

AT&T ARKANSAS GUIDEBOOK

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

3rd Revised Sheet 1
Replacing 2nd Revised Sheet 1

COMPLETELINK 2.0

Effective May 1, 2026, business lines or accounts that are not currently on a CompleteLink 2.0 term cannot be moved to or placed on a new or existing CompleteLink 2.0 term. Lines currently on other optional package offers, such as but not limited to AT&T Business Local Calling, AT&T Business Local Calling Assurance, or Easy Rate, cannot be changed to CompleteLink 2.0. Only business lines or accounts that are either currently on a CompleteLink 2.0 term or whose term expired within the last 60 days of establishing a new term, may start a new CompleteLink 2.0 term. In addition, customers may no longer participate in a CompleteLink 2.0 term greater than 1-year.

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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. Definitions

Contributory 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.

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/1/ Material now appears on Sheet 2 of this Section

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COMPLETELINK 2.0 (cont'd)

C. Terms and Conditions (cont'd)

4. CompleteLink® 2.0 is offered under a one year^{/4/}, two year^{/4/}, three year^{/2/}, or five year^{/1/} term. 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. /3/ (C)
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.
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. /3/
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.

- /1/ For agreements established on or after October 10, 2012 the 5 year term agreement will no longer be available. /3/
- /2/ For agreements established on or after October 3, 2013 the 3 year term agreement will no longer be available. /3/
- /3/ Material previously appeared on Sheet 1 of this Section. (N)
- /4/ Effective May 1, 2026, business lines or accounts that are not currently on a CompleteLink 2.0 term cannot be moved to or placed on a new or existing CompleteLink 2.0 term. Lines currently on other optional package offers, such as but not limited to AT&T Business Local Calling, AT&T Business Local Calling Assurance, or Easy Rate, cannot be changed to CompleteLink 2.0. Only business lines or accounts that are either currently on a CompleteLink 2.0 term or whose term expired within the last 60 days of establishing a new term, may start a new CompleteLink 2.0 term. In addition, customers may no longer participate in a CompleteLink 2.0 term greater than 1-year. (N)

COMPLETELINK 2.0 (cont'd)

D. Prices

1. Service Elements

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

MARC	Maximum Annual Discount	1 Year ^{/6/}	2 Years ^{/6/}	3 Years ^{/5/}	5 Years ^{/4/}	(C)
\$ 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	

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/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.

/6/ Effective May 1, 2026, business lines or accounts that are not currently on a CompleteLink 2.0 term cannot be moved to or placed on a new or existing CompleteLink 2.0 term. Lines currently on other optional package offers, such as but not limited to AT&T Business Local Calling, AT&T Business Local Calling Assurance, or Easy Rate, cannot be changed to CompleteLink 2.0. Only business lines or accounts that are either currently on a CompleteLink 2.0 term or whose term expired within the last 60 days of establishing a new term, may start a new CompleteLink 2.0 term. In addition, customers may no longer participate in a CompleteLink 2.0 term greater than 1-year.

/7/ Material moved to Sheet 7 of this Section.

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COMPLETELINK 2.0 (cont'd)

D. Prices (cont'd)

1. Service Elements (cont'd)

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

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.

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 total months) x 24 months remaining = \$1,600 x 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 upfront + \$1,200 (10% of the \$12,000 MARC/3 year term for their 1 year accelerated discount) = \$3,600]/36 total months x 18 months remaining = \$1,800 x 50% = \$900.

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

/2/ Material formerly appeared on Sheet 6 of this Section.

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EASY RATE

Effective May 1, 2026, business lines or accounts currently on an Easy Rate optional business package cannot be moved or changed to be established as an Easy Rate package line. Lines on other optional package offers, such as but not limited to AT&T Business Local Calling, AT&T Business Local Calling Assurance, or CompleteLink 2.0, cannot be changed to an Easy Rate package line. In addition, existing Easy Rate lines can no longer establish new term plans.

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(N)**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.

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 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 ^{/1/}	PGOZA	\$50.00	(C)
18 Months ^{/1/}	PGOZA	50.00	(C)
24 Months ^{/1/}	PGOZA	50.00	(C)
36 Months ^{/1/}	PGOZA	50.00	(C)
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.

/1/ Effective May 1, 2026, business lines or accounts currently on an Easy Rate optional business package cannot be moved or changed to be established as an Easy Rate package line. Lines on other optional package offers, such as but not limited to AT&T Business Local Calling, AT&T Business Local Calling Assurance, or CompleteLink 2.0, cannot be changed to an Easy Rate package line. In addition, existing Easy Rate lines can no longer establish new term plans. (N)