

## AT&T ARKANSAS GUIDEBOOK

PART 4 - Exchange Access Services  
SECTION 5 - Other Exchange Access Services

5th Revised Sheet 11  
Replacing 4th Revised Sheet 11

### 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<sup>/1/</sup> is available to business customers who agree to a 12-Month<sup>/2/</sup> 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. (C)
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. The Company may annually adjust the rates applicable for a term plan, and such adjusted rates will apply on the date specified in the Company notification of change in rates. Subject to Company initiated price adjustments. Volume Price Level rates as listed in paragraph F. Prices will apply during term plan based on the number of lines subscribed.<sup>/2/</sup> (C)
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. (C)
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.

<sup>/1/</sup> Effective June 12, 2024, 24- and 36-month term plans are no longer made available for any line count, and existing term plans for all line counts may not be renewed or extended for a term greater than 1 year. (N)

<sup>/2/</sup> Effective June 12, 2024, after renewal of any term plan, Volume Price Level rates listed in F. Prices may be adjusted by the Company and made effective during the renewed term. (N)

**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. 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 NRCs, if applicable, associated with vertical features ordered at the time of initial subscription to AT&T Business Local Calling may apply. Service charges associated with changing to/from hunting service, if applicable, will also apply. 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.
- 13. Customer may purchase Business Local Calling 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, upon renewal a new 12-month term commences at the rates for 12-month term then in effect in *F. Prices* on the date of renewal, subject to Company-initiated rate adjustment<sup>/1/</sup>.

When Business Local Calling 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.

/1/ Effective 6/12/2024, Business Local Calling term plans of any length will automatically renew as described in Section B.13 above

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

15. Lines subscribed to an AT&T Business Local Calling account cannot be placed on customer initiated Temporary Suspension. (C)
16. 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.) (C)

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:

For Service Agreements entered into on or after May 10, 2024, the credit is \$60.00 per eligible access line, up to a maximum of 19 lines, for 12 months. At no time will these credits rendered exceed \$13,680.00 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:

For Service Agreements entered into between June 2, 2016 and December 10, 2023, 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. Effective December 11, 2023, this offer is no longer available.

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.

17. 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. (C)
18. 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. (C)

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

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

19. 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.) (C)

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)****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, or (C)
  - 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 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.
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/ Material now appears on Sheet 15.1 in this section.

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

**F. Prices**

1. Service Elements

Volume Price Level	Line Option	Term and Volume Monthly Prices			(C)
		<u>1-Year</u> <sup>/3/</sup>	<u>2-Year</u> <sup>/1//2/</sup>	<u>3-Year</u> <sup>/1//2/</sup>	
<i>For accounts established on or after 6/1/15 and prior to 9/15/16</i>					
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	
<i>For accounts established on or after 9/15/16 and prior to 3/15/18</i>					
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 04/03/2024, customers with 20+ lines may not establish new term plans greater than 1-year for Business Local Calling, and existing term plans for customers with 20+ lines may not be renewed or extended for a term greater than 1 year. (D) (C)

/3/ For any term plan, including term plans established prior to June 12, 2024, upon renewal of the term plan after June 12, 2024, the rates applicable will be the 1-Year term rates in effect above on the date of the renewal, subject to Company-initiated rate adjustments made thereafter. (N) (N) (N)

**AT&T ARKANSAS GUIDEBOOK**

PART 4 - Exchange Access Services  
SECTION 5 - Other Exchange Access Services

19th Revised Sheet 16.1  
Replacing 18th Revised Sheet 16.1

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

**F. Prices (cont'd)**

1. Service Elements (cont'd)

Volume Price Level	Line Option	Term and Volume Monthly Prices			(C)
		1-Year <sup>/3/</sup>	2-Year <sup>/1/ /2/</sup>	3-Year <sup>/1/ /2/</sup>	
<i>For accounts established on or after 3/15/18 and prior to 6/19/19</i>					
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	
<i>For accounts established on or after 6/19/19 and prior to 8/23/19</i>					
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	
<i>For accounts established on or after 8/23/19 and prior to 6/16/22</i>					
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	
<i>For accounts established on or after 6/16/22 and prior to 7/21/23</i>					
1 – 19 Lines	Option A	\$ 90.00			
	Option B	85.00			
20+ Lines	Option A	54.00	48.00	47.00	
	Option B	49.00	43.00	42.00	
<i>For accounts established on or after 7/21/23 and prior to 4/3/24</i>					
1 – 19 Lines	Option A	\$120.00			
	Option B	115.00			
20+ Lines	Option A	74.00	68.00	67.00	
	Option B	69.00	63.00	62.00	
<i>For accounts established on or after 4/3/24</i>					
1 – 19 Lines	Option A	\$180.00			
	Option B	175.00			
20+ Lines	Option A	110.00	-	-	
	Option B	105.00	-	-	

/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 04/03/2024, customers with 20+ lines may not establish new term plans greater than 1-year for Business Local Calling, and existing term plans for customers with 20+ lines may not be renewed or extended for a term greater than 1 year.

/3/ For any term plan, including term plans established prior to June 12, 2024, upon renewal of the term plan after June 12, 2024, the rates applicable will be the 1-Year term rates in effect above on the date of the renewal, subject to Company-initiated rate adjustments made thereafter. (N)  
(N)