

COMPLETELINK 2.0**A. Description**

CompleteLink® 2.0 is an optional volume discount plan that provides business customers monthly discounts on selected eligible business services based on the customer's Minimum Annual Revenue Commitment (MARC). CompleteLink® 2.0 also provides a discounted rate on business local exchange access lines and on local toll calls. CompleteLink® 2.0 requires AT&T Arkansas to be the underlying local access line provider.

B. DefinitionsContributory Services

Those services whose revenue is counted towards achievement of the customers selected MARC.

Eligible Services

Those services that are eligible for discounts based on achievement of a specified MARC.

Minimum Annual Revenue Commitment (MARC)

The minimum annual revenue commitment that the customer must commit to, per year, in order to receive the volume discount.

C. Terms and Conditions

1. A customer may subscribe to multiple CompleteLink® 2.0 agreements at the same time, as further defined in C.20., below, but a telephone number may only be included under one CompleteLink® 2.0 plan. See C.20. for additional information.
2. CompleteLink® 2.0 is limited to a maximum of 3,000 statewide BTN's (Billed Telephone Numbers) billed to the customer of record. For agreements established on or after October 1, 2009 CompleteLink 2.0 will be limited to a maximum of 1,000 BTN's per agreement in total billed to the customer of record.
3. CompleteLink® 2.0 discounts are not available on any local toll optional calling plans or eligible business services with existing term discounts except as noted elsewhere within this Guidebook.
4. CompleteLink® 2.0 is offered under a one year, two year, three year^{/2/}, or five year^{/1/} term. (C)
Customers must select one of the offered MARC levels and must sign a Confirmation of Service Order to indicate their selections. A customer may increase their MARC level at any time without assessment of early termination charges. To increase a MARC, the customer must also commit to a new term. A decrease of the MARC level during the term is deemed to be a termination of the service and early termination charges as described in *E. Termination Charges and Credit Allowances* below, applicable unless the customer qualifies for a Business Downturn MARC Downgrade as defined in *E.* below.

/1/ For agreements established on or after October 10, 2012 the 5 year term agreement will no longer be available.

/2/ For agreements established on or after October 3, 2013 the 3 year term agreement will no longer be available. (N)

COMPLETELINK 2.0 (cont'd)**C. Terms and Conditions (cont'd)**

5. The customer must meet or exceed the selected MARC at the end of each 12-months of the term plan. If the customer fails to meet or exceed the MARC in any year of the customer's term, the customer will be billed a Shortfall which is the difference between the MARC and the actual billings for the Contributory Services, excluding taxes and surcharges. (C)
6. The customer's term commitment commences the day after the CompleteLink® 2.0 service is provided by the Company. The date provided shall be the date the service order is completed in the Company's billing system. MARC revenue is the sum total of the customer's annual billings on all included business accounts for services specified as Contributory in the CompleteLink® 2.0 guidebook.
7. Services contributing towards the MARC ("Contributory" services) include all of the Company's regulated services, (unless herein excluded) including services regulated by the Federal Communications Commission (FCC). FCC regulated services may be considered "Contributory" but will not be "Eligible" for any CompleteLink® 2.0 discounts. The customer may also include as Contributory, services provided in other states where an AT&T ILEC provides local exchange service and where the CompleteLink® 2.0 plan is also available.
8. Revenue from surcharges, taxes, and other similar type charges are not included as Contributory Services or counted towards the achievement of the MARC.

Additionally any charges for service provided by the Company's affiliates (other than an AT&T Incumbent Local Exchange Carrier), any charges for services provided by other service providers and billed on behalf of that other service provider, and any other tax or charge imposed by local, state, or federal government entity are excluded.

9. There is no non-recurring service charge or set-up charge to establish a CompleteLink® 2.0 plan. Guidebook recurring and non-recurring charges will apply for the installation and use of any newly installed CompleteLink® 2.0 contributory or eligible services, with exceptions as noted elsewhere within this Guidebook.
10. With the exception of local exchange access service, CompleteLink® 2.0 customers are not required to purchase any of the MARC Contributory Services.

COMPLETELINK 2.0 (cont'd)**C. Terms and Conditions (cont'd)**

11. Additional discounts will not apply to the eligible CompleteLink® 2.0 products, except as contained within this Guidebook or promotional offers but will apply to Business Trunks (SuperTrunks^{/1}), Digital Loop Service (DLS), and Analog PBX), MegaLink 1.5 (DS1) service, Plexar I and II (excluding Plexar Express & Custom), SmartTrunk (ISDN PRI), and local service components of Access Advantage Plus, where term rates may apply along with the CompleteLink® 2.0 discounts.
12. Eligible Win and Winback customers will receive a waiver of normally applicable service order and line connection non-recurring charges (NRC's) associated with local exchange access lines and/or vertical services ordered at the time of the initial subscription to a CompleteLink® 2.0 agreement. Standard NRC's will apply to lines and features added after the initial CompleteLink® 2.0 order. Win and Winback customers include business customers who have their local exchange access line service with another competitive local exchange carrier within the AT&T Arkansas, AT&T Kansas, AT&T Missouri, AT&T Oklahoma, or AT&T Texas service area and who now wish to establish their local exchange access line service with the Company.
13. Win and Winback business customers who establish service with the Company and subscribe to a CompleteLink® 2.0 agreement will receive an accelerated discount that is calculated as a percentage of their agreed upon MARC and will be applied as a credit to their bill. The accelerated discounts will be applied upon subscription to CompleteLink® 2.0 and yearly (for terms exceeding one year) thereafter, according to the schedule below. Accelerated discounts are determined based upon win/winback services only and may not be determined based on existing services. When a CompleteLink® 2.0 agreement consists of both existing services and win/winback services, the win/winback services will not be eligible to receive any accelerated discounts.

Win and Winback customers who establish a CompleteLink® 2.0 agreement and later upgrade to a new term length and/or MARC level, or terminate their CompleteLink® 2.0 agreement prior to its expiration date, will forego any accelerated discounts not yet received. Customers who upgrade will retain any accelerated discounts already received and will not receive any yearly accelerated discounts based on their original CompleteLink® 2.0 term.

/1/ For agreements established on or after October 10, 2012 this service is no longer eligible for MARC Volume Discounts.

COMPLETELINK 2.0 (cont'd)**C. Terms and Conditions (cont'd)**

13. (cont'd)

Accelerated Discount Schedule

| | <u>1 Year^{/2/} Term</u> | <u>2 Year Term</u> | <u>3 Year^{/3/} Term</u> | <u>5 Year^{/1/} Term</u> | (C) |
|-------------------------------|--------------------------------------|------------------------|--------------------------------------|--------------------------------------|-----|
| Upfront Discount | 5% | 15% | 20% | 25% | |
| 1st Year Accelerated Discount | N/A | 10% | 10% | 10% | |
| 2nd Year Accelerated Discount | N/A | N/A | 5% | 5% | |
| 3rd Year Accelerated Discount | N/A | N/A | N/A | 5% | |
| 4th Year Accelerated Discount | N/A | N/A | N/A | 5% | |

There is no 5th Year Accelerated Discount.

14. If the customer elects to discontinue the CompleteLink® 2.0 plan prior to the expiration of the term agreement, early termination charges as described in *E. Termination Charges and Credit Allowances* below, will apply.
15. Customers will be notified prior to the term expiration date of their CompleteLink® 2.0 agreement. If a customer does not commit to a new term plan or an alternate plan by the last date of the existing term plan, the customer's CompleteLink® 2.0 plan, discounts and rates will terminate and the customer's services will be billed at the prevailing Guidebook rates.
16. A CompleteLink® 2.0 plan is not transferable to, or may not be assumed by, a customer or customers other than the customer of record.

/1/ For agreements established on or after October 10, 2012 the 5 year term agreement will no longer be available.

/2/ For agreements established on or after January 1, 2013 the 1 year term agreement will no longer be available.

/3/ For agreements established on or after October 3, 2013 the 3 year term agreement will no longer be available.

(N)
(N)

COMPLETELINK 2.0 (cont'd)**C. Terms and Conditions (cont'd)**

17. MARC volume discounts are limited to the following eligible services:

Business Local Exchange Access Service
Business Trunks (Super Trunks^{/3/}, Digital Loop Service, Analog PBX and DID Service)^{/1/}
Smart Trunk (ISDN PRI)
MegaLink 1.5 Service (DS1)
Plexar I & II
Local Service Components of Access Advantage Plus Service (Integrated Access Service)
Calling Number Delivery^{/2/}
Calling Name Delivery^{/2/}
Call Forwarding^{/2/}
Call Forwarding – Busy Line^{/2/}
Call Forwarding – Don't Answer^{/2/}
Call Forwarding – Busy Line/Don't Answer^{/2/}
Call Return^{/2/}
Call Waiting^{/2/}
3-Way Calling^{/2/}
Call Blocker^{/2/}
Auto Redial^{/2/}
Remote Access to Call Forwarding^{/2/}
Call Transfer Disconnect^{/2/}
The following Hunting Line Services: circle (HSHCH) and rotary (HSHPT)

Local and state additional charges, taxes and the End-User Common Line Charge are not volume discount eligible.

18. CompleteLink 2.0 Local Exchange Access Lines are billed at the rates as listed in paragraph D.1.b., following, before application of the MARC Volume Discount.

19. The jurisdiction of the main billing telephone number, selected by the customer, will dictate the jurisdiction of the governing guidebook for the CompleteLink 2.0 contract.

20. As of October 1, 2009 each business customer (not assumed name) will be limited to a maximum of only one standard agreement (available to all eligible business customers) and one win/winback agreement at any given time. This limitation applies for each business customer across all states where an AT&T ILEC provides local exchange service and where the CompleteLink 2.0 plan is also available. Agreements established prior to this time period will not be affected.

/1/ Additional discounts apply to these services as listed in paragraph D.2.a., following.

/2/ Additional discounts apply to these services as listed in paragraph D.2.b., following.

/3/ For agreements established on or after October 10, 2012 this service is no longer eligible for MARC Volume Discounts.

COMPLETELINK 2.0 (cont'd)**D. Prices**

1. Service Elements

a. % MARC Volume Discount On Eligible Services^{/1/}

| <u>MARC</u> | <u>Maximum Annual Discount</u> | <u>1 Year</u> | <u>2 Years</u> | <u>3 Years^{/5/}</u> | <u>5 Years^{/4/}</u> |
|---|------------------------------------|---------------|----------------|------------------------------|------------------------------|
| \$ 1,200 | \$ 240 | 2.0% | 3.0% | 4.0% | 5.0% |
| 3,000 | 600 | 2.0% | 3.0% | 4.0% | 5.0% |
| 7,000 | 1,080 | 3.0% | 4.0% | 5.0% | 6.0% |
| 12,000 | 1,750 | 4.0% | 5.0% | 6.0% | 7.0% |
| 18,000 | 2,450 | 4.0% | 5.0% | 6.0% | 7.0% |
| 25,000 | 4,000 | 5.0% | 6.0% | 7.0% | 8.0% |
| 35,000 | 6,000 | 5.0% | 6.0% | 7.0% | 8.0% |
| 50,000 | 9,000 | 6.0% | 7.0% | 8.0% | 9.0% |
| 75,000 | 12,500 | 7.0% | 8.0% | 9.0% | 10.0% |
| 100,000 | 16,500 | 8.0% | 9.0% | 10.0% | 11.0% |
| 125,000 | 22,000 | 8.0% | 9.0% | 10.0% | 11.0% |
| 150,000 | 24,000 | 9.0% | 10.0% | 11.0% | 12.0% |
| 200,000 | 32,500 ^{/2/} | 10.0% | 11.0% | 12.0% | 13.0% |
| IntraLATA Toll Rates per MOU ^{/3/} | | \$.10 | \$.10 | \$.10 | \$.10 |

b. Local Exchange Access Line Rates

Subscribers to CompleteLink® 2.0 will receive the following prices for Flat Rate business exchange access line service.

| Rate Group | I | II | III | IV |
|---|---------|---------|---------|---------|
| Flat Rate Single Line or Multi-Line | | | | |
| - agreements established prior to October 1, 2009 | \$27.00 | \$30.00 | \$38.00 | \$38.00 |
| - agreements established between October 1, 2009 and October 9, 2012 | 29.00 | 29.00 | 29.00 | 29.00 |
| - agreements established between October 10, 2012 and October 2, 2013 | 31.00 | 31.00 | 31.00 | 31.00 |
| - agreements established between October 3, 2013 and March 14, 2018 | 39.00 | 39.00 | 39.00 | 39.00 |
| - agreements established on or after March 15, 2018 | 44.00 | 44.00 | 44.00 | 44.00 |
| | | | | (C) |
| | | | | (C) |
| | | | | (N) |
| | | | | (N) |

/1/ MARC Volume Discounts may not exceed the above listed Maximum Annual Discounts per plan, per year.

/2/ This Maximum Annual Discount applies to agreements established on or after October 1, 2009 only.

/3/ MARC Volume Discounts do not apply to the IntraLATA Toll rates quoted above.

/4/ For agreements established on or after October 10, 2012 the 5 year term agreement will no longer be available.

/5/ For agreements established on or after October 3, 2013 the 3 year term agreement will no longer be available.

COMPLETELINK 2.0 (cont'd)**D. Prices (cont'd)**

2. Other Applicable Discounts

- a. Business Analog PBX Trunks will also receive a 10% discount in addition to the applicable MARC Volume Discount listed in paragraph D.1.a., preceding.
- b. The Central Office Optional Features footnoted in C.17., preceding, will receive a 40% discount in addition to the applicable MARC Volume Discount.
- c. Customer's selecting the Company's IntraLATA Toll service and who make interstate intraLATA calls will receive rates for these calls as per AT&T Interstate IntraLATA Toll Services (ITTS) Guidebook, Part 3, Section 4.

(C)
(C)**E. Termination Charges and Credit Allowances**

1. Early Termination Charges

- a. Except as provided for elsewhere in this Guidebook, customers terminating a CompleteLink® 2.0 plan prior to the expiration of the selected term period are subject to termination charges. Termination charges are equal to 50% of the MARC multiplied by the number of years remaining in the customer's term period. For a partial year, if the partial year revenue is less than the MARC, the customer is liable for 50% of the difference between the MARC and the actual billed revenue.
- b. If a customer received accelerated discounts and terminates their CompleteLink® 2.0 agreement prior to expiration of their term, in addition to the early termination charges in E.1.A., preceding, an early termination charge will apply equal to 50% of the accelerated discount received in C.13., preceding, prorated by the number of remaining months in the contract.

EXAMPLE 1: A customer signed a \$12,000 MARC agreement with a three year term commitment and received an accelerated discount of \$2,400 upfront. If the customer terminates the CompleteLink® 2.0 agreement after 12 months the customer will be liable for remitting to the Company \$800 of the accelerated discount received, calculated as follows: $(\$2,400/36 \text{ total months}) \times 24 \text{ months remaining} = \$1,600 \times 50\% = \$800$.

EXAMPLE 2: If the customer terminates the CompleteLink® 2.0 agreement after month 18 the customer will be liable for remitting to the Company \$900 of the accelerated discount received, calculated as follows: $[\$2,400 \text{ upfront} + \$1,200 (10\% \text{ of the } \$12,000 \text{ MARC/3 year term for their 1 year accelerated discount}) = \$3,600]/36 \text{ total months} \times 18 \text{ months remaining} = \$1,800 \times 50\% = \$900$.

/1/ For agreements established on or after October 3, 2013 the 3 year term agreement will no longer be available.

COMPLETELINK 2.0 (cont'd)**E. Termination Charges and Credit Allowances (cont'd)**

1. Early Termination Charges (cont'd)

c. Termination liability charges are not applicable if during the CompleteLink® 2.0 term period the customer converts to another Company access or usage plan with a term equal to or greater than the remaining CompleteLink® 2.0 plan^{/1}, and a revenue commitment equal to or greater than the CompleteLink® 2.0 MARC.

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If during the Term, a customer chooses to migrate from an AT&T ILEC Service (referred to as the "Terminated ILEC Service") provided under a CompleteLink® 2.0 Agreement to a qualifying AT&T Business Voice over IP (BVoIP) Service or to a qualifying AT&T Mobility Service (referred to collectively as the "Replacement Service"), then the Early Termination Charge associated with the Terminated ILEC Service will be waived, provided:

1. the Terminated ILEC Service has been installed at the Customer site for no fewer than 3 months;
2. the term of the Replacement Service agreement is equal to or greater than the remaining term for the Terminated ILEC Service;
3. the Replacement Service is installed or available at the same Customer sites as the Terminated ILEC Service;
4. the Replacement Service is contracted for in the same relative quantity(ies) as those Terminated ILEC Services being displaced, and
5. activation of the Replacement Service at the Customer sites or for Customer use at such Customer Sites occurs within 90 days of termination of the ILEC Service at that site.

In conjunction with a migration to a qualifying AT&T BVoIP or a qualifying AT&T Mobility Service as described above, customers may qualify for MARC Downgrade Allowance for Technology Upgrade as described in paragraph E.3, herein. In such cases, the following replacement services will be allowed, in addition to those listed in the applicable table under paragraph E.3:

| A | B |
|---------------------------------|----------------------|
| Analog Trunks | to BVoIP or Mobility |
| Measured or Flat Business Lines | to BVoIP or Mobility |

Additionally, for purposes of determining the lower MARC, the MARC on the new agreement will be reduced in direct proportion to the reduction in revenue associated with the migrated AT&T ILEC Services being provided to Customer under the qualifying AT&T BVoIP Service or AT&T Mobility Service contract.

It is at the Company's sole determination whether a product change satisfies these requirements.

(N)

d. Termination liability charges applicable for CompleteLink® 2.0 agreements will be offset by termination charges, if applicable, from other allowed agreements for any CompleteLink® 2.0 eligible service as a result of the same customer termination activity. Termination charges resulting from the charge-back of accelerated discounts received will not be offset by termination charges as a result of other allowed agreements for CompleteLink® 2.0 eligible services.

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/1/ Material now appears on Sheet 7 in this section.

/2/ Material now appears on Sheet 8.1 in this section.

COMPLETELINK 2.0 (cont'd)**E. Termination Charges and Credit Allowances (cont'd)**

2. Service Guarantee

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Within 90 days of subscribing to a CompleteLink® 2.0 agreement, customers may cancel this service without incurring the termination liability charges specified in this Guidebook. Any accelerated discounts received by the customer will be charged back to the customer. This preclusion of the termination liability does not apply to customers who terminate or convert from another Company toll, access, and/or usage commitment product for the purpose of subscribing to CompleteLink® 2.0.

3. MARC Downgrade For Technology Upgrade

Termination liability charges will not apply if during the term of the CompleteLink® 2.0 agreement the Customer disconnects one or more of the services which are specified under Column A below, and those services are contributory to their CompleteLink® 2.0 MARC, and replaces the service(s) with the Company service specified on the same line in Column B, and as a direct result of that replacement the Customer's annual spending on those services is reduced (comparing customer's current spending on the removed services and the anticipated customer spending for the replacement services), and that reduction results in a 50% or greater difference between the customer's current MARC and the next lower MARC, at the Customer's option and request, the Customer may terminate the existing CompleteLink® 2.0 agreement without termination liability provided: a) the Customer enters into a new CompleteLink 2.0 service agreement for a term period which is equal to or greater than the time remaining on their current agreement, and b) the MARC on the new agreement is the next lower MARC.

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/1/ Material formerly appeared on Sheet 8 in this section.

COMPLETELINK 2.0 (cont'd)**E. Termination Charges and Credit Allowances (cont'd)**

3. MARC Downgrade For Technology Upgrade (cont'd)

This waiver of charges as a result of replacing Column A contributory services with the associated Column B contributory service will be allowed only once per Customer, per agreement term. CompleteLink® 2.0 \$1,200^{1/} MARC service agreements are specifically not eligible.

For purposes of the waiver, "as a direct result" means that the newly installed product(s) must be installed at the same customer service location(s) and in the same relative quantity(ies) as those being displaced. It is at the Company's sole determination whether a product change satisfies the requirements for waiver of the termination liability under this provision.

| A | B |
|---------------------------------|---|
| Analog Trunk | to ISDN PRI, DS1, DS3, SONET or GigaMAN |
| Digital Loop Service | to ISDN PRI |
| SuperTrunks | to ISDN PRI |
| Basic Plexar II Lines | to EKL, ISDN BRI or Plexar IP Lines |
| Plexar I | to Plexar II or Plexar Custom |
| Grandfathered Centrex/Plexar | to Plexar |
| Measured or Flat Business Lines | to Plexar, ISDN PRI, DS1, DS3, SONET or GigaMAN |
| DS0, ISDN BRI, or Digiline | to DS1, DS3, SONET or GigaMAN |
| DS1 | to DS3, SONET or GigaMAN |
| DS3 | to SONET or GigaMAN |

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

| | |
|-------------------|-------------|
| Plexar (any type) | to PBX |
| Plexar (any type) | to ISDN PRI |

Example: Customer has a CompleteLink® 2.0 \$25,000 MARC, 3-year agreement, with 18 months remaining. MARC attainment in current year is 60%. A customer replaces its Analog Trunks to ISDN Prime, which would result in an annual spending reduction of \$4,000 from what was spent for the Analog Trunks. At the time of the new contract, the CompleteLink® 2.0 guidebook reflects the next lower MARC to be \$18,000, so the customer may terminate its \$25,000 MARC agreement without liability if it enters into a new 2-year (24 month) CompleteLink® 2.0 agreement at the \$18,000 MARC. The applicable discount will be that available with the \$18,000 commitment level.

^{1/} CompleteLink 2.0 \$3,000 MARC service agreements signed prior to November 14, 2006 are also not waiver eligible.

COMPLETELINK 2.0 (cont'd)**E. Termination Charges and Credit Allowances (cont'd)****3. MARC Downgrade For Technology Upgrade (cont'd)**

This MARC Downgrade waiver described above only applies to the termination charges applicable to the CompleteLink® 2.0 agreement. Termination charges may apply on those services being disconnected, and the application of those termination charges are not affected by this waiver. All applicable recurring and non-recurring charges apply to the installation and removal of services. Products and services are subscribed to separately and not as a part of the CompleteLink® 2.0 subscription. As a result of selecting a reduced MARC level, discounts provided under the new CompleteLink® 2.0 agreement may be less than those received under the higher MARC agreement (discounts for the new agreement will be those applicable to the new MARC level under the CompleteLink® 2.0 guidebook in effect at the time the new contract is executed). The 90-day service guarantee described in paragraph E.2. above does not apply to the new agreement.

4. Business Downturn MARC Downgrade

For purposes of this product offer, the term "Business Downturn" is hereby defined to mean an unplanned, measurable change in business conditions affecting the customer's business that is outside of the customer's control and that materially and negatively affects the customer's need for the level of Company services which contribute to the MARC hereunder. The customer specifically acknowledges that the transfer or substitution of the contributory services to another provider during the term hereof does not qualify as business downturn.

This provision may be invoked by the customer no earlier than after the end of the first year for a two or three year agreement or after the end of the second year for a five year agreement. To invoke this provision, the customer must provide in writing to the Company the facts which support its request for Business Downturn consideration, and the Company will solely determine whether the customer's business conditions satisfy the definition of "Business Downturn".

Upon the Company's determination that a Business Downturn has occurred, the customer and the Company shall then negotiate in good faith an appropriate and commercially reasonable change to the customer's commitments hereunder. Examples of appropriate and commercially reasonable changes include (but are not limited to) a modification to the term and/or MARC. The Parties shall continue performance under this Agreement while they are in negotiations. If no agreement can be reached regarding a change to the customer's commitments, then the rates, MARC, terms and conditions of this Agreement shall remain in effect for its Term. The customer may invoke this provision only once during the term of this Agreement.

AT&T BUSINESS LOCAL CALLING (BLC)**A. Description**

AT&T Business Local Calling (BLC) is an optional business package offer that provides multiple line option packages which include varying combinations of a network access line, choice of local usage plans, select vertical features, and hunting (optional). Additional vertical feature options are also available.

B. Terms and Conditions

1. AT&T Business Local Calling is available to business customers who agree to a 12-Month, 24-Month^{/1/}, or 36-Month^{/1/} term and who commit to the line option packages and prices as shown in *F. Prices* following. Effective May 2, 2011 customers may also subscribe to AT&T Business Local Calling on a Month-to-Month basis at prices as shown in *F. Prices* following.
2. AT&T Business Local Calling is not available on ISDN, PBX, PRI, Centrex, Plexar and other non-POTS classes of service (e.g. Inmate or Hotel/Motel lines), MetroPlus, Foreign Exchange Service, WATS, 800/900, DID, Hot Line, Payphone Exchange Access Service, Semi-Public service, Telebranch, and Location Routing service.
3. AT&T Business Local Calling is only available where facilities and equipment are available.
4. All lines in an AT&T Business Local Calling account must be subscribed to a line option package as listed in *F. Prices* following. Multiple options per account are permissible.
5. Lines subscribed to AT&T Business Local Calling cannot be subscribed to any other optional local calling plans.
6. An AT&T Business Local Calling plan is not transferable to, nor may it be assumed by, a customer or customers other than the customer of record.
7. Volume Price Level rates as listed in *F. Prices* will apply for the life of the term plan based on the number of lines subscribed to on the initial order.
8. AT&T Business Local Calling line option packages contain certain core components as well as a variety of optional components. Optional components are included in the AT&T Business Local Calling line option prices and are activated at the customer's discretion. There is no reduction in price for any optional feature not activated. Optional features selected for activation by the customer are provided on a per line basis. Core components are not optional and cannot be removed from the package.
9. Certain stand alone vertical features not designated as either core or optional components in any line option package may be added on an a la carte basis at the rate listed in *F. Prices* following. These stand alone vertical features are limited to Three-Way Calling, Call Forwarding, Call Waiting, Speed Calling 30, Auto Redial, Call Return, Call Blocker, and Remote Access to Call Forwarding. Other stand alone features may be added on an a la carte basis at their individual Guidebook rates.

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/1/ Effective September 1, 2014, customers with 1-19 lines may not establish new terms plans greater than 1-year for Business Local Calling, and existing term plans for customers with 1-19 lines may not be renewed or extended for a term greater than 1 year.

/2/ Material previously appeared on Second Revised Sheet 12 in this Section.

AT&T BUSINESS LOCAL CALLING (BLC) (cont'd)**B. Terms and Conditions (cont'd)**

10. A customer may subscribe to multiple agreements for AT&T Business Local Calling at the same time, but a telephone number may only be included under one agreement.
11. There is no nonrecurring service charge or set-up charge to establish an AT&T Business Local Calling account.
12. Customers will receive a waiver of normally applicable Service Ordering and Line Connection nonrecurring charges (NRCs) associated with the establishment of all local exchange access lines that are subscribed to AT&T Business Local Calling, as well as a waiver of NRCs, if applicable, associated with vertical features ordered at the time of initial subscription to AT&T Business Local Calling. Service charges associated with changing to/from hunting service, if applicable, will also be waived for AT&T Business Local Calling customers. Standard NRCs will apply to stand alone features added to an existing AT&T Business Local Calling account when such features are added subsequent to the initial subscription. This waiver of NRCs is not applicable for customers subscribing to a Month-to-Month plan.
13. Customer may purchase Business Local Calling 1-19 line package for a 12-month term via a written or oral agreement. The agreement will automatically renew in successive 12-month terms unless, prior to expiration of the then-existing term, either party (Customer or Company) provides the other 30-days written notice that it does not wish to renew the agreement. Absent such notification, a new 12-month agreement subject to the same rates, terms and conditions will commence on the expiration date of the then-current term.

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When Business Local Calling 1-19 line package is purchased as part of a Bundle Offer (i.e. an offer for the purchase of multiple AT&T services at a discount), the customer agrees to maintain the Bundle Offer for the applicable term. The price of the Business Local Calling service portion of the Bundle is valid until one of the following events occurs, at which time the price will increase: (1) the term of the Bundle Offer expires; (2) customer changes the Business Local Calling service address; or (3) customer drops one of the AT&T services in the Bundle Offer. If the customer is no longer eligible for the Bundle Offer price for the reasons described above, but has time remaining on the Bundle Offer term, the price for the Business Local Calling service will increase to the then-existing 12-month term price.

14. Applicable local, state, and federal charges, taxes, 911 fees, and the End User Common Line charge are in addition to the line option prices listed in *F. Prices* following.
15. If a customer does not commit to a new term plan or an alternate plan by the last date of the existing term plan, the customer's existing AT&T Business Local Calling plan, discounts and rates will terminate and the customer's services will be billed at the Month-to-Month rates as shown in *F. Prices* following^{/1/}.

^{/1/} Effective 5/02/2011 AT&T Business Local Calling will be available on a Month-to-Month basis without having previously subscribed to a term plan. Month-to-Month prices will be subject to Company-initiated price adjustments.

^{/2/} Effective 6/19/2019, new 12-month terms will no longer automatically renew. 12-month term plans existing prior to 6/19/2019 will auto-renew until such time as either party (Customer or Company) provides the other 30-days written notice that it does not wish to renew the agreement, per paragraph B.13.

(N)
(N)

AT&T BUSINESS LOCAL CALLING (BLC) (cont'd)**B. Terms and Conditions (cont'd)**

16. Lines subscribed to an AT&T Business Local Calling account cannot be placed on customer initiated Temporary Suspension.
17. This paragraph is applicable only to AT&T Business Local Calling lines without the AT&T All for Less offer (see Paragraph 20 for AT&T Business Local Calling lines with the All for Less offer.)

(N)
|
(N)

Existing customers who are not on a voice package term plan or who have less than six (6) months remaining on their voice package term plan, who communicate a desire to disconnect their lines then reconsider and keep the lines, and who subscribe to a new AT&T Business Local Calling agreement for at least a 1-year term will receive a monthly credit, as follows:

- a. For Service Agreements entered into prior to June 2, 2016, the credit is \$3.00 per eligible access line, up to a maximum of 19 lines, for 12 months. At no time will these credits rendered exceed \$684.00 per customer.
- b. For Service Agreements entered into on or after June 2, 2016, the credit is \$6.00 per eligible access line, up to a maximum of 19 lines, for 12 months. At no time will these credits rendered exceed \$1368.00 per customer.

The customer must agree to subscribe all their lines to AT&T Business Local Calling in order to receive the credit. If any lines are disconnected during the call then the remaining lines are not eligible for this credit. Those customers who initially refuse a new AT&T Business Local Calling offer will be eligible to receive a monthly credit, as follows:

- c. For Service Agreements entered into prior to June 2, 2016, \$6.00 per eligible access line, up to a maximum of 19 lines, for 12 months. At no time will these credits rendered exceed \$1368.00 per customer.
- d. For Service Agreements entered on or after June 2, 2016, the credit is \$12.00 per eligible access line, up to a maximum of 19 lines, for 12 months. At no time will these credits rendered exceed \$2736.00 per customer.

Customers cannot call back at a subsequent date and receive additional credits for lines targeted for disconnection. This offer cannot be combined with any other promotional offers for access lines, including Win/Winback offers.

18. AT&T Business Local Calling customers may combine subscribed lines from any state where an AT&T ILEC provides local service and where the AT&T Business Local Calling plan is available, into one agreement to meet line commitments.
19. Effective for new agreements established on or after October 26, 2012, each business customer may establish multiple 1-19 line AT&T Business Local Calling agreements, but, will be limited to a maximum of one 20+ line AT&T Business Local Calling agreement at any given time. The total number of lines subscribed under all agreement types combined is limited to 35,000 per customer. This limitation applies for each business customer across all states where an AT&T ILEC provides local service and where AT&T Business Local Calling is also available.

AT&T BUSINESS LOCAL CALLING (BLC) (cont'd)**B. Terms and Conditions (cont'd)**

20. This paragraph is applicable only to AT&T Business Local Calling lines with AT&T All for Less offer (see Paragraph 17 for AT&T Business Local Calling lines without the All for Less offer.)

Eligible customers may receive a monthly credit as follows. Eligible customers are those customers who:

- are existing customers who are not on a voice package term plan or who have less than six (6) months remaining on their voice package term plan, and
- who communicate a desire to disconnect their lines then reconsider and keep the lines (i.e. "save"), or who have their local exchange access line service with another competitive local exchange carrier within the Company service area and who now wish to establish their local exchange access line service with the Company (i.e. "win/winback"), and
- who subscribe to a new AT&T Business Local Calling agreement for at least a 1-year term.

For Service Agreements entered into on or after April 1, 2017, the credit is \$6.00 off of the All for Less rate on the first line only, for 12 months. The customer must agree to subscribe all their lines to AT&T Business Local Calling in order to receive the credit.

Those customers who initially refuse the above mentioned offer will be eligible to receive a monthly credit, as follows:

For Service Agreements entered on or after April 1, 2017, the credit is \$12.00 off of the All for Less rate on the first line only, for 12 months.

Customers cannot call back at a subsequent date and receive additional credits for lines targeted for disconnection.

AT&T BUSINESS LOCAL CALLING (BLC) (cont'd)**C. Line Option Packages***"Unlimited A" (Option A)*

Core Components: network access line, unlimited local usage, Caller ID Name and Number, Three-Way Calling, Call Forwarding

Optional Components: Call Waiting, Speed Dial 30, Auto Redial, Call Return, Call Blocker, Remote Access To Call Forwarding, Call Forward Don't Answer, Call Forward Busy Line, Message Waiting Indication, Touch Tone, and Hunting

"Unlimited B" (Option B)

Core Components: network access line, unlimited local usage, Caller ID Name and Number

Optional Components: Call Forward Don't Answer, Call Forward Busy Line, Message Waiting Indication, Touch Tone, and Hunting

"Block Of Time 150" (Option C)

/1/

Core Components: network access line, local usage 150 minute Block Of Time (BOT), Caller ID Name and Number. Local minutes of use in excess of the 150 minute allowance per month are charged at the rate listed in *F. Prices* following. Minutes used will be rounded up to the next whole minute per call

Optional Components: Call Forward Don't Answer, Call Forward Busy Line, Message Waiting Indication, Touch Tone, and Hunting

"Measured" (Option D)

Core Components: network access line, local usage measured on a per minute basis, Caller ID Name and Number. This local usage plan includes the first 30 minutes per month at no additional charge. Local minutes of use in excess of the 30 minute allowance per month are charged at the rate listed in *F. Prices* following

Optional Components: Call Forward Don't Answer, Call Forward Busy Line, Message Waiting Indication, Touch Tone, and Hunting

/1/

D. Termination Liability and Shortfall

1. Except as provided for elsewhere in this Guidebook, customers who terminate their entire AT&T Business Local Calling account prior to completion of the selected term period are subject to termination charges. Termination charges are equal to \$15.00 times the number of months remaining on the term commitment times the number of lines subscribed to on the initial order.

/1/ Effective September 1, 2014, "Block of Time 150" (Option C) and "Measured" (Option D) are not available for new Business Local Calling installations, and existing Option C and D agreements may not be renewed. Existing Option C and D customers may continue with these options on existing lines. Existing customers that reach the end of their current term may select from available term offers or choose month-to-month rates (N) (N) (N) (N) (N) (N)

AT&T BUSINESS LOCAL CALLING (BLC) (cont'd)**D. Termination Liability and Shortfall (cont'd)**

2. Termination charges are not applicable if, during the term period:
 - a. the customer converts to another Company access and local usage plan with a term equal to or greater than the time remaining on the AT&T Business Local Calling term plan. For 20+ line agreements established on or after October 26, 2012 the customer must also establish a new line commitment at least as great as in their initial subscription in order to qualify; or
 - b. the customer converts to an upgraded technology with the Company (e.g., network access lines to PBX Trunks, Centrex, ISDN Prime) and commits to a term equal to or greater than the time remaining on the AT&T Business Local Calling term plan. It is at the Company's sole determination whether a product change satisfies the requirements for waiver of the termination liability under this clause; or
 - c. the customer chooses to terminate their agreement and to negotiate a new AT&T Business Local Calling agreement with a term period greater than the time remaining on the existing AT&T Business Local Calling agreement. The new service agreement will be based on the term plan rates in effect at the time of establishing the new agreement. For 20+ line agreements established on or after October 26, 2012 the customer must also establish a new line commitment at least as great as in their initial subscription in order to qualify.
 - d. If during the Term, a customer chooses to migrate from an AT&T ILEC Service (referred to as (N) the "Terminated ILEC Service") provided under a Business Local Calling Agreement to a qualifying AT&T Business Voice over IP (BVoIP) Service or to a qualifying AT&T Mobility Service (referred to collectively as the "Replacement Service"), then the Early Termination Charge associated with the Terminated ILEC Service will be waived, provided:
 1. the Terminated ILEC Service has been installed at the Customer site for no fewer than 3 months;
 2. the term of the Replacement Service agreement is equal to or greater than the remaining term for the Terminated ILEC Service;
 3. the Replacement Service is installed or available at the same Customer sites as the Terminated ILEC Service;
 4. the Replacement Service is contracted for in the same relative quantity(ies) as those Terminated ILEC Services being displaced, and
 5. activation of the Replacement Service at the Customer sites or for Customer use at such Customer Sites occurs within 90 days of termination of the ILEC Service at that site.

It is at the Company's sole determination whether a product change satisfies these requirements. (N)
3. For customers who initially subscribe to 20+ lines: in any month during the term of an AT&T Business Local Calling agreement if the customer's total number of subscribed lines falls below 80% of the number of lines subscribed to on the agreement, then a shortfall adjustment charge will be applicable and will appear on the customer's bill for each of those months. This shortfall adjustment charge is equal to \$10.00 times the number of lines below the 80% requirement.

/1/

/1/ Material now appears on Sheet 15.1 in this section.

AT&T BUSINESS LOCAL CALLING (BLC) (cont'd)**E. References**

/1/

The AT&T Business Local Calling plan components are provided in accordance with the Terms and Conditions of their applicable Guidebook Part except as noted in Sections B. and F. of this Guidebook.

Subject**Reference**

| | |
|---|-------------------|
| Business Network Access Lines | Part 4, Section 2 |
| Business Local Usage | Part 4, Section 2 |
| Custom Calling Features (Easy Options Services) | Part 7 |

/1/

/1/ Material formerly appeared on Sheet 15 in this section.

AT&T BUSINESS LOCAL CALLING (BLC) (cont'd)

F. Prices

1. Service Elements

Term and Volume Monthly Prices

| Volume Price Level | Line Option | 1-Year | 2-Year ^{1/} | 3-Year ^{1/} | |
|--------------------------|----------------|--------|----------------------|----------------------|-----|
| | | | | | (D) |

For accounts established on or after 6/1/15 and prior to 9/15/16

| | | | | | |
|--------------|----------|---------|-------|-------|--|
| 1 – 19 Lines | Option A | \$50.00 | | | |
| | Option B | 45.00 | | | |
| 20+ Lines | Option A | 34.00 | 33.00 | 32.00 | |
| | Option B | 29.00 | 28.00 | 27.00 | |

For accounts established on or after 9/15/16 and prior to 3/15/18

| | | | | | |
|--------------|----------|---------|-------|-------|--|
| 1 – 19 Lines | Option A | \$60.00 | | | |
| | Option B | 55.00 | | | |
| 20+ Lines | Option A | 34.00 | 33.00 | 32.00 | |
| | Option B | 29.00 | 28.00 | 27.00 | |

^{1/} Effective September 1, 2014, customers with 1-19 lines may not establish new term plans greater than 1-year for Business Local Calling, and existing term plans for customers with 1-19 lines may not be renewed or extended for a term greater than 1 year.

^{2/} Effective September 1, 2014, "Block of Time 150" (Option C) and "Measured" (Option D) are not available for new Business Local Calling installations, and existing Option C and D agreements may not be renewed. Existing Option C and D customers may continue with these options on existing lines. Existing customers that reach the end of their current term may select from available term offers or choose month-to-month rates.

AT&T BUSINESS LOCAL CALLING (BLC) (cont'd)

F. Prices (cont'd)

1. Service Elements (cont'd)

Term and Volume Monthly Prices

| Volume Price <u>Level</u> | Line <u>Option</u> | <u>1-Year</u> | <u>2-Year^{/1/}</u> | <u>3-Year^{/1/}</u> |
|---------------------------------|-----------------------|---------------|-----------------------------|-----------------------------|
|---------------------------------|-----------------------|---------------|-----------------------------|-----------------------------|

For accounts established on or after 3/15/18 and prior to 6/19/19

| | | | | |
|--------------|----------|---------|-------|-------|
| 1 – 19 Lines | Option A | \$60.00 | | |
| | Option B | 55.00 | | |
| 20+ Lines | Option A | 39.00 | 38.00 | 37.00 |
| | Option B | 34.00 | 33.00 | 32.00 |

For accounts established on or after 6/19/19 and prior to 8/23/19

| | | | | |
|--------------|----------|---------|-------|-------|
| 1 – 19 Lines | Option A | \$70.00 | | |
| | Option B | 65.00 | | |
| 20+ Lines | Option A | 39.00 | 38.00 | 37.00 |
| | Option B | 34.00 | 33.00 | 32.00 |

For accounts established on or after 8/23/19

| | | | | |
|--------------|----------|---------|-------|-------|
| 1 – 19 Lines | Option A | \$70.00 | | |
| | Option B | 65.00 | | |
| 20+ Lines | Option A | 44.00 | 38.00 | 37.00 |
| | Option B | 39.00 | 33.00 | 32.00 |

Option C Local Usage Per Minute of Use Charge in Excess of 150 Minutes \$ 0.024

Option D Local Usage Per Minute of Use Charge in Excess of 30 Minutes 0.030

| | | | Monthly <u>Rate</u> | |
|--|----------|----------|------------------------|-----|
| Vertical Features listed in B.9, per feature, per line | | | \$5.00 | |
| Month-to-Month Prices: | | | | |
| | Option A | \$152.00 | | (I) |
| | Option B | 147.00 | | |
| | Option C | 169.00 | | |
| | Option D | 162.00 | | (I) |

/1/ Effective September 1, 2014, customers with 1-19 lines may not establish new term plans greater than 1-year for Business Local Calling, and existing term plans for customers with 1-19 lines may not be renewed or extended for a term greater than 1 year.

BUSINESS LOCAL CALLING ASSURANCE**A. Description**

AT&T Business Local Calling Assurance is an optional business package for customers with 1 to 5 lines that includes a network access line, Caller ID (Calling Number and Calling Name), and Call Forwarding services.

B. Terms and Conditions

The Business Local Calling Assurance package is available for business customers with 1 to 5 business network access lines per location who agree to a 12-month^{/2/} or 24-month^{/1/} term period and commit to a Flat Rate Business Exchange Access Line, Caller ID (Calling Number and Calling Name), and Call Forwarding service. Customers may also subscribe to Business Local Calling Assurance on a Month-to-Month basis at prices as shown in paragraph C. Eligible customers are existing Business customers who have received a competitive offer and are considering switching their Business Local Exchange Access Line service to another carrier (proof of competitive offer may be required), as well as Business customers who have their local exchange access line service with another competitive local exchange carrier within the AT&T service area, and who now wish to establish their business local exchange access line service with the Company. These business customers will be eligible for the package rate listed below in Rates, per line, for these services. This eligibility requirement is not applicable to customers with existing AT&T Business Local Calling Assurance service prior to September 1, 2016.

The AT&T Business Local Calling Assurance package is only available to customers who require 1 to 5 individual business exchange network access lines and is not available on FX Service, WATS access lines, PBX Trunks, Centrex, Plexar or Semi-Public Coin services.

A customer may have up to 5 lines maximum per location subscribed to a Business Local Calling Assurance agreement.

Only the primary line is under a term contract and price protected. However, the customer will benefit from discounted rates on all additional Business Local Calling Assurance lines on the account for the duration of the term. While the primary line will not be subject to rate changes during the term of the agreement, prices on additional lines will be subject to such changes during the term period.

C. Rates

| | <u>USOC</u> | <u>Monthly Rate</u> | |
|---|-------------|---------------------|-----|
| Package Rate per Primary Line..... | PGOVM | \$80.00 | (I) |
| Package Rate per Additional Line(s) | PGOVN | 80.00 | (I) |

/1/ Effective January 2, 2015, the 24-Month term option, and the 12-month re-subscription option are Grandfathered and no longer available to new subscribers. Customers cannot subscribe to a new 24-month term, or a new 12-month term that includes a re-subscription option. Customers with an existing 12-month re-subscription agreement remain eligible for the options described in paragraph D.

/2/ Effective March 1, 2017, the 12-Month term option is Grandfathered and no longer available.

BUSINESS LOCAL CALLING ASSURANCE (cont'd)**D. Rate Application**

Customers will receive a waiver of normally applicable service and equipment installation nonrecurring charges (NRCs) associated with local exchange access lines and for Custom Calling Services ordered at the time of initial subscription to AT&T Business Local Calling Assurance package. Standard NRCs will apply to lines and Custom Calling Services added after the initial order.

Prior to January 2, 2015, the 12-month term was available as a 12-month re-subscribe agreement.^{/2/} (C)
Under the 12-month re-subscribe option, the plan will renew for 12-month intervals. A maximum of two 12-month terms are available after the first 12-month term. The customer will receive written notification of their initial selection outlining the details of the agreement, plus subsequent notifications regarding their re-subscribe options prior to the expiration of each 12-month term^{/2/}. The customer is (C) under no obligation to resubscribe after completion of a 12-month term period.

At the expiration of the agreed to term, rates will revert to the applicable individual Guidebook rates for each component of the package. Effective with new subscriptions as of January 17, 2011, the fixed monthly rate provided with this service continues after the end of the term. All lines under these subscriptions will no longer be price protected after the expiration of the term, unless the customer agrees to a new 12-month term.

E. Termination Charges^{/1/}

^{/1/} Fees applicable to the early termination of new and existing agreements were removed from this section and are no longer applicable as of February 15, 2010.

^{/2/} Effective January 2, 2015, the 24-Month term option, and the 12-month re-subscription option are Grandfathered and no longer available to new subscribers. Customers cannot subscribe to a new 24-month term, or a new 12-month term that includes a re-subscription option. Customers with an (C) existing 12-month re-subscription agreement remain eligible for the options described in paragraph D.

EASY RATE**A. Description**

Easy Rate is an optional business package offer that includes a network access line, customer selected Custom Calling Services (optional) and hunting (optional). Customers must subscribe to a minimum of 40^{/1} lines.

B. Terms and Conditions

Easy Rate is available to business customers with a minimum of 40^{/1} business exchange access lines. Line counts may be combined from any state where an AT&T ILEC provides local service and where the Easy Rate plan is also available to meet the 40^{/1} line minimum requirement. All the customer's lines must be subscribed to Easy Rate.

All lines will include unlimited local usage, customer selected Custom Calling Services (optional), and hunting (optional) at the package price per line as shown in *C. Rates* following. Easy Rate is available on a term plan or on a month-to-month basis.

If the Easy Rate account falls below a total of 40^{/1} eligible lines per account for a given month, the rates will revert to standard component month-to-month Guidebook rates. Customers must specifically request to be returned to Easy Rate, if desired, if their account line total returns to the 40^{/1} line minimum.

Standard nonrecurring charges apply to establish and change lines, hunting, and Custom Calling Services except as noted below.

Easy Rate is available only on business Flat Rate Single Line or Multi-Line service only. Other class of service lines or types must be established on a separate account and billed separately.

Easy Rate is not available on FX Service, ISDN, Coin, PRI, Inmate, Hotel-Motel, 800/900, Hot Line, Telebranch, Location Routing Service, Payphone Exchange Access Service, WATS access lines, PBX, DID, Centrex, PLEXAR, or Semi-Public Coin services.

Except as provided below, Non-Recurring Charges (NRCs) shall be waived for Easy Rate Customers for 1) the establishment of all local exchange access lines and associated vertical features ordered at the time of initial subscription to Easy Rate; and 2) NRCs shall also be waived for Easy Rate Customers changing to/from hunting service. NRCs will apply to stand alone features added to an existing Easy Rate account when such features are added subsequent to the initial subscription. NRCs shall not be waived for Customers subscribing to a Month-to-Month plan.

/1/ The minimum line requirement for Easy Rate agreements established between September 9, 2013, and June 20, 2018 shall be reduced to 10. (C) (C)

EASY RATE (cont'd)**B. Terms and Conditions (cont'd)**

Easy Rate is available with any or all of the following Custom Calling Services. The package price (C) will not change regardless of the number of these services selected.

Caller ID
Call Waiting
Call Forwarding
Three-Way Calling
Speed Calling 30
Remote Access to Call Forwarding
Call Return
Auto Redial
Call Blocker

C. Rates

| <u>Payment Option</u> | <u>USOC</u> | <u>Monthly Rate</u> |
|-----------------------|-------------|---------------------|
| 12 Months | PGOZA | \$50.00 |
| 18 Months | PGOZA | 50.00 |
| 24 Months | PGOZA | 50.00 |
| 36 Months | PGOZA | 50.00 |
| 48* Months | PGOZA | 50.00 |
| 60* Months | PGOZA | 50.00 |
| Month-to-Month..... | PGOZA | 50.00 |

* Easy Rate agreements with 48 & 60 month terms may not be established on or after September 9, 2013.

D. Rate Application

Customers can de-select (or select) any of the Custom Calling Services at anytime at no charge. (C)

CUSTOM BIZSAVER II**A. Description**

Custom BizSaver II is an optional small business package offer that includes a network access line, Caller ID, four customer selected Custom Calling Services and hunting (optional). Custom BizSaver II is available at flat monthly rates. Customers must select either a month to month package rate or a 12-month, 24-month or 36-month term. (C)

Custom BizSaver II allows customers to subscribe to one to thirty lines at discounted rates at a given location. Customer must select a Custom BizSaver II package that includes Caller ID and the customer selected Custom Calling Services on their primary line to qualify for the Custom BizSaver II package rates. (C)

B. Terms and Conditions

Custom BizSaver II (CBS II) packages are available to business customers with 1 to 30 business lines at a given location who agree to a month to month arrangement or to a 12-month, 24-month or 36-month term agreement and commit to subscribe to network access line service, Caller ID, hunting (optional) and a flexible bundle of four Custom Calling Services on their primary line. Rates are shown in Paragraph C. Prices following. Pay Per Use features are not eligible. (C)

Eligible customers have two additional line options available for lines 2 – 30:

CBS II Additional Line (ADL) Option 1 includes a network access line, Caller ID and hunting (optional). Rates are shown in C. Prices following. Pay Per Use features are not eligible.

CBS II Additional Line (ADL) Option 2 includes a network access line, Caller ID, hunting (optional) and a flexible bundle of four Custom Calling Services as described in the Selection List below. Rates are shown in C. Prices following. Pay Per Use features are not eligible. (C)

Customers can add or subtract CBS II additional lines at any time without affecting the term agreement associated with the primary CBS II line.

Custom BizSaver II packages are available only to customers that require 1 to 30 business exchange lines and are not available on FX Service, ISDN, Coin, PRI, Inmate, Hotel-Motel, 800/900, Hot Line, Warm Line, Telebranch, Location Routing Service, Payphone Exchange Access Service, WATS access lines, PBX, DID, Centrex or PLEXAR.

CUSTOM BIZSAVER II (cont'd)**B. Terms and Conditions (cont'd)**

Only one CBS II agreement is allowed at a given location. All lines associated with an agreement must be at the same location.

Customers must choose four Custom Calling Services from the following list of services to establish their CBS II Primary Line Bundle and any CBS II Additional Line (ADL) Option 2 lines installed. Pay Per Use features are not eligible. (C)

Selection List:

- Call Waiting
- Call Forwarding
- Remote Access to Call Forwarding
- Three-way Calling
- Call Waiting ID
- Auto Redial
- Call Return
- Speed Calling 30
- Call Blocker

CUSTOM BIZSAVER II (cont'd)**C. Rates**

| | <u>USOC</u> | <u>12-Month</u> | <u>24-Month</u> | <u>36-Month</u> |
|---|-------------|-----------------------|-----------------|-----------------|
| CBS II Primary Line Bundle ^{1/} Rate Groups: 1, 2, 3, 4 | PGO1Q | \$39.00 | \$38.00 | \$37.00 |
| CBS II ADL Option 1 ^{2,3/} Rate Groups: 1, 2, 3, 4 | PGO1S | 30.00 | 29.00 | 28.00 |
| CBS II ADL Option 2 ^{2/} Rate Groups: 1, 2, 3, 4 | PGO1R | 39.00 | 38.00 | 37.00 |
| | <u>USOC</u> | <u>Month to Month</u> | | |
| CBS II Primary Line Bundle Rate Groups: 1, 2, 3, 4 | PGO1T | \$162.00 | | (I) |
| CBS II ADL Option 1 Rate Groups: 1, 2, 3, 4 | PGO1U | 162.00 | | (I) |
| CBS II ADL Option 2 Rate Groups: 1, 2, 3, 4 | PGO1T | 162.00 | | (I) |

Discounted Rates for Customers in 479 & 501 Area Codes as described in D. *Rate Application*^{4/}

| | <u>USOC</u> | <u>12-Month</u> | <u>24-Month</u> | <u>36-Month</u> |
|---|-------------|-----------------|-----------------|-----------------|
| CBS II Primary Line Bundle ^{1/} Rate Groups: 1, 2, 3, 4 | PGO1V | \$36.00 | \$35.00 | \$34.00 |
| CBS II ADL Option 1 ^{2/} Rate Groups: 1, 2, 3, 4 | PGO1W | 22.00 | 22.00 | 22.00 |
| CBS II ADL Option 2 ^{2/} Rate Groups: 1, 2, 3, 4 | PGO1X | 36.00 | 35.00 | 34.00 |

^{1/} The Rate for each CBS II primary line bundle is guaranteed for the duration of the term period selected by the customer.

^{2/} Rate is established based on term selected on primary line. Customer can add and subtract ADL options without affecting the term agreement associated with the primary CBS II line. As of March 2, 2009 rates for CBS II ADL Option 1 and Option 2 are guaranteed for the duration of the term period selected.

^{3/} These rates are effective for ADL Option 1 lines added on or after June 1, 2009.

^{4/} These rates are no longer effective for agreements established on or after September 1, 2009.

CUSTOM BIZSAVER II (cont'd)**D. Rate Application**

If the customer subscribes to more than four components on the CBS II bundle Selection List, the four EasyOptions Services to be included in the CBS II Flex bundle will be the four highest priced features based on current, stand alone EasyOptions Services rates. Services purchased in excess of those purchased as components of the CBS II Flex bundle will be charged at the standard Guidebook rates.

Rates for the 12-month, 24-month and 36-month term agreements for the CBS II primary line as well as for the CBS II ADL Option 1 and 2 lines^{/1/} are guaranteed for the duration of the term period selected by the customer.

Rates for the CBS II additional line options are determined by the customer's selection on their primary line.

The 12-month term is also available as a 12-month oral re-subscribe agreement. Under the 12-month re-subscribe option, the plan will renew for 12 month intervals. A maximum of two 12-month terms are available after the first 12-month term. The customer will receive written notification of their selection outlining the details of the agreement, plus subsequent notifications regarding their re-subscribe options prior to the expiration of each 12-month term. The customer is under no obligation to re-subscribe after completion of a 12-month term period.

CBS II customers will receive a waiver of normally applicable Service Ordering and Line Connection nonrecurring charges (NRC's) associated with the establishment of local exchange access lines and, if applicable, any NRCs associated with the installation of hunting and EasyOptions Services that are ordered to establish Custom BizSaver II primary and/or additional lines.

Customers coming to AT&T from other carriers and who subscribe to a CBS II term plan will receive a credit equivalent to one month of monthly recurring charge(s) based on their initial order.

At the expiration of a 12-month, 24-month or 36 month term, the rates will revert to the respective month to month CBS II rates as shown in *C. Rates*, preceding.

Customers located in Area Codes 479 and 501 will receive discounted rates compared to the standard Guidebook rates for 12, 24, and 36-month term agreements, as displayed in *C. Rates*, preceding^{/2/}. These discounts do not apply to Month-to-Month rates. These rates will apply for the duration of the term agreement.

/1/ As of March 2, 2009

/2/ These discounted rates are no longer effective for agreements established on or after September 1, 2009.

CUSTOM BIZSAVER II (cont'd)**D. Rate Application (cont'd)**

Existing customers who are not on a voice package term plan or who have less than six (6) months remaining on their voice package term plan, who communicate a desire to disconnect their lines then reconsider and keep the lines, and who subscribe to a new Custom Bizsaver II agreement for at least a 1-year term will receive a monthly credit, as follows:

- a. For Service Agreements entered into prior to June 2, 2016, the credit is \$3.00 per eligible access line, up to a maximum of 19 lines, for 12 months. At no time will these credits rendered exceed \$684.00 per customer.
- b. For Service Agreements entered into on or after June 2, 2016, the credit is \$6.00 per eligible access line, up to a maximum of 19 lines, for 12 months. At no time will these credits rendered exceed \$1368.00 per customer.

(C)
(C)

The customer must agree to subscribe all their lines to Custom Bizsaver II in order to receive the credit. If any lines are disconnected during the call then the remaining lines are not eligible for this credit. Those customers who initially refuse a new Custom Bizsaver II offer will be eligible to receive a monthly credit, as follows:

- c. For Service Agreements entered into prior to June 2, 2016, \$6.00 per eligible access line, up to a maximum of 19 lines, for 12 months. At no time will these credits rendered exceed \$1368.00 per customer.
- d. For Service Agreements entered on or after June 2, 2016, the credit is \$12.00 per eligible access line, up to a maximum of 19 lines, for 12 months. At no time will these credits rendered exceed \$2736.00 per customer.

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Customers cannot call back at a subsequent date and receive additional credits for lines targeted for disconnection. This offer cannot be combined with any other promotional offers for access lines, including Win/Winback offers.

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/1/ Material now appears on Sheet 25.1 in this section.

CUSTOM BIZSAVER II (cont'd)**E. Early Termination Charges**

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Custom BizSaver II customers subscribed to a 12-month, 24-month or 36-month term who terminate service on their primary CBS II line prior to the end of the term period selected will be assessed termination charges of \$18.00 per month for the number of months remaining on the term. Early termination fees will not be applicable if during the term a customer converts to another Company access plan under term equal to or greater than the remaining time on the original agreement. If the customer retains any of the CBS II ADL options each component will revert to standard month to month component Guidebook rates.

If during the Term, a customer chooses to migrate from an AT&T ILEC Service (referred to as the "Terminated ILEC Service") provided under a Custom BizSaver II Agreement to a qualifying AT&T Business Voice over IP (BVoIP) Service or to a qualifying AT&T Mobility Service (referred to collectively as the "Replacement Service"), then the Early Termination Charge associated with the Terminated ILEC Service will be waived, provided:

1. the Terminated ILEC Service has been installed at the Customer site for no fewer than 3 months;
2. the term of the Replacement Service agreement is equal to or greater than the remaining term for the Terminated ILEC Service;
3. the Replacement Service is installed or available at the same Customer sites as the Terminated ILEC Service;
4. the Replacement Service is contracted for in the same relative quantity(ies) as those Terminated ILEC Services being displaced, and
5. activation of the Replacement Service at the Customer sites or for Customer use at such Customer Sites occurs within 90 days of termination of the ILEC Service at that site.

It is at the Company's sole determination whether a product change satisfies these requirements.

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/1/ Material formerly appeared on Sheet 25 in this section.

\$6 FOR 12 ACCESS LINE RETENTION OFFER

Effective January 1, 2021, this offer is no longer available to new subscribers. Existing subscribers may retain the 12-month credit through the end of their promotion period. (N)

Eligible residence customers with flat rate service who call to disconnect their access line(s) and then decide to retain the flat rate line(s) and have, or newly subscribe to a Custom Calling feature per line, will receive a \$6.00 bill credit per month, per line.

Eligible customers will receive a \$6.00 bill credit per month, per line for up to two flat rate access lines, for a maximum of 12 months. Eligible customers must keep the required services for 30 days to receive the benefit of the offer.

The customer's bill will be credited \$6.00 each month per line that both the access line(s) and the Custom Calling feature(s) are retained. If the customer disconnects the line(s) or the required feature(s) or moves from their current location, the remaining benefits will cease.

This offer may not be combined with any other Company residence retention offers that provide a monthly discount. Customers subscribing to Complete Choice Enhanced must have the access line in service for a minimum of 60 days, before becoming eligible for this offer.

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