

AT&T MISSOURI GUIDEBOOK

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

3rd Revised Sheet 13
Replacing 2nd Revised Sheet 13

COMPLETELINK® 2.0^{1/}

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Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, paragraph 4, effective October 15, 2025, CompleteLink 2.0 described in this section 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. General

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 Missouri to be the underlying local access line provider.

B. Definitions

Contributory Services

Those services whose revenue is counted towards achievement of the customers selected minimum annual revenue commitment ("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.

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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 13.1.

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COMPLETELINK® 2.0

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 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 guidebook.
4. CompleteLink® 2.0 is offered under a one year, a two year, a three year^{/2/}, or a five^{/1/} year term. Customers must select one of the offered MARC levels and must sign a Confirmation of Service Order to indicate their selections. Customers 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 Section E. below, are applicable unless the customer qualifies for a Business Downturn MARC Downgrade as defined in Section E. 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.

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

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

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/3/ Material previously appeared on Sheet 13.

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EASY RATE ^{/2/}

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Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, paragraph 4, effective October 15, 2025, Easy Rate described in this section 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

Easy Rate is an optional business package offer that includes a network access line, customer selected Custom Calling Services (optional) and hunting (optional). Easy Rate is available at flat monthly rates. Customers must subscribe to a minimum of 40^{/1/} lines.

The Easy Rate offer prices are inclusive of any applicable business Extended Area Service charges as shown in this guidebook.

B. Terms and Conditions

Easy Rate is available to business customers that subscribe to a minimum of 40^{/1/} business lines per account from any state where an AT&T ILEC provides local service and where the Easy Rate plan is also available. Easy Rate is available on a term plan or on a month to month basis.

All lines on the account must be subscribed to Easy Rate. If the customer requires other types or classes of service, those services must be established on a separate account. 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 guidebook 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 nonrecurring charges apply to establish and change lines, hunting, and Custom Calling Services except as noted below.

Easy Rate is available only on business Flat Rate1-Party and Multiline lines only.

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/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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/3/ Material now appears on Sheet 28.

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EASY RATE (cont'd)

B. Terms and Conditions (Continued)

Easy Rate is not available on FX Service, ISDN, Coin, PRI, Inmate, Hotel-Motel, 800/900, Hot Line, Warm Line, TeleBranch, Location Routing Service, Payphone Exchange Access Service, WATS access lines, PBX, DID, Centrex, PLEXAR, or Semi-Public Coin services.

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Except as provided below, Nonrecurring 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.

Easy Rate is available with any or all of the following Custom Calling Services. The package price will not change regardless of the number of these services selected.

- Caller ID
- Call Waiting
- Call Forwarding
- Three-Way Calling
- Speed Calling 30
- Remote Access to Call Forwarding
- Call Return
- Auto Redial
- Call Blocker

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C. Prices

	<u>USOC</u>	<u>Monthly Rate</u>
<i>Payment Option</i>		
- 12 Months	PGOZA	\$50.00
- 18 Months	PGOZA	50.00
- 24 Months	PGOZA	50.00
- 36 Months	PGOZA	50.00
- 48 Months ^{/1/}	PGOZA	50.00
- 60 Months ^{/1/}	PGOZA	50.00
- Month to Month	PGOZA	50.00

D. Rate Application

Customers can de-select (or select) any of the Custom Calling Services at any time at no charge.

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

/2/ Material previously appeared on Sheet 27.

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