced ^	3 or 6 Meg	HSI	Monthly Recurring Charge: $325	
	3 or 6 Meg	Uverse	Monthly Recurring Charge: $325	
	12 Meg	Uverse	Monthly Recurring Charge $335	
	18 Meg	Uverse	Monthly Recurring Charge $365	
	24 Meg	Uverse	Monthly Recurring Charge $375	
AT&T SBS IP Flexible Reach and Business in a Box Basic ^	Monthly Recurring Charge: $535			http://serviceguidenew.att.com/SBS
AT&T SBS IP Flexible Reach and Business in a Box Enhanced ^	Monthly Recurring Charge $610			

© 2012 AT&T Intellectual Property. All rights reserved. AT&T, the AT&T logo and all other marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies.

AT&T SBS IP Flexible Reach and AT&T Business in a Box Basic ® - area plan^^	Monthly Recurring Charge $850	
AT&T SBS IP Flexible Reach and AT&T Business in a Box Enhanced ® – area plan^^	Monthly Recurring Charge $950	
"Bolt-Ons" **	**Price***	
Seats*	Monthly Recurring charge: Premium $50.00 per seat; Standard $45.00 per seat	http://serviceguidenew.att.com/SBS
Concurrent Calls*	Monthly Recurring Charge: $37.80 per Concurrent Calls for AT&T SBS IP Flexible Reach and Business in a Box Basic & Enhanced.	
	Monthly Recurring Charge: $30.00 per Concurrent Calls for AT&T SBS IP Flexible Reach and Business in a Box Basic & Enhanced- area plan.	
Mobility Services*	Eligible*** Rate Plans will receive the following discount: 20% per CRU 15% per IRU	

Promotional pricing may be available based on customer eligibility.
*All current or future taxes, surcharges, fees, shipping charges, and any similar charges specified or allowed by any governmental entity are in addition to the prices shown
** Must be associated with the package subscribed to for a specific Customer location.
***The current list of eligible Mobility Rate Plans is provided at the Service Publication link specified above
^ Available in the areas in the following 22 states where AT&T serves as the ILEC (incumbent local exchange company): Alabama, Arkansas, California, Connecticut, Florida, Georgia, Illinois, Indiana, Louisiana, Kansas, Kentucky, Michigan, Mississippi, Missouri, Nevada, North Carolina, Ohio, Oklahoma, South Carolina, Tennessee, Texas, Wisconsin.
^^ Available in areas outside the 22 states where AT&T serves as the CLEC.

2. PRODUCT TERM AND TERMINATION

"Term"	Period of Term	Term Start Date
"Initial Term"	2 Years	The Initial Term commences on the date in which all Service Components are installed ("Term Start Date").
"***Renewal Term***"	2 Years	***Upon expiration of the Initial Term, this Agreement will renew for a Renewal Term of two (2) years, unless either Party notifies the other no less than sixty (60) days* prior to the expiration of the Party's intent to allow the Agreement to expire.*** ****In Wisconsin, the party shall provide notification no less than thirty (30) days prior to the expiration of the Party's intent to allow the Agreement to expire.***

© 2012 AT&T Intellectual Property. All rights reserved. AT&T, the AT&T logo and all other marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies.

Service Components may be installed prior to the Term Start Date ("Ramp-Up Period"), and during the Ramp-Up period customer will be liable for the Service Component charges from the date of the installation of the Service Component, the usage charges incurred, and all associated taxes, surcharges and fees.

3. **Withdrawal of Services.** AT&T may discontinue offering or providing the Service or a Service Component to Customer upon thirty (30) days written notice or as required under applicable law or regulation and in any event only where AT&T generally discontinues providing the Service or a Service Component to similarly-situated customers. AT&T will use commercially reasonable practices in determining the timing of a Service or Service Component withdrawal.
4. **Early Termination Fee. Except as described in Section 5 below**, If Customer, cancels or otherwise discontinues the Service prior to the expiration of the Initial Term or Renewal Term, Customer is liable for an Early Termination Fee equal to 50% of the monthly recurring charges for the Service at the time of the termination, times the number of months remaining in the then in-effect Term plus, if applicable, the Customer will also be liable for reimbursement of any one- time credits or payments. Customer must maintain all Service Components at all times during a Term, disconnecting or otherwise cancelling a Service Component prior to the expiration of the Term may constitute early termination of the Service, and Customer will be liable for the Early Termination Fee. If applicable, Customer will also be liable for the Early Termination Fee or Cancellation Fee associated with a disconnected Bolt-On service. In addition to any applicable Early Termination Fee, if Customer cancels or otherwise disconnects a Mobility Service Bolt-On, Customer is liable for a Cancellation Fee for that Bolt-On; the Cancellation Fee is described under Section 6.
    a. **Mobility Device Upgrade Impact**. If Customer terminates the Service prior to the expiration of the Initial or Renewal Term, and concurrently decides to subscribe to Mobility services then: i) Customer may retain its Mobility telephone numbers and devices, and will be bound by the then in-effect terms and conditions for the AT&T Mobile Business Agreement, (as further described in Section 6 below); and, ii) the term for that Mobility arrangement will commence on the date the Service is terminated; and, iii) if Customer had upgraded its Mobility device(s) during the terminated Initial or Renewal Term and subsequently terminates the subscribed-to AT&T Mobile Business agreement prior to 2 years after the upgrade of the device(s), then Customer is liable for a cancellation fee as follows: If the mobility device upgrade includes the purchase of certain specified equipment on or after June 1, 2010, the cancellation fee will be $325 minus $10 for each full month that has expired on that Agreement. (For a complete list of the specified equipment check att.com/equipmentETF.) Otherwise, the cancellation fee will be $150 minus $4 for each full month that has expired on that Agreement. Notwithstanding the foregoing, for mobility device upgrades including equipment purchased prior to June 1, 2010, the cancellation fee will be $175 minus $5 for each full month that has expired on that Agreement.
5. **30-Day Satisfaction Guarantee.** If within 30 days of the Initial Term Start Date Customer is not satisfied with the Service for any reason, Customer may disconnect the Service without an Early Termination Fee, provided, the order for disconnecting the Service is effective no later than the 30th calendar day after the Initial Term Start Date. To take advantage of this Satisfaction Guarantee, Customer must contact AT&T in a manner acceptable to AT&T to place the order of disconnect. Customer will be liable for all usage charges and any 3rd Party charges incurred prior to the disconnection of the Service as well as all associated taxes, surcharges and fees. The Buyer's Remorse provisions regarding your Mobility Device are not modified by this Section. The applicable provisions for the Mobility Device Buyer's Remorse period are provided in the applicable Mobility Service Guide.

© 2012 AT&T Intellectual Property. All rights reserved. AT&T, the AT&T logo and all other marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies.

6. AT&T Smart Business Suite Mobility Services

a. **"Mobility Services"** means the AT&T Mobile Services, Equipment, Optional Programs and Supplemental Services provided by AT&T under this Agreement. "Mobility Services" has the same meaning as "Services" for purposes of the AT&T Mobile Services Service Guide. Only Customer and its current W-2 employees and/or individuals who receive a K-1 form from Customer (collectively, "Employees") are eligible to receive Mobility Services under this Agreement. Employees receive Mobility Services either (a) under Customer's account ("Corporate Responsibility Users" or "CRUs"), or (b) under individual accounts in accordance with the Sponsorship Program described in the AT&T Mobile Services Service Guide ("Individual Responsibility Users" or "IRUs"; collectively with CRUs, "End Users").

b. **Additional Definitions:** Capitalized terms used in, but not defined in, this Agreement with regard to the Mobility Services have the meanings set forth in the AT&T Mobile Services Service Guide.

c. **Plans; Sales Information.** The pricing, terms and conditions of the Mobility Services depend upon the Plan, feature, promotion or other offer selected by Customer and/or its End Users. A list of available Plans is provided at att.com/sbs. Customer and its End Users must qualify for the chosen Plan, feature, promotion or other Mobility Services offer. If End Users lose their eligibility for a particular Plan, AT&T may change their Plan to one for which they qualify. Customer is subject to the terms and conditions set forth in the Enterprise Customers: Additional Service and Equipment Related Terms found at att.com/abs-addtl-terms; as well as product-specific pricing and/or additional product-specific terms and conditions set forth in (i) separate product briefs and rate brochures, (ii) at att.com/abs-addtl-terms or wireless.att.com/businesscenter (or such other site that AT&T may designate), and/or (iii) in other AT&T marketing materials. Such Enterprise Customers: Additional Service and Equipment Related Terms and other online and printed product materials are referred to collectively in this Agreement as "Sales Information" and incorporated herein by reference.

d. **Business Plans:** AT&T will, from time-to-time, provide Mobility Services under certain Plans designated as Business Plans (such Plans referred to here as "Plans" or "Business Plans"). All Business Plans will be available to Customer and its Corporate Responsibility Users ("CRUs"), but only select Business Plans (identified as such) will be available to Individual Responsibility Users ("IRUs"). If Customer or its CRUs select a Business Plan, Customer will be bound by the rates, terms and conditions in the AT&T Mobile Services Service Guide for such Business Plan. If an IRU selects a Business Plan, the IRU will be bound by the rates, terms and conditions in the Sales Information for such Business Plan.

e. **Prohibited Uses.** In addition to the termination provisions set forth in this Agreement, the termination provisions in the Sales Information apply to Consumer Offers purchased by CRUs and the following termination provision applies with respect to CRUs' use of the Business Plans. Prohibited Uses are set forth in the Business Plan section of the AT&T Mobile Services Service Guide. If a CRU fails to comply with the Offnet Usage restrictions, AT&T may, at its option, terminate the CRU's Mobility Services, deny access to Mobility Services, deny the CRU continued use of other carriers' coverage, or change the CRU's Business Plan (*e.g.,* to one that imposes usage charges for Offnet Usage). AT&T will provide notice that it intends to take any of the above actions, and, unless AT&T has already done so, Customer may terminate the CRU's Mobility Services. In addition, AT&T reserves the right to (i) deny, disconnect, modify an/or terminate Mobility Services, without notice, to any CRU who it believes is using the Mobility Services in any

© 2012 AT&T Intellectual Property. All rights reserved. AT&T, the AT&T logo and all other marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies.

manner prohibited or whose usage adversely impacts its wireless network or service levels or hinders access to its wireless network, including without limitation, after a significant period of inactivity or after sessions of excessive usage, and (ii) otherwise protect its wireless network from harm, compromised capacity or degradation in performance, which may impact legitimate data flows. A failure by AT&T to take action in the event of a violation of the intended purposes and terms and conditions of use of its Wireless Data Service shall not be construed as a waiver of AT&T's right to enforce them. Customer will be assessed any applicable Cancellation Fees as a result of any termination by AT&T or Customer pursuant to this Section.

f. **Other Services:** Subject to Section 6.h below regarding Optional Programs, rates, terms and conditions for all other Mobility Services are not stabilized under this Agreement or otherwise (collectively, 'Consumer Offers'), are set forth in the Sales Information. Customer will be bound by the rates, terms and conditions in the Sales Information for any Consumer Offer that Customer or its CRUs select. An IRU will be bound by the rates, terms and conditions in the Sales Information for any Consumer Offer the IRU selects. Any provisions contained in the Sales Information for a Consumer Offer that, by their terms, are to exist for a specified period of time, will survive any termination or expiration of this Agreement for that specified period of time.

g. **Regulatory Cost Recovery Charge.** In addition to applicable charges, taxes, surcharges, recovery fees, shipping charges and other similar charges described in this Agreement, AT&T may assess and Customer will pay a Regulatory Cost Recovery Charge, which is a monthly charge on each CRU (which may vary depending on the CRU's locale) that is assessed and collected by AT&T to defray AT&T's costs in complying with obligations and charges imposed by state and federal telecom regulations. This fee is not a tax or government required charge. AT&T may change the Regulatory Cost Recovery Charge without notice unless the change would result in the charge exceeding $1.25 per month per CRU.

h. **Optional Programs**: From time to time, AT&T may offer Optional Programs. The rates, terms and conditions for such Optional Programs, which are not stabilized and may be changed without notice, will be in the "Optional Programs, Services, Equipment and Programs" section of the AT&T Mobile Services Service Guide and in any corresponding Sales Information. If Customer receives the benefit of an Optional Program, Customer will be bound by the rates, terms and conditions for such Optional Program.

i. **Upon Termination of the Service.** In the event Customer terminates the Service prior to the expiration of the then in-effect Initial Term or Renewal Term, and Customer elects to maintain Mobility service and its Mobility telephone number(s), then Customer's service will be converted to the AT&T Mobile Business Agreement and Customer hereby agrees to the terms and conditions of the AT&T Mobile Business Agreement which are provided at att.com/amb, as modified by the terms in Section j below. The AT&T Mobile Business Agreement term commences on the date the Service is terminated and Customer maintains their Mobility telephone number(s), and will continue for a period of 2 years.

j. **AT&T Small Business Service Agreement Service Discount.** Eligible Rate Plans will receive the discount as specified in "Mobility Services" discounts set forth in Section 1 "AT&T Smart Business Suite" The Service Discount is available only when Customer has and maintains a minimum of five separate End Users receiving Mobility Service in AT&T Markets, of which at least one is a CRU (the "Discounting Minimum"). AT&T will monitor the number of End Users and CRUs associated with the Agreement once each month. When Customer meets the Discounting Minimum, AT&T will apply the Service Discount with respect to Customer's qualified End Users, as

© 2012 AT&T Intellectual Property. All rights reserved. AT&T, the AT&T logo and all other marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies.

described below, within thirty days from the date of AT&T's monthly monitoring; provided, however, that (a) it may take up to two billing cycles from the date of AT&T's monthly monitoring for the Service Discount to appear on qualified End Users' invoices, and (b) the Service Discount will not be applied retroactively. When Customer does not meet the Discounting Minimum, AT&T may immediately discontinue providing the Service Discount with respect to Customer's qualified End Users. To qualify for application of the Service Discount, Customer's End Users must be active on eligible Plan(s) with a monthly service charge (i.e., the set access fee charged monthly for use of a particular plan, or "MSC") of $30 or higher (each, a "Qualifying Plan"). AT&T will apply the Service Discount only to the MSC of each eligible End User's Qualifying Plan(s) and not to any other charges of any kind (including, without limitation, charges for any other Plans or features). AT&T may restrict certain Plans or certain other discount programs from qualifying for the Service Discount and will advise Customer when such restrictions apply. For discounts on Standalone Mobility purchases, see AT&T Mobility Services section.

k. **Mobility Device Upgrade.** The Mobility Device Upgrade Impacts set forth in Section 4.a. do not apply if during the term of the AT&T Small Business Service agreement Customer upgrades its Mobility device(s); customer must retain the Mobility service plan for not less than 2 years to avoid a cancellation fee.

l. **AT&T Small Business Service Agreement Cancellation Fee. The cancellation fee stated in Section 4 above does not apply to the AT&T Small Business Service Agreement. The Cancellation Fee under the AT&T Small Business Service Agreement is as follows:** For each CRU that is terminated from Service more than 30 days after activation but prior to the expiration of the applicable one-year or two-year CRU Term, Customer agrees to pay AT&T with respect to each device identifier or Number assigned to such CRU, in addition to all other amounts owed, a Cancellation Fee in the amount specified below ("Cancellation Fee"). If the CRU Term includes the purchase of certain specified Equipment on or after June 1, 2010, the Cancellation Fee will be $325 minus $10 for each full month toward the CRU Term that the CRU completes. (For a complete list of the specified Equipment, check att.com/equipmentETF. Otherwise, the Cancellation Fee will be $150 minus $4 for each full month toward the CRU Term that the CRU completes. Notwithstanding the foregoing, for CRU Terms including Equipment purchased prior to June 1, 2010, the Cancellation Fee will be $175 minus $5 for each full month toward the CRU Term that the CRU completes. The Cancellation Fee is not a penalty, but rather a charge to compensate AT&T for Customer's failure to satisfy the CRU Term. For the avoidance of doubt, Customer will not pay any Cancellation Fee(s) for CRUs on a zero-year CRU Term. Customer acknowledges and agrees that porting a CRU's Number to a non-AT&T service provider before the end of the applicable CRU Term constitutes a termination subject to the Cancellation Fee. Customer may terminate a CRU's AT&T Mobile Services within the first 30 days after activation without incurring a Cancellation Fee, but equipment restocking or other fees may apply. Customer should refer to AT&T's returns policy at wireless.att.com/cell-phone-service/legal/return-policy.jsp, or such other site as AT&T may designate from time to time, for additional details.

7. **E911 Access with Voice over IP Service. YOU HEREBY ACKNOWLEDGE YOUR UNDERSTANDING AND YOU AGREE TO THE LIMITATIONS OF ACCESS TO E911 WHEN USING VOICE OVER IP SERVICE, AND YOU UNDERSTAND THAT ACCESS TO E911 FROM A VOICE OVER IP SERVICE, AND ACCESS TO E911 WHEN ORIGINATING THE CALL FROM TRADITIONAL WIRELINE SERVICE MAY BE DIFFERENT. THE**

© 2012 AT&T Intellectual Property. All rights reserved. AT&T, the AT&T logo and all other marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies.

DIFFERENCES ARE FURTHER DESCRIBED IN THE DOCUMENT TITLED "E911 Access and your Business Voice over IP Service", WHICH IS PROVIDED AT att.com/sbs.

a. The following are FCC notice/record retention/warning sticker requirements for interconnected VoIP, found at gpo.gov/fdsys/pkg/CFR-2009-title47-vol1/pdf/CFR-2009-title47-vol1-part9.pdf

i. *Customer Notification.* Each interconnected VoIP service provider shall:

1. Specifically advise every subscriber, both new and existing, prominently and in plain language, of the circumstances under which E911 service may not be available through the interconnected VoIP service or may be in some way limited by comparison to traditional E911 service. Such circumstances include, but are not limited to, relocation of the end user's IP compatible CPE, use by the end user of a non-native telephone number, broadband connection failure, loss of electrical power, and delays that may occur in making a Registered Location available in or through the ALI database;
2. Obtain and keep a record of affirmative acknowledgement by every subscriber, both new and existing, of having received and understood the advisory described in paragraph (e)(1) of this section; and
3. Distribute to its existing subscribers warning stickers or other appropriate labels warning subscribers if E911 service may be limited or not available and instructing the subscriber to place them on or near the equipment used in conjunction with the interconnected VoIP service. Each interconnected VoIP provider shall distribute such warning stickers or other appropriate labels to each new subscriber prior to the initiation of that subscriber's service.

8. Billing: AT&T will bill Customer for the Service on a monthly basis via an electronic bill, and Customer agrees to such electronic billing, and further agrees such invoice method is reasonable. Customer may request a paper copy of its billing statement, and AT&T agrees to provide a paper copy for a fee (Optional Media) of $7.95. AT&T reserves the right to modify the charge for providing a paper copy or a copy in any other media form upon Notice to Customer.

Balance of page intentionally blank

© 2012 AT&T Intellectual Property. All rights reserved. AT&T, the AT&T logo and all other marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies.

Mini-Packages and Standalone Services

AT&T Business in a Box® – High Speed Internet

IP Flexible Reach and AT&T Business in a Box®

IP Flexible Reach and AT&T Business in a Box® area plan

For the three offers listed above, the package options and prices are described in the chart below. Each package has Service Components, including, but not limited to, AT&T Business Voice over IP, Underlying Transport of either AT&T U-verse High Speed Internet Basic – Business Edition (referred to in chart below as "Uverse"), AT&T High Speed Internet (referred to in chart below as HSI) , or AT&T Managed Internet Service (noted in chart below as MIS). Business Local Calling Service is applicable to AT&T Business in a Box® – High Speed Internet (3/6Meg with DSL), and to IP Flexible Reach and AT&T Business in a Box ®.

The Service Components for each package and any relevant terms and conditions that apply to a specific Service Component are provided in the Service Publication at the link in the chart below. (The Business Local Calling Service Component is the AT&T Business Local Calling Assurance℠ which is provided by AT&T under the telecommunications rules and regulations of the State in which the service is installed.

The table below provides a link to the relevant Service Publication for each service component.

Customer must maintain all Service Components of the subscribed-to package for the duration of any Term. Disconnecting or otherwise cancelling a Service Component may constitute termination of the Service, and Customer will be liable for the applicable Early Termination Fee (see Section 4 below).

1. **Products and Pricing**

Package Available*	Speed	Underlying Transport	Price During Initial and Renewal Term**	Service Publication Site
AT&T Business in a Box® – High Speed Internet ****	**3 or 6 Meg**	HSI	Monthly Recurring Charge $100	http://serviceguidenew.att.com/SBS
AT&T Business in a Box® – High Speed Internet ****	**3 or 6 Meg**	Uverse	Monthly Recurring Charge: $100	
AT&T Business in a Box® – High Speed Internet ****	**12 Meg**	Uverse	Monthly Recurring Charge: $110	
AT&T Business in a Box® – High Speed Internet ****	**18 Meg**	Uverse	Monthly Recurring Charge: $140	
AT&T Business in a Box® – High Speed Internet ****	**24 Meg**	Uverse	Monthly Recurring Charge: $150	

© 2012 AT&T Intellectual Property. All rights reserved. AT&T, the AT&T logo and all other marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies.

IP Flexible Reach and AT&T Business in a Box®****	MIS	Monthly Recurring Charge: $475	
IP Flexible Reach and AT&T Business in a Box® - area plan^	MIS	Monthly Recurring Charge: $770	
"Bolt-Ons" *	**Price****		
Seats*	Monthly Recurring Charge: Premium $50.00 per seat; Standard $45.00 per seat		http://serviceguidenew.att.com/SBS
Concurrent Calls*	Monthly Recurring Charge: $35.00 per Concurrent Call for AT&T SBS IP Flexible Reach and Business in a Box Basic & Enhanced.		
	Monthly Recurring Charge: $30.00 per Concurrent Call for AT&T SBS IP Flexible Reach and Business in a Box Basic & Enhanced-area plan		

*Promotional pricing may be available based on customer and qualifying product eligibility.
**All current or future taxes, surcharges, fees, shipping charges, and any similar charges specified or allowed by any governmental entity are in addition to the prices shown
*** Must be associated with the package subscribed to for a specific Customer location.
****Available in the areas in the following 22 states where AT&T serves as the ILEC (incumbent local exchange company): Alabama, Arkansas, California, Connecticut, Florida, Georgia, Illinois, Indiana, Louisiana, Kansas, Kentucky, Michigan, Mississippi, Missouri, Nevada, North Carolina, Ohio, Oklahoma, South Carolina, Tennessee, Texas, Wisconsin.
^ Available in areas outside the 22 states where AT&T serves as the CLEC.

2. PRODUCT TERM AND TERMINATION

"Term"	Period of Term	Term Start Date
"Initial Term"	2 Years	The Initial Term commences on the date in which all Service Components are installed ("Term Start Date").
"Renewal Term"	***2 Years***	***Upon expiration of the Initial Term, this Agreement will renew for a Renewal Term of two (2) years, unless either Party notifies the other no less than sixty (60) days* prior to the expiration of the Party's intent to allow the Agreement to expire.*** ****In Wisconsin, the party shall provide notification no less than thirty (30) days prior to the expiration of the Party's intent to allow the Agreement to expire.***

Some Service Components may be installed prior to the Term Start Date ("Ramp-Up Period"), and during the Ramp-Up period customer will be liable for the Service Component charges from the date of the installation of the Service Component, the usage charges incurred, and all associated taxes, surcharges and fees.

© 2012 AT&T Intellectual Property. All rights reserved. AT&T, the AT&T logo and all other marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies.

3. **Withdrawal of Services.** AT&T may discontinue offering or providing the Service or a Service Component to Customer upon thirty (30) days written notice or as required under applicable law or regulation and in any event only where AT&T generally discontinues providing the Service or a Service Component to similarly-situated customers. AT&T will use commercially reasonable practices in determining the timing of a Service or Service Component withdrawal.
4. **Early Termination Fee. Except as described in Section 5 below**, If Customer, cancels or otherwise discontinues the Service prior to the expiration of the Initial Term or Renewal Term, Customer is liable for an Early Termination Fee equal to 50% of the monthly recurring charges for the Service at the time of the termination, times the number of months remaining in the then in-effect Term plus, if applicable, the Customer will also be liable for reimbursement of any one- time credits or payments. Customer must maintain all Service Components at all times during a Term, disconnecting or otherwise cancelling a Service Component prior to the expiration of the Term may constitute early termination of the Service, and Customer will be liable for the Early Termination Fee. If applicable, Customer will also be liable for the Early Termination Fee or Cancellation Fee associated with a disconnected Bolt-On service.
5. **30-Day Satisfaction Guarantee.** If within 30 days of the Initial Term Start Date Customer is not satisfied with the Service for any reason, Customer may disconnect the Service without an Early Termination Fee, provided, the order for disconnecting the Service is effective no later than the 30th calendar day after the Initial Term Start Date. To take advantage of this Satisfaction Guarantee, Customer must contact AT&T in a manner acceptable to AT&T to place the order of disconnect. Customer will be liable for all usage charges and any 3rd Party charges incurred prior to the disconnection of the Service as well as all associated taxes, surcharges and fees.
6. **E911 Access with Voice over IP Service. YOU HEREBY ACKNOWLEDGE YOUR UNDERSTANDING AND YOU AGREE TO THE LIMITATIONS OF ACCESS TO E911 WHEN USING VOICE OVER IP SERVICE, AND YOU UNDERSTAND THAT ACCESS TO E911 FROM A VOICE OVER IP SERVICE, AND ACCESS TO E911 WHEN ORIGINATING THE CALL FROM TRADITIONAL WIRELINE SERVICE MAY BE DIFFERENT. THE DIFFERENCES ARE FURTHER DESCRIBED IN THE DOCUMENT TITLED "E911 Access and your Business Voice over IP Service", WHICH IS PROVIDED AT att.com/sbs ..**
    a. The following are FCC notice/record retention/warning sticker requirements for interconnected VoIP, found at gpo.gov/fdsys/pkg/CFR-2009-title47-vol1/pdf/CFR-2009-title47-vol1-part9.pdf
        i. *Customer Notification.* Each interconnected VoIP service provider shall:
            1. Specifically advise every subscriber, both new and existing, prominently and in plain language, of the circumstances under which E911 service may not be available through the interconnected VoIP service or may be in some way limited by comparison to traditional E911 service. Such circumstances include, but are not limited to, relocation of the end user's IP compatible CPE, use by the end user of a non-native telephone number, broadband connection failure, loss of electrical power, and delays that may occur in making a Registered Location available in or through the ALI database;
            2. Obtain and keep a record of affirmative acknowledgement by every subscriber, both new and existing, of having received and understood the advisory described in paragraph (e)(1) of this section; and
            3. Distribute to its existing subscribers warning stickers or other appropriate labels warning subscribers if E911 service may be limited or not available and instructing the subscriber to place them on or near the equipment used in conjunction with the interconnected VoIP service. Each interconnected VoIP

© 2012 AT&T Intellectual Property. All rights reserved. AT&T, the AT&T logo and all other marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies.

provider shall distribute such warning stickers or other appropriate labels to each new subscriber prior to the initiation of that subscriber's service.

7. **Billing:** AT&T will bill Customer for the Service on a monthly basis via an electronic bill, and Customer agrees to such electronic billing, and further agrees such invoice method is reasonable. Customer may request a paper copy of its billing statement, and AT&T agrees to provide a paper copy for a fee (Optional Media) of $7.95. AT&T reserves the right to modify the charge for providing a paper copy or a copy in any other media form upon Notice to Customer.

For additional terms and further descriptions of AT&T Business Voice over IP (BVoIP) Services go to BVOIP Service Guide.

Balance of page intentionally blank

© 2012 AT&T Intellectual Property. All rights reserved. AT&T, the AT&T logo and all other marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies.

AT&T Tech Support 360SM

These Terms, including the AT&T Tech Support 360SM Terms of Service referenced herein, constitute the contract between you and AT&T Corp. regarding your access to and use of the AT&T Tech Support 360 service— including all technical support, advice, servicing and software provided as part of the service (collectively, the "Service"). These Terms govern your purchase and use of the Service, whether purchased through a telephone agent, or via the Internet through the AT&T Tech Support 360 website located at https://tech360.att.com/ATT/home/index.asp, or by an on-site technician. By registering for or using the Service, you agree to these Terms.

The Service may also include remote computing or data storage capabilities, such as computer data storage, remote access to stored data, collaboration capabilities, and related services (collectively, "Backup and Go"). Please note that the term "Backup and Go", as used in these Terms, covers and includes both (i) the services referred to as Tech Support 360 Premium Plus and (ii) the Tech Support 360 Backup and Go family of services.

The Service does not include assistance with computer programming or development support. The Service is not a hardware or software warranty or repair service. AT&T will not fix or replace broken equipment as part of the Service.

1. **Product Eligibility.** Internet access required for remote access to service the computer.

2. **Products and Pricing**

Products and Services Available	Term	Monthly Recurring Charge	Non-Recurring Charge	Additional Product Information
Service Plans				
Tech Support 360 Advanced*	1, 2 or 3 Yr	$19.00		https://tech360.att.com/ATT/servicepackages.asp https://tech360.att.com/ATT/services/subscription-service-pkgs-mac.asp http://webhosting.att.com/website-solutions/sell-products.aspx
Tech Support 360 Premium*	1, 2 or 3 Yr	$24.00		
Tech Support 360 Premium Plus*	1, 2 or 3 Yr	$28.00		
Tech Support 360 Mac Premium*	1, 2 or 3 Yr	$24.00		
Tech Support 360 Mac Premium Plus*	1, 2 or 3 Yr	$28.00		
Tech Support 360 + Back Up Bundle*	1 or 2 Yr	$25.00		
Tech support 360 Advanced + Basic Unix Web Hosting*	1 or 2 Yr	$27.00		
Back up and GoSM Plans				
Backup & Go – Basic*	1, 2 or 3 Yr	$7.00		tech360.att.com/ATT/backupandgo.asp
Backup & Go - Premium*	1, 2 or 3 Yr	$10.00		
Backup & Go - Guests		$2.50		
Server Support				
Server Support – Enhanced	1 Yr	$119.00		https://tech360.att.com/ATT/services/server-assistance.asp
Server Support – Mobile Email	1 Yr	$199.00		
Help Desk**				
Help Desk 200 Minutes	1 Yr	$250.00		tech360.att.com/ATT/helpdesk.asp
Help Desk 450 Minutes	1 Yr	$485.00		
Help Desk 750 Minutes	1 Yr	$700.00		tech360.att.com/ATT/helpdesk.asp
Help Desk 200 Minutes	3 Yr	$230.00		
Help Desk 450 Minutes	3 Yr	$465.00		
Help Desk 750 Minutes	3 Yr	$680.00		

© 2012 AT&T Intellectual Property. All rights reserved. AT&T, the AT&T logo and all other marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies.

A-la-Carte				
Smart Phone Advanced Support			$99.00	tech360.att.com/ATT/onetimeservices.asp
Spyware & Virus Removal			$109.95	
PC Tune Up Plus			$139.95	
PC Optimization			$59.95	
Wireless Network Set up			$89.95	
PC Diagnostic			$39.95	
VDNA BIB HSI Training - 60min User			$99.00	
VDNA BIB HSI Training - 90min Admin/User			$149.00	
Smart Phone Quick Start Basic			$59.95	
BIB T1 Configuration			$99.00	
60 SmartMinutes			$99.00	
180 SmartMinutes			$265.00	
300 SmartMinutes			$420.00	
Windows 7 Upgrade Advisor			$25.95	
Windows 7 Training			$45.95	
Mac One-Time Services			$59.95	
PC One Time Services			$59.95	
Prices do not include taxes, surcharges, fees, shipping charges, and any similar charges specified or allowed by any governmental entity. *Subscription plans are per month/per computer. **Help Desk Minutes can be used across multiple designated (registered) desktop or laptop computers.				

3. **Terms and Conditions.** Your use of AT&T Tech Support 360 is subject to your acceptance of the AT&T Tech Support 360 Terms of Service posted at https://tech360.att.com/ATT/termsofservice.asp.

4. **Billing.** AT&T will bill Customer for the Service on a monthly basis via an electronic bill, and Customer agrees to such electronic billing, and further agrees such invoice method is reasonable. Customer may request a paper copy of its billing statement, and AT&T agrees to provide a paper copy for a fee (Optional Media) of $7.95. AT&T reserves the right to modify the charge for providing a paper copy or a copy in any other media form upon Notice to Customer.

© 2012 AT&T Intellectual Property. All rights reserved. AT&T, the AT&T logo and all other marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies.

AT&T Web Hosting[SM] – Shared Hosting

Effective 05/21/12, no new AT&T Mobile Web Hosting Services are available for purchase under this Agreement. Existing users may continue to use the Service until the expiration of the term, or until Customer is migrated to a new service.

Subscription to AT&T Web Hosting Products and Services, you must comply with the "Acceptable Use Policy," as updated from time to time by AT&T, which can be viewed at www.corp.att.com/aup. If you purchase or transfer a domain name through AT&T you must comply with the "Domain Name Registration Agreement", as updated from time to time by AT&T, which can be viewed at http://webhosting.att.com/Domain-Name-Registration-Agreement.aspx. **PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY. BY SUBMITTING SUBSCRIBER INFORMATION, REGISTERING, AND ACTIVATING THE WEB HOSTING ACCOUNT, YOU ARE AGREEING TO BE BOUND BY AND ARE BECOMING A PARTY TO, THIS AGREEMENT. IF YOU DO NOT ACCEPT AND AGREE TO ALL THE TERMS AND CONDITIONS OF THIS AGREEMENT, DO NOT SUBMIT THE SUBSCRIBER INFORMATION OR ACTIVATE THE WEB HOSTING ACCOUNT.**

1. Products and Pricing

Products and Services Available*	Term	Monthly Recurring Charge**	Non-Recurring Charge**	Additional Product Information
Service Plans* **				webhosting.att.com/website-solutions/web-hosting-services.aspx
Shared Web Hosting Basic	Monthly	$11.00	$25.00	
Shared Web Hosting Enhanced	Monthly	$18.00	$25.00	
Shared Web Hosting Premium	Monthly	$28.00	$25.00	
Products and Services Available*		**Annual Recurring Charge****	**Non-Recurring Charge****	**Additional Product Information**
Domain Registration				webhosting.att.com/email-solutions.aspx
Domain Registration	2 Yr	$9.00/year		
Domain Parking Plan	2 Yr	$9.00/year		
Domain Parking Set Up	N/A		$7.00	
Products and Services Available*		**Monthly Recurring Charge****	**Non-Recurring Charge****	**Additional Product Information**
ShopSite eCommerce				webhosting.att.com/website-solutions/sell-products.aspx
ShopSite eCommerce Starter	Monthly	$9.00		
ShopSite eCommerce Manager	Monthly	$25.00		
ShopSite eCommerce Pro	Monthly	$45.00		
Products and Services Available*		**Monthly Recurring Charge****	**Non-Recurring Charge****	**Additional Product Information**
E-Commerce* **				http://webhosting.att.com/website-solutions/sell-products.aspx
Hosting and E-Commerce Bundle	1 Yr	$39.00		

© 2012 AT&T Intellectual Property. All rights reserved. AT&T, the AT&T logo and all other marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies.

Products and Services Available*		Monthly Recurring Charge**	Non-Recurring Charge**	Additional Product Information
Mobile Web Hosting* **				http://webhosting.att.com/website-solutions/mobile-web.aspx **Effective 05/21/12, no new AT&T Mobile Web Hosting Services are available for purchase under this Agreement. Existing users may continue to use the Service until the expiration of the term, or until Customer is migrated to a new service.**
Mobile Website Hosting Basic	Monthly	$13.00		
Mobile Website Hosting Enhanced	Monthly	$17.00		
Mobile Website Hosting Premium	Monthly	$25.00		
Mobile Website Hosting Basic	1 Yr	$12.00		
Mobile Website Hosting Enhanced	1 Yr	$15.00		
Mobile Website Hosting Premium	1 Yr	$22.00		
Products and Services Available*		**Monthly Recurring Charge****	**Non-Recurring Charge****	**Additional Product Information**
Bundles				http://webhosting.att.com/website-solutions/sell-products.aspx https://tech360.att.com/ATT/servicepackages.asp
Adv TS360 + Basic Unix Host	1Yr	$27.00		
Adv TS360 + Basic Unix Host	2Yr	$27.00		

*Promotional pricing may be available based on customer's total purchases under this agreement and qualifying product eligibility.
**All current or future taxes, surcharges, fees, shipping charges, and any similar charges specified or allowed by any governmental entity are in addition to the prices shown
*** If applicable Account Holder will pay all fees due according to the prices and terms selected during the registration process, including overage fees, which are those fees that may be charged if an Account Holder utilizes resources in excess of the Account Holder´s plan limit ("Overage Fees").

2. Terms and Conditions. Please review the AT&T Web Hosting Terms & Conditions, as your use of this account is bound by these items. If you do not agree to the Terms & Conditions, you must not use your AT&T Web Hosting account and must cancel it immediately.

3. Billing. AT&T will bill Customer for the Service on a monthly basis via an electronic bill, and Customer agrees to such electronic billing, and further agrees such invoice method is reasonable. Customer may request a paper copy of its billing statement, and AT&T agrees to provide a paper copy for a fee (Optional Media) of $7.95. AT&T reserves the right to modify the charge for providing a paper copy or a copy in any other media form upon Notice to Customer.

© 2012 AT&T Intellectual Property. All rights reserved. AT&T, the AT&T logo and all other marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies.

AT&T Managed Internet Service

AT&T Managed Internet Service (MIS) provides managed connectivity to the Internet through access facilities. AT&T provides, configures, monitors, manages and maintains the CPE necessary to use MIS, which generally consists of a router and a diagnostic modem. MIS with Managed Router is not available with the Dual Stack IP Version Option. Additional terms can be found in the AT&T Managed Internet Service (MIS) Business Service Guide Section SD-4.2. serviceguidenew.att.com

1. Products and Pricing

Products and Services Available*	Monthly Recurring Charge**		Service Publication Site
	0- 50 miles	51 + miles	
AT&T Managed Internet Service℠-SBS***	$614.00	$724.00	http://serviceguidenew.att.com/apex/sg_landingpage?tgtPg=sg_flashplayerpage&testid=068C0000000V0vGIAS
Products and Services Available*	**Monthly Recurring Charge****		**Service Publication Site**
	0-25 miles	**26-50 miles**	
AT&T Managed Internet Service℠-SBS****	$589.00	$984.00	http://serviceguidenew.att.com/apex/sg_landingpage?tgtPg=sg_flashplayerpage&testid=068C0000000V0vGIAS
AT&T Business in a Box® (AT&T BIB)	**Monthly Recurring Charge****		http://serviceguidenew.att.com/apex/sg_landingpage?tgtPg=sg_flashplayerpage&testid=068C0000000V0vGIAS
BIB Base Unit 12 POE Port On-Site Mtce MIS	$30.00		
BIB 8 Port POE Add-On On-Site Mtce MIS	$35.00		
BIB 24 Port POE Add-On On-Site Mtce MIS	$85.00		

* *Promotional pricing and Mobility discounts may be available based on customer and qualifying product eligibility.
**All current or future taxes, surcharges, fees, shipping charges, and any similar charges specified or allowed by any governmental entity are in addition to the prices shown.
*** Available in the areas in the following 22 states where AT&T serves as the ILEC (incumbent local exchange company): Alabama, Arkansas, California, Connecticut, Florida, Georgia, Illinois, Indiana, Louisiana, Kansas, Kentucky, Michigan, Mississippi, Missouri, Nevada, North Carolina, Ohio, Oklahoma, South Carolina, Tennessee, Texas, Wisconsin.
**** Available in areas outside the 22 states where AT&T is not the ILEC (incumbent local exchange company).

2. **Geographic Availability.** MIS Service Components/Capabilities and Optional Features are available as indicated in the MIS Geographic Availability Matrix in the AT&T Managed Internet Service (MIS) Business Service Guide Section SD-1. serviceguidenew.att.com

3. Term and Termination

"Term"	Period of Term	Term Start Date
"Initial	2 Years	The Initial Term commences on the date the Service Activation Date of that Service

© 2012 AT&T Intellectual Property. All rights reserved. AT&T, the AT&T logo and all other marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies.

Term"		Component, unless Customer's actions or omissions cause a delay of the Service Activation Date beyond its scheduled Service Activation Date, in which case billing will begin on the day after the scheduled Service Activation Date for such Service Component. The Service Activation Date for a Service Component is the date on which the following connectivity criteria have been met: The MIS Access Arrangement has been installed and tested to the Customer Site specified in the sales order form, and AT&T has verified that IP connectivity to the Internet exists. If Customer has its own domain, Customer's domain has been registered by Customer with ICANN Accredited Registrar and any AT&T-supplied DNS administration and additional DNS servers are operational for Customer's domain. For MIS with Managed Router, the AT&T CPE* has been correctly configured and installed at the Customer Site specified in the sales order form. For other MIS Service Components, AT&T has verified that the Service Component is working. *In some Customer contracts with AT&T, "AT&T CPE" is replaced by the term "AT&T Equipment." For those contracts, reference to "AT&T CPE" in this Service Guide should be deemed to be a reference to "AT&T Equipment".
"Renewal Term"	2 Years	**Upon expiration of the Initial Term, this Agreement renews for a Renewal Term of two (2) years, unless either Party notifies the other no less than sixty (60) days* prior to the expiration of the Party's intent to allow the Agreement to expire.** ***In Wisconsin, the party shall provide notification no less than thirty (30) days prior to the expiration of the Party's intent to allow the Agreement to expire.***

4. **Withdrawal of Services.** AT&T may discontinue offering or providing the Service or a Service Component to Customer upon thirty (30) days written notice or as required under applicable law or regulation, and in any event only where AT&T generally discontinues providing the Service or a Service Component to similarly-situated customers. AT&T will use commercially reasonable practices in determining the timing of a Service or Service Component withdrawal.

5. **Early Termination Fee.** If Customer, cancels or otherwise discontinues the Service prior to the expiration of the Initial Term or Renewal Term, Customer is liable for an Early Termination Fee equal to 50% of the monthly recurring charges for the Service at the time of the termination, times the number of months remaining in the then in-effect Term plus, if applicable, the Customer will also be liable for reimbursement of any one- time credits or payments.
6. **Service Level Agreements.** AT&T has established performance objectives for MIS Service. While AT&T cannot guarantee that these performance objectives always will be met, AT&T will provide credits to Customer when they are not met. For MIS Sites located outside the US, the SLAs set forth below only apply to orders placed after December 16, 2005. Unless otherwise agreed to by the parties, any SLAs set forth in Customer's Service Agreement, including prior versions of the Service Guide applicable to such Sites, will continue to apply to MIS Sites located outside the US that were ordered prior to December 16, 2005. Additional terms are provided in the AT&T Managed Internet Service (MIS) Business Service Guide Section SLA-1. General MIS SLA Terms serviceguidenew.att.com

© 2012 AT&T Intellectual Property. All rights reserved. AT&T, the AT&T logo and all other marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies.

7. **AT&T CPE Monitoring and Maintenance.** AT&T will retain full management and operational control (including passwords) of the AT&T CPE. AT&T will coordinate required software updates and configuration changes to AT&T CPE. AT&T technicians will work remotely with Customer to diagnose failures and determine if AT&T CPE should be replaced or repaired.

   There are two types of maintenance a Customer can choose from.

   - Advanced Next Business Day Replacement: If a problem is identified with the AT&T CPE, AT&T will provide overnight shipment of replacement CPE for the Customer to self install. While AT&T will ship the equipment for Next Business Day delivery where available, AT&T does not guarantee arrival on the next business day after the identification of the problem.
   - On-Site Maintenance 24x7x4 Option: Once a problem has been identified with the AT&T CPE, an AT&T qualified technician will be dispatched to a Customer site typically within a four (4) hour response to verify and replace the AT&T CPE. This response time is not guaranteed by AT&T because of geography and other conditions.

8. **AT&T Business in a Box Device Hardware / Dimensions / Regulatory Specifications** can be found in the AT&T Business in a Box powered by MIS or PNT Service SERVICE GUIDE Section 5 http://serviceguidenew.att.com/

9. **Disconnect Orders.** To disconnect an MIS Service Component, Customer must submit a disconnect order in writing using AT&T's online form, where available, or AT&T's designated alternative procedures. Recurring charges continue to apply for a period of 30 days from the date AT&T receives a disconnect order or until the disconnect date specified in the disconnect order, whichever is later. Customer may delay or cancel a disconnect order without charge, at any time prior to the disconnect date, by submitting a written request using AT&T's online form, where available, or AT&T's designated alternative procedures. Additional terms on Cancelation of an Order are provide in the AT&T Managed Internet Service (MIS) Business Service Guide Section SD-2.4 Cancellation of an Order serviceguidenew.att.com

10. **Return of AT&T CPE.** When (i) Customer's agreement with AT&T for the provision of the Service expires, is terminated by Customer pursuant to its terms or is terminated by AT&T pursuant to its terms; (ii) AT&T determines AT&T CPE is no longer needed for the provision of service; or (iii) Customer's agreement for the AT&T transport service (such as MIS) terminates: Customer will, within 30 calendar days, return the AT&T CPE to AT&T at the Customer's expense to include appropriate packing and shipping. AT&T CPE must be in the same condition as originally installed, except for ordinary wear and tear. Customer will incur a charge of $1,000 for not returning the AT&T CPE and associated modem to AT&T within 30 days of disconnect. The Customer must use a traceable carrier when returning the CPE to AT&T. The customer will provide a tracking number to AT&T upon request and will be responsible for the CPE until verified by AT&T that it has been received.

11. **Billing.** AT&T will bill Customer for the Service on a monthly basis via an electronic bill, and Customer agrees to such electronic billing, and further agrees such invoice method is reasonable. Customer may request a paper copy of its billing statement, and AT&T agrees to provide a paper copy for a fee (Optional Media) of $7.95. AT&T reserves the right to modify the charge for providing a paper copy or a copy in any other media form upon Notice to Customer.

© 2012 AT&T Intellectual Property. All rights reserved. AT&T, the AT&T logo and all other marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies.

AT&T Mobility Services

1. AT&T Mobility Services purchased under the AT&T Small Business Service Agreement (SBSA) are subject to the terms of the AT&T Mobile Service guide found at http://serviceguidenew.att.com/

2. **Mobility Services Discount: Mobility Services Standalone, Mini-bundles.** AT&T will provide Customer with a Service Discount on AT& T Mobility Services purchased as Standalone or Mini-bundles (information regarding the Standalone and Mini-bundles offers are found elsewhere in the Service Guide), under the terms and conditions set forth in Section 6; however, such additional Mobility Services shall not be eligible for the bundle discount in Section 6J but shall be subject to discounts in accordance with the table below.

Discounting Tier	**Required Number of SBSA Wireline Services**	**Required Num**ber of Mobility Service End Users	Service Discount
Standalone Mobility	0	1-4	0%
Standalone Mobility	0	5 or more	8%
Qualifying Products* w/ Mobility (mini-bundles)	1 or more	1-4	6%
Qualifying Products* w/ Mobility (mini-bundles)	1 or more	5 or more	10%

* Qualifying Products must be purchased under the SBS agreement. Products include: AT&T Business in a Box℠ – High Speed Internet, IP Flexible Reach and AT&T Business in a Box®, IP Flexible Reach and AT&T Business in a Box® area plan, AT&T Managed Internet Service, AT&T Tech Support 360℠ or AT&T Web Hosting℠ – Shared Hosting.

Balance of page intentionally blank

© 2012 AT&T Intellectual Property. All rights reserved. AT&T, the AT&T logo and all other marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies.

AT&T U-verse High Speed Internet – Business Edition

AT&T U-verse High Speed Internet – Business Edition uses fiber optic technology and allows computer networking to bring you advanced digital TV and VoIP phone service together as a fully integrated experience. Additional product information can be located at uverse.att.com

1. **Products and Pricing**

AT&T U-verse High Speed Internet*

PRODUCT	SPEED	Monthly Recurring Charge (MRC)
AT&T U-verse High Speed Internet – Business Edition **Basic**	Up to 768 Kbps	$35.00
AT&T U-verse High Speed Internet – Business Edition **Express**	Up to 1.5 Mbps	$40.00
AT&T U-verse High Speed Internet – Business Edition **Pro**	Up to 3.0 Mbps	$45..00
AT&T U-verse High Speed Internet – Business Edition **Elite**	Up to 6.0 Mbps	$55.00
AT&T U-verse High Speed Internet – Business Edition **Max**	Up to 12.0 Mbps	$60.00
AT&T U-verse High Speed Internet – Business Edition **Max Plus**	Up to18.0 Mbps	$90.00
AT&T U-verse High Speed Internet – Business Edition **Max Turbo**	Up to 24.0 Mbps	$100.00

* Promotional pricing may be available based on customer eligibility. All current or future taxes, surcharges, fees, shipping charges, and any similar charges specified or allowed by any governmental entity are in addition to the prices shown. Transport type may vary based on availability.

AT&T U-verse High Speed Internet – Static IP Plans *

PRODUCT	Monthly Recurring Charge (MRC)
5 HSI Static IP addresses	$15.00
13 HSI Static IP addresses	$25.00
29 HSI Static IP addresses	$30.00
61 HSI Static IP addresses	$35.00

* Promotional pricing may be available based on customer eligibility. All current or future taxes, surcharges, fees, shipping charges, and any similar charges specified or allowed by any governmental entity are in addition to the prices shown.

AT&T U-verse High Speed Internet – Technician Install *

PRODUCT	Non-Recurring Charge (NRC)
Full Technician Installation	$199.00

* Promotional pricing may be available based on customer eligibility. All current or future taxes, surcharges, fees, shipping charges, and any similar charges specified or allowed by any governmental entity are in addition to the

© 2012 AT&T Intellectual Property. All rights reserved. AT&T, the AT&T logo and all other marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies.
Version: 06112012

prices shown.

AT&T U-verse High Speed Internet – CPE Options*	
PRODUCT	**Non-Recurring Charge (NRC)**
Motorola 2210-02-1ATT (Modem)**	$75.00
Motorola Netopia 2310-51 (Modem)**	$75.00
Motorola NVG-510 (Internet Gateway)***	$100.00
2Wire 3600HGV (Internet Gateway) ***	$100.00

* Promotional pricing may be available based on customer eligibility. All current or future taxes, surcharges, fees, shipping charges, and any similar charges specified or allowed by any governmental entity are in addition to the prices shown.
** $50.00 is eligible for a rebate.
*** $75.00 is eligible for a rebate.

1. **Geographic Availability.** AT&T U-verse High Speed Internet – Business Edition is subject to product availability in the following 22 states where AT&T serves as the ILEC (incumbent local exchange company): Alabama, Arkansas, California, Connecticut, Florida, Georgia, Illinois, Indiana, Louisiana, Kansas, Kentucky, Michigan, Mississippi, Missouri, Nevada, North Carolina, Ohio, Oklahoma, South Carolina, Tennessee, Texas, Wisconsin.

2. **Withdrawal of Services.** AT&T may discontinue offering or providing the Service or a Service Component to Customer upon thirty (30) days written notice or as required under applicable law or regulation and in any event only where AT&T generally discontinues providing the Service or a Service Component to similarly-situated customers. AT&T will use commercially reasonable practices in determining the timing of a Service or Service Component withdrawal.

3. **Terms and Conditions.** Your use of AT&T U-Verse is subject to your acceptance of the terms and conditions provided at AT&T High Speed Internet Terms of Service / att.net Terms of Use. AT&T general terms of use are provided at AT&T General Terms of Use

4. **Billing.** AT&T will bill Customer for the Service on a monthly basis via an electronic bill, and Customer agrees to such electronic billing, and further agrees such invoice method is reasonable. Customer may request a paper copy of its billing statement, and AT&T agrees to provide a paper copy for a fee (Optional Media) of $7.95. AT&T reserves the right to modify the charge for providing a paper copy or a copy in any other media form upon Notice to Customer.

© 2012 AT&T Intellectual Property. All rights reserved. AT&T, the AT&T logo and all other marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies.

AT&T High Speed Internet Direct Business Edition

AT&T High Speed Internet Business Edition ("Service" or "HSI Service") provides dedicated connectivity to the Internet over digital subscriber line loops ("DSL"). AT&T High Speed Internet Business Edition is a digital data service that sends and receives data over existing telephone lines. A DSL signal travels on the same line that Customers phone uses. DSL technology uses higher signal frequencies than those used by voice or fax. AT&T connects to a high-speed backbone network using specialized DSL Access Multiplexers ("DSLAMs"). AT&T High Speed Internet ("HSI") Direct allows a Customer to connect to the Internet without purchasing voice service. The type of HSI Service that AT&T offers that does not require a voice service on the line is High Speed Internet Direct: This is an asymmetric (ADSL) data service to the Customer's premises that is provided over a line without any telephone voice service to the End-User's premises. Customer eligibility for High Speed Internet Direct is the same as ADSL with voice service.

1. Products and Pricing

AT&T High Speed Internet Direct Business*

PRODUCT	Maximum Download Speeds**	Monthly Recurring Charge (MRC)
AT&T High Speed Internet Direct Business **Basic** D	768K	$60.00
AT&T High Speed Internet Direct Business **Express** D	1.5 Meg	$90..00
AT&T High Speed Internet Direct Business **Pro** D	3.0 Meg	$100.00
AT&T High Speed Internet Direct Business **Elite** D	6.0 Meg	$110.00
AT&T High Speed Internet Direct Business **Express** S	1.5 Meg	$105.00
AT&T High Speed Internet Direct Business **Pro** S	3.0 Meg	$115.00
AT&T High Speed Internet Direct Business **Elite** S	6.0 Meg	$125.00

* Promotional pricing may be available based on customer eligibility. All current or future taxes, surcharges, fees, shipping charges, and any similar charges specified or allowed by any governmental entity are in addition to the prices shown.
**Actual speeds are maximum "up to" and are based on DSL synch rate may vary, and are not guaranteed. Many factors affect speed. AT&T HSI Business Service and speed options are not available in all areas.

AT&T High Speed Internet Direct Business – Static IP Plans*

PRODUCT	Non-Recurring Charge (NRC)
13 HSI Static IP addresses	$100.00
29 HSI Static IP addresses	$200.00
61 HSI Static IP addresses	$300.00
125 HSI Static IP addresses	$400.00

* Promotional pricing may be available based on customer eligibility. All current or future taxes, surcharges, fees, shipping charges, and any similar charges specified or allowed by any governmental entity are in addition to the prices shown. Only 5 usable IPs are available in the Mid West region (Illinois, Indiana, Michigan, Ohio and Wisconsin).

AT&T High Speed Internet Direct Business– Technician Install*

PRODUCT	Non-Recurring Charge (NRC)
Technician Installation - Static IP**	$200.00
Technician Installation - Dynamic IP	$200.00

* Promotional pricing may be available based on customer eligibility. All current or future taxes, surcharges, fees, shipping charges, and any similar charges specified or allowed by any governmental entity are in addition to the prices shown
**Full Technician Install is required for Express S, Pro S, and Elite S Plans.

© 2012 AT&T Intellectual Property. All rights reserved. AT&T, the AT&T logo and all other marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies.

AT&T High Speed Internet Direct Business – Shipping and Handling*	
PRODUCT	**Non-Recurring Charge (NRC)**
UPS 3-5 Day Ground Delivery (Standard)	$12.95
UPS M-F Premium Delivery	$22.95
UPS Saturday Premium Delivery	$34.95
* Promotional pricing may be available based on customer eligibility. All current or future taxes, surcharges, fees, shipping charges, and any similar charges specified or allowed by any governmental entity are in addition to the prices shown.	

AT&T High Speed Internet Direct Business – CPE Options*	
PRODUCT	**Non-Recurring Charge (NRC)**
Modem	$62.05
Router	$87.05
* Promotional pricing may be available based on customer eligibility. All current or future taxes, surcharges, fees, shipping charges, and any similar charges specified or allowed by any governmental entity are in addition to the prices shown.	

1. **Geographic Availability.** AT&T HSI Service is available only in locations throughout the United States and is defined as follows: HSI Service requires an existing business line (POTS line for HSI and without voice service for HSI Direct) over which the Service is implemented. Service can be ordered in the following 13 states: AR, CA, CT, IL, IN, KS, MI, MO, NV, OH, OK, TX, and WI, subject to specific geographic availability. Customer is required to check specific availability of specific sites for all HSI Service types with an AT&T sales representative or online at https://swot.sbc.com/swot/serviceQual.do.

2. **Withdrawal of Services.** AT&T may discontinue offering or providing the Service or a Service Component to Customer upon thirty (30) days written notice or as required under applicable law or regulation and in any event only where AT&T generally discontinues providing the Service or a Service Component to similarly-situated customers. AT&T will use commercially reasonable practices in determining the timing of a Service or Service Component withdrawal.

3. **Terms and Conditions.** Available to business customers only. **Services Requires**: Minimum 12-month term commitment and DSL modem/router. **Shipping and Handling**: A shipping and handling fee applies to Dynamic IP Plans for AT&T-provided modem/router. Prices vary depending upon shipment method. **Other Terms**: Actual speeds are "up to" and are based on DSL synch rate, which may vary, and are not guaranteed. Many factors affect speed. Taxes and other charges apply. Other restrictions, including credit restrictions and qualification, apply. Advertised services and speed options not available in all areas. Offers may be modified or discontinued at any time without notice. Other conditions apply.

   Your use of AT&T High Speed Internet Direct Business Edition is subject to your acceptance of the AT&T High Speed Internet Direct Business Edition Terms of Service provided at http://www.att.com/shop/internet/att-internet-terms-of-service.jsp. AT&T general terms of use are provided at AT&T General Terms of Use.

4. **Billing.** AT&T will bill Customer for the Service on a monthly basis via an electronic bill, and Customer agrees to such electronic billing, and further agrees such invoice method is reasonable. Customer may request a paper copy of its billing statement, and AT&T agrees to provide a paper copy for a fee (Optional Media) of $7.95. AT&T reserves the right to modify the charge for providing a paper copy or a copy in any other media form upon Notice to Customer.

© 2012 AT&T Intellectual Property. All rights reserved. AT&T, the AT&T logo and all other marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies.

AT&T Long Distance Toll Free Service

1. Service. Long Distance Toll Free Service – Switched is a part of Customer's Agreement with AT&T for AT&T Small Business Service (the "Agreement"). AT&T will provide Long Distance Toll Free Service - Switched under the Agreement and the relevant provisions related to the Toll Free – Switched service provided in the ABN Service Guide at **http://serviceguidenew.att.com**, as modified from time-to-time, are incorporated by reference.

2. Eligibility: Customer must enter into or has already entered into an AT&T Small Business Service Agreement.

Domestic U.S. AT&T Toll-Free terminations only. Toll-Free calls can originate from domestic U.S. and Canadian locations and International ITFS, UIFN or AT&T Direct access.

3. Effective Date. This agreement is Effective on the Effective Date of the Agreement for AT&T Small Business Service. In the event Customer installs Toll Free Service- Switched during the Ramp-Up period of the AT&T Small Business Service (i.e., prior to the Effective Date of the Agreement), Customer will be billed for and agrees to pay all charges incurred during that Ramp-Up period.

4. Pricing – Toll Free (switched) Long Distance

4.1 Monthly Recurring Charge

Monthly Recurring Charge (MRC) Per switched Toll Free Routing Arrangement	Service Guide Rate Table Reference
$30.00	P-4.3.2.1. Rate Table TF-GEN-MRC: Toll-Free Monthly Recurring Charges

Promotional pricing may be available based on customer eligibility. All current or future taxes, surcharges, fees, shipping charges, and any similar charges specified or allowed by any governmental entity are in addition to the prices shown.

4.2 Switched Toll Free Usage

Type	Rate Per Minute	Service Guide Rate Table Reference
Domestic - Switched	$0.0525	P-4.3.1.4.2. Rate Table ABN –DLD LOY
Canada – Switched	$1.062	P-4.3.1.4.21. Rate Table ABN-ITF

Promotional pricing may be available based on customer eligibility. All current or future taxes, surcharges, fees, shipping charges, and any similar charges specified or allowed by any governmental entity are in addition to the prices shown.

© 2012 AT&T Intellectual Property. All rights reserved. AT&T, the AT&T logo and all other marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies.

AT&T Toll Free Advanced Features

1. **Service.** AT&T Toll Free Advanced Features is a part of Customer's Agreement with AT&T for AT&T Small Business Service (the "Agreement"). AT&T will provide the Service under the Agreement and the relevant provisions related to the service provided in the ABN Service Guide at **http://serviceguidenew.att.com**, as modified from time-to-time, are incorporated by reference.

   The following lists the Toll Free Advanced features available under the AT&T Small Business Service Agreement:

   Routing Features:
   - Time Manager
   - Day Manager
   - Area Code Routing
   - Exchange Code Routing
   - Country Code Routing
   - Quick Call Allocator
   - Caller Recognition Routing

   Announcement Features:
   - Call Prompter
   - Enroute Announcements
   - Courtesy Response

   Call Redirection Features:
   - Alternate Destination Routing

2. Eligibility: Customer must enter into or has already entered into an AT&T Small Business Service Agreement and have purchased AT&T Long Distance Toll Free Service under the AT&T Small Business Service Agreement.

3. Effective Date. This agreement is Effective on the Effective Date of the Agreement for AT&T Small Business Service. In the event Customer installs Toll Free Service- Switched during the Ramp-Up period of the AT&T Small Business Service (i.e., prior to the Effective Date of the Agreement), Customer will be billed for and agrees to pay all charges incurred during that Ramp-Up period.

4. Pricing – Monthly Recurring, Non Recurring and Usage charges

Advanced Feature *	Monthly Recurring Charge (MRC)	Non Recurring Charge (NRC)	Usage	Service Guide Rate Table Reference
Routing Features*	$35.00	$25.00		**Service Description located in section SD-2.2.3.5. Pricing located in section P-4.3.4.1**
Announcement Features - Call Prompter, Enroute Announcements				

© 2012 AT&T Intellectual Property. All rights reserved. AT&T, the AT&T logo and all other marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies.
Version: 06112012

and Courtesy Response*				
Announcement Per Play Charge			$0.07	**Service Description located in section SD-2.2.3.5. Pricing located in section P-4.3.4.1**
Announcement Played Per Minute			$0.06	**Service Description located in section SD-2.2.3.5. Pricing located in section P-4.3.4.1**
Monthly Storage/Announcement	$55.00			**Service Description located in section SD-2.2.3.5. Pricing located in section P-4.3.4.1**
Professional Voice / Announcement		$120.00		**Service Description located in section SD-2.2.3.5. Pricing located in section P-4.3.4.1**
Professional Voice Expedited / Announcement		$240.00		**Service Description located in section SD-2.2.3.5. Pricing located in section P-4.3.4.1**
Call Redirection Features – Alternate Destination Routing*	$20.00	$150.00	$0.03	**Service Description located in section SD-2.2.3.5. Pricing located in section P-4.3.4.1**
Installation Charge*		$5.00		**Service Description located in section SD-2.2.3.5. Pricing located in section P-4.3.4.1**

*Installation charge per branch with a Minimum charge of $25.00 and Maximum charge of $1000.00

Promotional pricing may be available based on customer eligibility. All current or future taxes, surcharges, fees, shipping charges, and any similar charges specified or allowed by any governmental entity are in addition to the prices shown.

5. Withdrawal of Services. AT&T may discontinue offering or providing the Service or a Service Component to Customer upon thirty (30) days written notice or as required under applicable law or regulation and in any event only where AT&T generally discontinues providing the Service or a Service Component to similarly-situated customers. AT&T will use commercially reasonable practices in determining the timing of a Service or Service Component withdrawal.

© 2012 AT&T Intellectual Property. All rights reserved. AT&T, the AT&T logo and all other marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies.