

AT&T ILLINOIS GUIDEBOOK

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

2nd Revised Sheet 12

COMPLETELINK® 2.0

Effective 5/1/2026, 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. (C)

In addition, customers may no longer participate in a CompleteLink 2.0 term greater than 1-year. (C)

A. Description

CompleteLink® 2.0 is an optional access and usage 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 qualifying Business Local Exchange Access Lines^{/1/} as determined by the Company and on Local Toll calls. CompleteLink® 2.0 requires AT&T Illinois local access and local usage.

B. Definitions

Contributory Services

Those services whose revenue is counted towards achievement of the customer's 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 paragraph C.21, but a number may only be included under one CompleteLink® 2.0 plan. See paragraph C.21 for additional information.
2. CompleteLink® 2.0 is limited to a maximum of 250 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 product guidebook.

^{/1/} CompleteLink 2.0 Local Exchange Access Line rates are available where facilities and operating conditions permit and only apply on qualifying measured service Business Local Exchange Access Lines as determined by the Company. Other class of service lines or types must be established on a separate account and billed separately. CompleteLink 2.0 Local Exchange Access Line rates are not available on certain services including but not limited to FeatureLink Service, Remote Call Forwarding, Foreign Exchange Service, Foreign District Service, WATS/800 services, PBX Trunks, DID, Centrex or ISDN services.

EASY RATE

Effective 5/1/2026, 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.

(C)
|
(C)

A. Description

Easy Rate is an optional Business package for customers with a minimum of 40^{/1/} Business Exchange Access Lines that includes the Network Access Line, Unlimited Local Usage, Central Office Features, and optional Hunting.

B. Terms and Conditions

1. 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.
2. All Easy Rate lines include Unlimited Local Usage service, customer selected central office features (optional), and Hunting (optional) at the package price per line as shown in paragraph D., Prices. Unlimited Local Usage service includes Band A and B calling only.
3. If an account falls below the 40^{/1/} minimum required Easy Rate lines, prices will revert to applicable monthly rates for each component of the Easy Rate package, as shown in paragraph C, References. Customers must specifically request to be returned to Easy Rate, if desired, if their account line total returns to the 40^{/1/} line minimum.
4. Easy Rate is only available on Measured Service Business Exchange Access Lines. Other class of service lines or types must be established on a separate account and billed separately.
5. Easy Rate is not available on FX Service, Remote Call Forwarding Service, WATS/800 services^{/2/}, PBX Trunks, DID, Centrex, ISDN services, or Semi-Public Coin services.
6. Except as provided below, Non-Recurring Charges (NRCs) shall be waived for Easy Rate Customers for the establishment of all Local Exchange Access Lines and associated vertical features ordered at the time of initial subscription to Easy Rate. 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.
7. Easy Rate is available with any or all of the following available central office features per line. The package price is the same regardless of the number of features selected. Easy Rate customers can choose to activate or deactivate any of the features on any line at any time. Normally applicable non-recurring service charges are waived when adding or activating the following features on existing lines.

Caller ID	Call Waiting	Automatic Callback
Caller ID With Name	Call Forwarding	Call Screening
Speed Calling 30	Three-Way Calling	Repeat Dialing

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

/2/ Effective December 31, 2021, WATS/800 Services are withdrawn for residence customers.