

Midwest Region Telephone Concession Highlights for Residential Service



GENERAL DEFINITIONS

The following definitions apply to the terms used in this document:

1. **Active Employee** – Any person on the company payroll who is classified as regular-full time, regular limited term and certain part-time employees.

Note: Independent contractors including their employees are not eligible for telephone concession.

2. **Retired Employee (or “Retiree”)** – Any former active employee who has terminated with a Service or Disability Pension, or who is separated from the company under the Rule of 75 or the Modified Rule of 75.
3. **Telephone Concession** – A Company-provided discount on telecommunication wireline services with employee eligibility based upon established criteria.

I. GENERAL CONDITIONS

1. Active and retired employees residing inside the AT&T Midwest service area must subscribe to AT&T Midwest for local service and local toll service (intraLATA - Local Access and Transport Areas) in order to receive concession.

2. Concession applies to one residence line per household.

Note: Non-management employees should also refer to Section III, Eligibility, for further clarification regarding General Conditions (1) and (2).

3. To receive discounted telephone service, billing must be in the employee’s name and at the employee’s primary residence as reflected in the Company records.
4. Active and retired employees who live inside the AT&T Midwest service area will have concession applied to their telephone bill.
5. Employees and retirees who dispute the concession on their account, or for whom concession is applied in error, need to contact their local business office for verification/correction.

Note: Retroactive concession is limited to a maximum credit of **six** months.

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II. ESTABLISHMENT OF CONCESSION

1. No forms are necessary in order to enroll.
2. Wireline discount service will be applied automatically to the residence telephone number provided by the employee on their employment records. See Section IV, Change in Employee Status and Section V, Change in Residence, for additional information.

III. ELIGIBILITY

1. Active, regular full-time, regular limited term and certain non-management regular part-time employees on the payroll of a business unit/organization currently offering telephone concession are eligible for Class "5" (formally class "B") concession, (50%*), effective with the first bill generated after reaching **six (6) months** of service in Illinois, Indiana, Ohio, and Wisconsin. Employees in Michigan are eligible with the first bill generated after reaching twelve **(12) months** of service.
 - *The term "50%" concession pertains to the local line charge, federal access charge, and local monthly usage. Other products and services may be discounted at 50% or 100% as indicated in the concession products and services chart.

2. Long term disability (LTD) participants are not eligible for concession.

Note: Employees eligible for a disability service pension with or without LTD are eligible for concession.

3. Concession becomes effective with the first bill date following the date of eligibility.
4. Employees that change residence within six months of hire and have not updated their records, will experience a delay in automatic concession enrollment. Employees should contact HROneStop and the Customer Care Center to change the residence information as soon as possible, and provide their name as the billing name on the telephone account. Some of the most common reasons that cause a delay in establishing concession: employee's NCS date; employee status change, management or non-management; DSL or Dial Up internet related; and the employee's user name.

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Note: If employees fail to meet the guidelines required on their telephone account at the time eligibility requirements are met, the concession discount will not be retroactive.

5. Employees with multiple lines should contact the business office immediately to have the billing split and update their records to reflect the proper name and address for the telephone account.
6. Wireline discount services will be provided for eligible employees and retirees who reside in the AT&T Midwest service area at their primary residence only.
 - The primary residence of an employee is defined as the location from which the active employee commutes daily to AT&T Midwest service area and reflects in the Company records.
 - The primary residence of a retiree is defined as the location at which the retiree resides, and the address on file with the AT&T Pension Service Center administrator.
7. Non-management employees hired on or before February 28, 1991, who were concession eligible as of March 1, 1991, remain eligible for concession during active employment without regard to the location of their residence.
8. Non-management employees hired on or after March 1, 1991 will be ineligible for concession service during any period in which they reside outside of the AT&T regional telephone company service area.
9. Employees who reside in an AT&T Midwest regional telephone company service area are eligible for concession during active employment.
10. Non-management employees who are eligible to receive concession and reside out of the local service/franchise receive reimbursement for the eligible percentage of local services depending upon net credited service, through the payroll process (see Q&A Section 3.0, Q3). Employees are required to pay the entire bill, and then apply for the reimbursement.
11. Non-management employees receiving concession service who reside outside the AT&T Midwest service area are limited to a \$75 maximum monthly message unit allowance. There is no unit limit for those residing within the AT&T Midwest service area.
12. Non-management employees who had approved concession service at more than one location, or more than one concession service per residence, on or before February 28, 1991, may continue that service until a move or disconnect occurs. At that time, the limitations outlined herein will become effective.

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13. Regardless of the number of concession eligible employees who reside in a single residence, only **ONE** concession will be allowed.
14. Employees with calling plans and/or calling packages will not receive the concession discount on their phone bill.
15. Employees must have AT&T Midwest service as their PIC and LPIC (NONE if Toll Restriction exists on the account) in order to maintain eligibility of the Program.
16. AT&T Long Distance is now available in the AT&T Midwest region and employees are encouraged to choose AT&T Midwest as their LPIC and AT&T long distance as their PIC (NONE if Toll Restriction exists on the account) in order to maintain eligibility of the Program.
17. Employees are not eligible to participate in the Midwest Region Telephone Concession Program and any other type of discount plan concurrently, i.e., LifeLine. The employee must make the determination and notify the billing office which discount program they will participate in.

IV. CHANGE IN EMPLOYEE STATUS

A. General Information

1. Human Resources, in conjunction with Consumer Services adds, modifies, or removes the concession on the telephone number supplied by the employee in the Company records, eLink system, when an employee:
 - is hired,
 - is permanently promoted or demoted (between management and non-management),
 - reaches 30 years of service (non-management),
 - retires or otherwise leaves the Company.
2. This process normally takes one or two billing cycles and is retroactive to the first bill date following the eligibility date.
3. To ensure the timely delivery of the telephone concession discount in the above employment situations, employees must verify their current home address and telephone number with a Human Resources representative.

B. Transitioning to AT&T At Home

1. Certain non-management employees and retirees in all affiliates must elect to participate in the AT&T At Home employee discount program if they meet the eligibility requirements.

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2. The AT&T At Home program consists of a “core package” of AT&T products and services, as well as “bolt-on” products, available at an additional discounted price. For additional information, please view the AT&T At Home website at https://attathome.att.com/athome_web/index.jsp.

C. Move from management to non-management

Non-management employees are subject to the concession eligibility requirements as outlined in this document.

D. Attainment of 30 years of service

Upon reaching 30 years of service, eligible employees in all five states are eligible for class “4” concession (formally known as class “A”) (100%*)

- *The term “100%” concession pertains to the local line charge, federal access charge, and local monthly usage. Also, “100%” concession provides for a state-specific intralata toll allowance. Other products and services may be discounted at 50% or 100% as indicated in the concession products and services chart.

E. Movement Between Subsidiaries

1. When an employee changes companies, they will retain concession if the new company is a Participating Company. The terminating company will remove the employee from their records, and the new company will add the employee. No action is required from the employee.
2. If the new company does not offer concession, the employee will no longer be eligible for concession. The terminating company will remove the employee from their records.

F. Movement to Another Region

1. Employees who physically move to another AT&T region (i.e., West, East, or Southwest) and stay on the AT&T Midwest payroll remain eligible for the same level of concession, in accordance with SBC Midwest telephone concession rules. Employees must follow the general practice of their organization for concession reimbursement.
2. Employees who physically move to another AT&T region (i.e., West, East, or Southwest) and also move onto that Region’s payroll, must meet the concession eligibility requirements for that region in order to be eligible.

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G. Retirement

1. Non-management retirees who reside inside the **AT&T regional telephone company service area** are eligible to participate in the In-Region Voice Concession Plan. They must go to the At Home Program to sign up for this plan. See Section B above for information on how to sign up.
2. If Retirees reside or move to a non-AT&T service area location, they will become ineligible for concession. Retirees would regain their concession eligibility if they were to relocate within an AT&T local service area.
3. Regardless of the number of concession eligible retirees reside in a single residence, only **ONE** concession will be allowed.

V. CHANGE IN RESIDENCE

1. Eligible employees who move, change their telephone number or otherwise change their telephone service need to contact their local business office to verify that concession eligibility continues.
2. Non-management employees hired on or before February 28, 1991, who were concession eligible as of March 1, 1991, remain eligible during active employment without regard to the location of their residence.
3. The table below outlines the impact of concession when an active non-management employee, hired on or before February 28, 1991, experiences a residence change:

| EMPLOYEE RESIDENCE LOCATION | EMPLOYEE MOVES TO NEW RESIDENCE LOCATION | CONCESSION |
|-----------------------------|--|------------------------|
| Inside service area | Inside service area | Retain same Concession |
| Inside service area | Outside service area | Retain same Concession |
| Outside service area | Outside service area | Retain same Concession |
| Outside service area | Inside service area | Retain same Concession |

4. Non-management employees hired on or after March 1, 1991 will be ineligible for concession service during any period they reside outside the AT&T Midwest service area. Employees would regain their concession eligibility if they were to relocate within the AT&T Midwest local service area.

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5. The table below outlines the impact of concession when an active employee, hired on or after March 1, 1991, experiences a residence change:

| EMPLOYEE RESIDENCE LOCATION | EMPLOYEE MOVES TO NEW RESIDENCE LOCATION | CONCESSION |
|--|--|--|
| Inside service area Inside service area Outside service area | Inside service area Outside service area Inside service area | Retain same Concession No Concession Resume concession |

VI. DISCONTINUANCE OF CONCESSION

A. Deceased

1. When an active non-management employee dies, concession continues for the surviving family members at the residence of the employee through the third billing period, following the date of the death, (e.g. if the death occurs on 12/18 and the account is in the 22nd billing period, the concession continues through the bill dates 12/22, 1/22 and 2/22. In this case, the discontinue concession effective date would be 3/21.
2. The continuation of residence concession service applies only to the service address of the deceased employee at the time of death. Should the survivor move to a different address within the grace period, the concession would terminate as of the date of the service move.

B. Separation from service

1. When an employee resigns or separates from the company for any reason other than retirement, concession is removed from the account effective with the first billing date following the employee's separation from service.
2. The employee will incur back billing charges to his/her telephone account.

C. Delinquent Account

1. All current credit and collection policies in each respective region will apply.

VII. LEAVE OF ABSENCE

While the employee remains active on the payroll system during a leave of absence or disability, concession will continue.

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EXHIBIT 1

The AT&T Companies and affiliates listed below participate in the Midwest In-Region Voice Concession Plan

Participating Companies and Eligible Affiliates

| | |
|--|--------------------------------------|
| Ameritech Advanced Data Services of Illinois, Inc. | Illinois Bell Telephone Company |
| Ameritech Services, Inc. | Indiana Bell Telephone Company, Inc. |
| AT&T Services, Inc. | Michigan Bell Telephone Company |
| SBC Global Services, Inc. | The Ohio Bell Telephone Company |
| | Wisconsin Bell, Inc. |
| | |

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Concession Products and Services

Employees and retirees are eligible for concession products and services as outlined below:

Note:

- If a product or service is not listed, it is not a concession item.
- Products must be ordered separately; packages are not a concession item.
- Intralata Calling Card calls carried by AT&T Midwest may be eligible for concession.
- Calling Card calls placed through an 800 number (i.e., 800 AT&T Midwest) are not a concession item.
- Call Packs, (except Call Pack 20 – MI only) and Optional Calling Plans not listed below are not a concession item (neither monthly charge nor by usage).
- On the concession chart, “No CSN” represents “No Concession”.

| Concession Items | N-Mgmt Active employee with 30 years Service; Service Class “4” (“A”) Concession | N-Mgmt Active employee with less than 30 years Service Class “5” (“B”) Concession |
|--|---|--|
| Access Charges – Federal | 100% | 50% |
| Access Charges – State - MI Only | No CSN | No CSN |
| Additional Listings | | |
| ▪ IL, IN, MI, WI - When two or more eligible employees reside in same household | 100% | 50% |
| ▪ OH * Limit two, unless two or more employees reside in same household, then limit is three. | 100%* | 50%* |
| Auto Callback - (*69) | 50% | 50% |
| Alternate Answer | 50% | 50% |
| Busy Line Transfer | 50% | 50% |
| Call Forwarding | | |
| ▪ MI, IL, OH, WI | 100% | 50% |
| ▪ IN | 50% | 50% |
| Call Pack 20 – MI Only | 100% | No CSN |
| Call Screening | 50% | 50% |
| Call Waiting | | |
| ▪ MI, IL, OH, WI | 100% | 50% |
| ▪ IN | 50% | 50% |
| Caller ID/Caller ID with Name | | |
| ▪ Monthly service charge only – No concession on equipment. | 50% | 50% |

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| Concession Items | N-Mgmt Active employee with 30 years Service; Service Class "4" ("A") Concession | N-Mgmt Active employee with less than 30 years Service Class "5" ("B") Concession |
|---|---|--|
| Calling Card Calls ** Included in monthly toll allowance for "4" concession | ** | No CSN |
| Cellular Services | No CSN | No CSN |
| Circle Calling Plans - MI Only – (Recurring Monthly Rate) - A long distance calling plan that provides seven hours of zone and/or IntraLata toll to points within 20 miles of the home exchange | 100% | No CSN |
| Collect Calls – Intralata ** Included in monthly toll allowance for "4" concession | ** | No CSN |
| Community Calling - OH Only - (Recurring Monthly Rate) | 100% | 50% |
| Custom Listing Service – IN Only | 50% | 50% |
| Custom Number Service – IN Only | 50% | 50% |
| Directory Assistance Calls | No CSN | No CSN |
| Distinctive Ring | 50% | 50% |
| DSL | No CSN | No CSN |
| Dual Toll Allowance - Available when another employee resides in the same household | | No CSN |
| ▪ WI | \$35 | |
| ▪ IN and OH (Established prior to March 1, 1991) | \$30 | |
| Easy Call – MI Only | 50% | 50% |
| Econo-Call - OH Only - (Recurring Monthly Rate) | 100% | 50% |
| Emergency 911 | No CSN | No CSN |
| Extended Area Service – OH Only | 100% | 50% |
| Extended Community Calling Calls - WI Only - Provides reduced toll rates on direct dialed intralata calls to specific areas | 100% | No CSN |
| Family Plan – IL Only | 100% | 50% |
| ▪ Grandfathered if established on or before July 1986 | | |
| ▪ Two lines billed as one for additional \$3.88 | | |
| ▪ If employees moves, disconnects line, or change name, they lose Family Plan. | | |
| Federal Access Charge | 100% | 50% |
| Foreign Listing – MI and OH - Listed in directories outside employee's service area | 100% | 50% |

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| Concession Items | N-Mgmt Active employee with 30 years Service; Service Class "4" ("A") Concession | N-Mgmt Active employee with less than 30 years Service Class "5" ("B") Concession |
|--|---|--|
| Intercom Calling - Allows a line with multiple sets with the same directory number to function as an intercom system. | 50% | 50% |
| ▪ IN, OH - Grandfathered if established on or before October 7, 1994 | 50% | 50% |
| ▪ MI - Grandfathered if established on or before October 7, 1994 | No CSN | No CSN |
| Interlata Toll – (Outside the Lata) - Toll calls made to numbers beyond your local calling area | No CSN | No CSN |
| ▪ Note: Toll Exceptions – Retired before January 1, 1984 (1) Receives concession on AT&T interlata toll. (2) If subscribes to AT&T Optional Calling Plan, usage generated is concession. (3) Must contact Acordia National @ 1-800-542-8515. | | |
| Intralata Toll – (Within the Lata) - Toll calls made to numbers within your local calling area | | |
| ▪ IL | \$40 Cap | No CSN |
| ▪ MI | \$40 Cap | No CSN |
| ▪ IN, OH | \$30 Cap | No CSN |
| ▪ WI | \$35 Cap | No CSN |
| Internet | No CSN | No CSN |
| ISDN | No CSN | No CSN |
| Jacks | | |
| ▪ Non-Management | | |
| ▪ IL – Indoor only - no limit | 100% | 50% |
| ▪ IN – Indoor - limit six | 100% | 50% |
| ▪ IN – Outdoor – limit six | | |
| ▪ MI - "4" Concession – Indoor only - limit three | 100% | -- |
| ▪ MI - "5" Concession-Indoor only – no limit | NA | 50% |
| ▪ OH – Indoor - no limit | 100% | 50% |
| ▪ WI – Indoor /Outdoor – limit four | 100% | 50% |
| Line-Backer – Basic - Covers limited service calls necessary to diagnose a problem and repair the wire and jacks, subject to written terms and conditions. - Covers the service call charge and diagnosis, not repair. | | |
| ▪ IL, OH, WI | 100% | 50% |
| ▪ IN – See "Wire Maintenance" | | |
| ▪ MI - See "Repair Visit Charge" | | |

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| Concession Items | N-Mgmt Active employee with 30 years Service; Service Class "4" ("A") Concession | N-Mgmt Active employee with less than 30 years Service Class "5" ("B") Concession |
|---|---|--|
| Local Calling Plus - OH Only | 100% | 50% |
| Local line - Basic exchange service - One primary residential line | 100% | 50% |
| Local Line - IN only - Measured residence main line (IN Bell employees with svc existing prior to 7/1/76 who transferred from IL Bell - acquisition of properties in Lake and Porter counties) | 100% | 50% |
| Local line - MI only - 2 nd flat rate line at principal residence - 2 nd location if under concession on or before 3/1/91 | 50% | 50% |
| Message Waiting Indicator | 50% | 50% |
| Metro Service - WI Only - See "One Way Optional" | | |
| Multi-Ring Service - A unique ringing pattern for customers to identify calls. | | 50% |
| ▪ WI | 100% | |
| ▪ IN | 50% | |
| ▪ IL | No CSN | |
| Network Access Charge - IL and OH | 100% | 50% |
| Non-Pub/Non-List Charges – MI only | 100% | 50% |
| Non-recurring Charges - (aka One Time Charges) | 100% | 50% |
| Number Change (except change to Non-Pub) – OH Only | 100% | 50% |
| Off Premise Extension – continuous property – MI and OH - (aka Different Premises Address) | 100% | 50% |
| One Time Charges - See "Non-recurring Charges" | | |
| One Way Optional - OH and WI - (aka Metro Service) | 100% | 50% |
| Optional Calling Plans *Coverage varies by state and concession type. Local calling plan coverage could be lost. | * | * |
| PIC Change Charge - Changing Toll Carriers | No CSN | No CSN |
| Premise Work | 100% | 50% |
| ▪ If product and/or service covered by concession | | |
| Prewire - Work done by AT&T only - Concession applies to a maximum number of six outlets. | 100% | 50% |

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| Concession Items | N-Mgmt Active employee with 30 years Service; Service Class "4" ("A") Concession | N-Mgmt Active employee with less than 30 years Service Class "5" ("B") Concession |
|---|--|--|
| Repair Visit Charge - (aka Repair) - Not applicable if customer has "Linebacker" | | |
| ▪ IL, WI | No CSN | No CSN |
| ▪ OH, MI | 100% | 50% |
| ▪ IN – See "Wire Maintenance" | | |
| Repeat Dialing | 50% | 50% |
| Second Line on Concession | | |
| ▪ All States - IL, IN, MI, OH, WI | No CSN | No CSN |
| Exceptions: | | |
| ▪ MI - See "Local Line" | | |
| ▪ IL – See "Family Plan" | | |
| Service Call (Premise visit charge) | 100% | 50% |
| Service Order Charges - (aka Change Charges) | 100% | 50% |
| ▪ If product and/or service covered by concession | | |
| Speed Calling 8 | | |
| ▪ IL, OH, WI | No CSN | No CSN |
| ▪ IN, MI | 50% | 50% |
| Standard Network Interface | 100% | 50% |
| Temporary Suspension- (aka Vacation Service) | | |
| ▪ IL, MI | 100% | 50% |
| ▪ WI | No CSN | 50% |
| Three-Way Calling | | |
| ▪ MI, IL, OH, WI | 100% | 50% |
| ▪ IN | 50% | 50% |
| Time / Labor / Materials | 100% | 50% |
| Touch Tone - No charge in-Midwest Region | 100% | 50% |
| Vacation Service - See "Temporary Suspension" | | |
| VIP Directory Listings – IN Only | 50% | 50% |
| Voice Messaging Service (Voice Mail) | 50% | 50% |
| Voice Mail-Stand Alone or Mover's Voice Mail | No CSN | No CSN |
| Wire Maintenance - (aka Inside Customer Premise) | | |
| ▪ IN | 100% | 50% |
| ▪ OH – Can have "Linebacker" or "Wire Maintenance" but not both; "Wire Maintenance" is "Grandfathered". | 100% | 100% |
| ▪ MI - See "Repair Visit Charge" | | |
| ▪ IL, WI - See "Linebacker" | | |
| Zone Calls – MI Only | 100% | 50% |
| Zone and Access Charges – IN Only | 100% | 50% |

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To inquire about wireline service or make changes regarding the AT&T Midwest Consumer Services telephone account, employees and retirees must call the following telephone number and speak with a customer service representative:

Midwest Region - 888-746-4343 (Illinois, Indiana, Michigan, Ohio and Wisconsin only)

The Customer Care Center (CCC) hours of operation are: Monday – Friday, 7am – 7pm; Saturday, 9am – 1pm and closed on Sunday.

If the customer care representative is unable to resolve the employee's/retiree's concern, the representative will send a commitment to the off-line work group with a note explaining the concession issue.

QUESTIONS AND ANSWERS

1.0 Concession

Q1: What does “Grandfathered” mean?

A1: If service was established on or before a certain date or if an employee was eligible at that time, they meet the grandfathered rules.

Q2: What “certain” regular part-time employees on the payroll of a business unit/organization are eligible to receive Class “5” (“B”) concession.

A2: In Illinois only, regular part-time employees hired on or after January 1, 1982 are not eligible for concession service. Part-time employees hired prior to January 1, 1982, who have concession service, will be grandfathered.

Q3: How do I get concession established on my telephone bill if AT&T Midwest is my local service provider?

A3: Once you meet the eligibility requirements for telephone concession, your concession discount will be added to your telephone bill automatically. Allow one to two bill cycles to occur before concession appears on your account.

2.0 Eligibility Rules

Q1: Can concession be established on both my telephone lines? Both are in my name, billed to me and listed in the directory.

A1: No, only one line is eligible.

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Q2: I have telephone service and met the eligibility requirements for telephone concession, but haven't seen the discount on my telephone bill. Why?

A2: Allow one to two billing cycles before concession will appear on your account. Concession will be retroactive back to the effective date.

Q3: I contacted the Customer Care Center and they referred me to Human Resources for concession enrollment. My Human Resources Generalist does not have the information to enroll me for concession. What is the process?

A3: To help you with any concession enrollment or eligibility question, please contact the Telephone Concession Administrator using one of the following options.

E-mail

Telephone Concession Escalations Resource Mailbox
rm-telephoneconces@att.com

US Mail

AT&T Telephone Concession Administrator
One AT&T Way, #4A158A
Bedminster, NJ 07921

3.0 Miscellaneous

Q1: When will AT&T Midwest non-management employees become eligible for the AT&T At Home program?

A1: Currently the AT&T At Home program is extended to management and certain non-management employees only.

Q2: If I terminate or retiree from AT&T Midwest and become rehired, what type of concession am I eligible to receive?

A2: Please contact HROneStop at 888-722-1STP (888-722-1787) and say Employee Discounts.

Q3: How do I get my concession reimbursement if I meet the eligibility requirements for an active non-management employee who lives outside the AT&T Midwest service area?

A3: You or your payroll representative must access the E-link intranet web site.

- Click Employee Self Service;
- Enter ID and password;

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- From Main Menu, under Time Reporting, Click Maintain Extra Payments/ Employee Reimbursements;
- Enter begin and end dates;
- Click Tele/Cable Concess – tax
- Enter amount of reimbursement (A copy of your phone bill is required)

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