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. (N)

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 individually tariffed 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 only available on measured service business exchange access lines (1MB 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. 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 after 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 December 31, 2021, WATS/800 Services are withdrawn for residence customers.

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

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 Minimu 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 Michigan local access and local usage.

B. DEFINITIONS

Contributory Services

Those services whose revenue is counted toward 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.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 a maximum of 1,000 BTN's per agreement in total billed to the customer of record.
   A. Resale: Carriers may aggregate BTNs, and thus volumes of revenues, across multiple end user customers reach its selected Minimum Annual Revenue Commitment (MARC). A Carrier may add or subtract BTNs fr an existing CompleteLink® 2.0 contract at any time up to the term expiration by designating the BTN in writing to the Company for inclusion or exclusion. The revenue from a given BTN counts toward the MARC beginning with the first full month of billing following when the BTN is added.
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.
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 terminatior 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 describ in ***E. TERMINATION CHARGES and CREDIT ALLOWANCES*** below are applicable unless the customer qualifies for a Business Downturn MARC Downgrade
5. The customer must meet or exceed the selected MARC at the end of each 12-months of the terr 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 ir the Company's billing system. MARC revenue is the sum total of the customer's annual billings all included business accounts for services specified as Contributory in this Guidebook.

/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.