

AT&T KANSAS GUIDEBOOK

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

3rd Revised Sheet 1
Replacing 2nd Revised Sheet 1

COMPLETELINK® 2.0^{1/}

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Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, paragraph 4, effective October 15, 2025, Business and Residence Exchange Access Service, all calling plans and services described in this section that can be purchased with a Business or Residence Network Access Line or Trunk will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

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 Kansas local exchange access and/or local usage service.

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 C.20, 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 product Guidebook.

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/1/ 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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/2/ Material now appears on Sheet 2.

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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, two year, 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, following are applicable unless the customer qualifies for a Business Downturn MARC Downgrade as defined in E. /3/
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 and non-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 and taxes, such as the following, are not included as Contributory Services or counted towards the achievement of the MARC:
 - End User common Line (EUCL) surcharges, EUCL offset charges, Enhanced 9-1-1 (E911) surcharges, Primary Interexchange Carrier (PIC) charges, Local Universal Service Fund (USF) surcharges.
 - Additionally any charges for services 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 new agreements established on or after October 10, 2012, the 5 year term agreement will no longer be available.

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

^{/3/} Material previously appeared on Sheet 1.

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EASY RATE^{/2/}

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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. *Prices* following. Easy Rate is available on term plans 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 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 non recurring 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 1-Party 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.

/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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