

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

1. A customer may subscribe to multiple CompleteLink[®] 2.0 agreements at the same time, but a telephone number may only be included under one CompleteLink[®] 2.0 plan.
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. (N)
(N)
(N)
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 offer.
4. CompleteLink[®] 2.0 is offered under a one year, two year, three year, or five year 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, are applicable unless the customer qualifies for a Business Downturn MARC Downgrade as defined in *E. Termination Charges and Credit Allowances* below.
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 an Under Utilization Charge 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 offer.

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C. Terms and Conditions (cont'd)

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

- Business Local Exchange Access Service including local message charges and Suburban Zone Service
- Business Trunks^{/2/}
- DID Service^{/2/}
- DTS-E Service^{/2/}
- Centrex^{/2/}
- Local service components of Access Advantage Plus
- Custom and Advanced Custom Calling Features, excluding Pay Per Use and Talking Call Waiting services^{/1/}
- Remote Call Forwarding^{/1/}
- Multi-Ring Service^{/1/}
- Busy Line Transfer^{/1/}
- Alternate Answering^{/1/}
- Message Waiting Indication^{/1/}
- FeatureLink Service

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 listed in *D. Prices* below, before application of the MARC Volume Discount.
- 19. The jurisdiction of the main billing telephone number, selected by the customer, will dictate the state jurisdiction governing the CompleteLink 2.0 contract.
- 20. Save customers, those who have received a competitive offer and are considering switching their business exchange access service to another carrier (proof of competitive offer may be required), as well as Win and Winback customers are also eligible to receive Local Exchange Access Line Rates as listed in *D. Prices* below, before application of the MARC Volume Discount.
- 21. Effective 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), one save agreement, 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 date will not be affected.

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/1/ Additional discounts apply to these services. See D.2.A. under 'Other Applicable Discounts' following in this product offer.
/2/ Additional discounts will continue to apply to DS1 and PRI (Primary Rate Interface) services included in agreements signed prior to July 28, 2006, where term rates apply.

COMPLETELINK® 2.0 (cont'd)

D. Prices

1. Service Elements

A. % MARC Volume Discount on Eligible Services^{/1/}

MARC	Maximum Annual Discount	1 Year	2 Years	3 Years	5 Years
\$ 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 ^{/3/}	10.0%	11.0%	12.0%	13.0%
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IntraLATA Toll Rates Per Minute ^{/2/}		\$0.055	\$0.054	\$0.053	\$0.052
IntraLATA Toll Rates Per Minute – Win & Winback customers only ^{/2/}		0.054	0.049	0.048	0.047

B. Local Exchange Access Line Rates – for agreements signed prior to February 2, 2007.

	Rate Group	1 Year	2 Years	3 Years	5 Years
Local Exchange Access Line Rates	1	\$22.73	\$22.28	\$21.83	\$21.83
	2	26.93	26.33	25.80	25.80
	L	26.93	26.33	25.80	25.80
	3	26.93	26.33	25.80	25.80

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

/2/ MARC Volume Discounts do not apply to the IntraLATA Toll rates quoted above.

/3/ This Maximum Annual Discount applies to agreements established on or after October 1, 2009.

