

## AT&T ARKANSAS GUIDEBOOK

PART 2 - General Terms and Conditions  
SECTION 2 - Regulations

4th Revised Sheet 1  
Replacing 3rd Revised Sheet 1

### RULES AND REGULATIONS APPLYING TO ALL CUSTOMERS' CONTRACTS

#### A. General

The regulations specified herein are in addition to the regulations contained in other sections of this Guidebook. Failure on the part of customers to observe these rules and regulations of the Company automatically gives the Company the right to cancel, after proper notification, the contract and discontinue the furnishing of service.

The Company's obligation to furnish service or to continue to furnish service is dependent on its ability to obtain, retain and maintain suitable rights and facilities, and to provide for the installation of those facilities required incident to the furnishing and maintenance of that service. The Company may discontinue certain Company services in geographic areas at the Company's sole discretion.

Application for service, or requests from customers for additional service, equipment or changes in the grade or class of service become contracts when received by the Company and are subject to the minimum contract term. The Company reserves the right to require application for service to be made in writing on forms supplied by it.

In addition and subject to the appropriate regulatory approvals, the Company may grandfather or discontinue all services governed by this Guidebook in certain geographic areas. Once grandfathered, such services will no longer be available for purchase and existing customers will no longer be able to move, add or change their existing service.<sup>(1)</sup> (C)  
For service availability by Wire Center: [https://cpr.att.com/common/DLS\\_Filing\\_Info.htm](https://cpr.att.com/common/DLS_Filing_Info.htm) (C)  
For service availability by address: <https://cpr.att.com:8443/search/csiServiceAvailability>

The terms and conditions of all contracts are subject to the rules and regulations in this Guidebook for the particular exchange for which service is to be furnished.

Any general change in rates, rules or regulations shall act as modification of the contract to that extent, without further notice except that in case rates are increased the customer may cancel his contract upon five (5) days written or verbal notice and upon payment for all service, equipment, and any contractual liability.

Unless otherwise specified, the minimum term for which service will be furnished is one month.

In instances where a customer is converting their service from a Competitive Local Exchange Carrier reselling AT&T Arkansas provided service to AT&T Arkansas service at the same service address, a conversion charge as specified in Part 3, Section 1, may apply in lieu of standard installation charges.

#### B. Customer Specific Pricing

The Company may offer Customer Specific Pricing (CSP) for customers who sign an agreement purchasing Business Services. The negotiated customer specific rates will apply for the duration of the contract.

**Note 1:** Effective on or after February 16, 2024 (as permitted by the FCC), neither new nor existing customers will be permitted to purchase services in certain geographic areas.