

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 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 business local exchange access lines and on local toll calls. CompleteLink® 2.0 requires AT&T Indiana 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.

COMPLETELINK® 2.0 (cont'd)

C. Terms and Conditions

1. A customer may subscribe to multiple CompleteLink® 2.0 agreements at the same time, as further defined in C.21., following, but a telephone number may only be included under one CompleteLink® 2.0 plan. See C.21., following, 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 offer.
4. CompleteLink® 2.0 is offered under a one year^{/3/}, two year^{/3/}, three year^{/2/}, or five year^{/1/} term. (C)
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 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 offer.

/1/ For new agreements established on or after October 10, 2012, the five year term agreement will no longer be available.

/2/ For new agreements established on or after October 3, 2013, the three year term agreement will no longer be available.

/3/ 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 ^{/3/}	10.0%	11.0%	12.0%	13.0%	
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	

/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.

/4/ For new agreements established on or after October 10, 2012, the five year term agreement will no longer be available.

/5/ For new agreements established on or after October 3, 2013, the three 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.

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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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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 lines will include unlimited local usage service, customer selected vertical services (optional), and hunting (optional) at the package price per line as shown in *D. Prices* following.
3. If an account falls below the 40^{/1/} minimum required Easy Rate lines, prices will revert to applicable monthly individual rates for each component of the Easy Rate package, as shown in *C. References* following. 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 available only on flat rate business exchange access lines (1FB and 1FH class of service). 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. Easy Rate is available with any or all of the following available vertical services per line. The package price is the same regardless of the number of these services selected. Easy Rate customers can choose to activate or deactivate any of these vertical services on any line at any time. Normally applicable nonrecurring service charges are waived when adding or activating the following vertical services 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 residential customers.

EASY RATE (cont'd)

B. Terms and Conditions (cont'd)

- 7. 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.

C. References

The components of the Easy Rate package are provided in accordance to the terms and conditions of their applicable Parts except as noted in Sections B. preceding and D. following of this offer.

<u>Subject</u>	<u>Reference</u>
Business Exchange Access Lines	Part 4, Section 2
Call Forwarding	Part 7, Section 1
Custom Calling Features	Part 7, Section 1
Advanced Custom Calling Services	Part 7, Section 2

D. Prices

1. Service Elements

<u>Description</u>	<u>Monthly Rate</u>	
Easy Rate Package Rate Per Line:		
Month To Month	\$50.00	
12 Month ^{/2/} Term	50.00	(C)
18 Month ^{/2/} Term	50.00	(C)
24 Month ^{/2/} Term	50.00	(C)
36 Month ^{/2/} Term	50.00	(C)
48 Month ^{/1/} Term	50.00	
60 Month ^{/1/} Term	50.00	

/1/ Easy Rate Agreements with 48 & 60 month terms may not be established on or after September 9, 2013.

/2/ 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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