

AT&T Business Local Calling Essentials^{/1/}

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A. Description

AT&T Business Local Calling Essentials is an optional service package for business customers with 2 to 30 business network access lines that includes a Flat Rate Exchange Access Line, Caller ID with Name, and Hunting services.

B. Terms and Conditions

1. AT&T Business Local Calling Essentials is available to business customers with 2 to 30 business access lines who agree to a 12-month, 24-month, or 36-month term period and commit to a Flat Rate Exchange Access Line, Caller ID with Name, and Hunting service. These customers will be eligible for the package rates as shown in **C. Prices** following.
2. AT&T Business Local Calling Essentials is available to business customers with 2 to 30 access lines and who have those lines with a competitive local exchange carrier within the AT&T Illinois, AT&T Indiana, AT&T Michigan, AT&T Ohio or AT&T Wisconsin service areas and who now wish to establish their business network access line service with the Company.
3. AT&T Business Local Calling Essentials is available to Save customers with 2 to 30 access lines who have received a competitive offer and are considering switching their business network access lines to another carrier (proof of competitive offer may be required).
4. AT&T Business Local Calling Essentials is only available to customers who require 2 to 30 individual business exchange network access lines and is not available on FX Service, Remote Switching Service, WATS access lines, PBX Trunks, Centrex, or Semi-Public Coin services.
5. A customer may subscribe to multiple agreements for AT&T Business Local Calling Essentials at the same time, but a telephone number may only be included under one agreement. A customer may have 30 lines maximum per location subscribed to an AT&T Business Local Calling Essentials agreement.
6. Eligible customers will receive a waiver of normally applicable service ordering and line connection nonrecurring charges (NRC's) associated with local exchange access lines and, if applicable, vertical features ordered at the time of initial subscription to AT&T Business Local Calling Essentials. Standard NRC's will apply to features added after the initial order.
7. Eligible customers may subscribe to FeatureLink service as an option and will receive a monthly credit of \$4.00 off of standard Month-to-Month prices, if selected.

/1/ Effective April 3, 2024, customers agreeing to BLC Essentials term agreement may not establish new agreements greater than 12 months. In addition, effective April 3, 2024, new 12-month agreements will no longer have a re-term option. 12-month term plans existing prior to April 3, 2024, will have a re-term option until such time as either party (Customer or Company) provides the other 30-days' written notice that it does not wish to renew the agreement.

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AT&T Business Local Calling Essentials (cont'd)

B. Terms and Conditions (cont'd)

- 8. Eligible customers may subscribe to any of the following Central Office Optional Features^{/1/} on a standalone basis and will receive a monthly discount of 30% off of standard Guidebook prices, if selected.

Pay-Per-Use features are not eligible:

Automatic Callback, Call Screening, Call Waiting, Remote Call Forwarding, Repeat Dialing, Multi Ring Service, Speed Calling 30, Call Waiting ID.

- 9. The 12-Month term also has a 12-Month retermable option. If the customer selects the 12-Month retermable option, the plan will renew for 12-month intervals. A maximum of two 12-Month reterms are available after the first 12-Month term. The customer will receive written notification of their selection outlining the details of the agreement, plus subsequent notifications regarding their reterm options prior to the expiration of each 12-Month term. At the expiration of the agreed to term, rates will revert to the applicable individual rates for each component of the package.^{/2/}
- 10. Customers who elect to terminate their agreement prior to completion of the agreed to term will be assessed early termination charges amounting to 50% of the monthly recurring charges times the number of months left on the term commitment. A request for a reduction in the number of lines originally committed to an AT&T Business Local Calling Essentials agreement will be considered an early termination of the entire agreement and will be liable for termination charges except as specified below, or if business downturn rules apply as listed below.
- 11. Termination charges are not applicable if, during the term period, the customer converts to another Company access and local usage plan with a term equal to or greater than the remaining AT&T Business Local Calling Essentials term plan.
- 12. Within 90 days of subscribing to an AT&T Business Local Calling Essentials 2-year or 3-year term plan, customers may cancel this service without incurring the termination liability charges specified in this Guidebook.
- 13. Eligible customers who also have refused or not responded to a previous AT&T Business Local Calling Essentials offer from the Company will be eligible for a one-time \$20.00 credit per access line when they subscribe. This bill credit will be applied within (2) bill cycles of order completion. Save customers are not eligible for this one-time credit.

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/1/ For those customers who subscribe to this service on or after November 28, 2011, these services are no longer eligible for the Central Office Optional Features 30% monthly discount.

/2/ Effective April 3, 2024, customers agreeing to BLC Essentials term agreement may not establish new agreements greater than 12 months. In addition, effective April 3, 2024, new 12-month agreements will no longer have a re-term option. 12-month term plans existing prior to April 3, 2024, will have a re-term option until such time as either party (Customer or Company) provides the other 30-days' written notice that it does not wish to renew the agreement.

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