

AT&T NEVADA GUIDEBOOK

AT&T BUSINESS LOCAL CALLING (BLC)

A. Description

AT&T Business Local Calling (BLC) is an optional business package offer that provides multiple line option packages which include varying combinations of a network access line, choice of local usage plans, select vertical features, and hunting (optional). Additional vertical feature options are also available.

B. Terms and Conditions

1. AT&T Business Local Calling^{/1/} is available to business customers who agree to a 12-Month^{/2/} term, and who commit to the line option packages and prices as shown in *F. Prices* following. Effective May 2, 2011, customers may, also, subscribe to AT&T Business Local Calling on a Month-to-Month basis at prices as shown in *F. Prices* following. (C)
2. AT&T Business Local Calling is not available on Foreign Exchange Service, PBX Trunks, Centrex, ISDN, PRI, Inmate service, Hotel/Motel Service, 800/900 Service, Warm line, or COPT/Coin services.
3. AT&T Business Local Calling is only available where facilities and equipment are available.
4. All lines in an AT&T Business Local Calling account must be subscribed to a line option package as listed in *F. Prices* following. Multiple options per account are permissible.
5. Lines subscribed to AT&T Business Local Calling cannot be subscribed to any other optional local calling plans.
6. An AT&T Business Local Calling plan is not transferable to, nor may it be assumed by, a customer or customers other than the customer of record.
7. The Company may annually adjust the rates applicable for a term plan, and such adjusted rates will apply on the date specified in the Company notification of change in rates. Subject to Company-initiated price adjustments. Volume Price Level rates as listed in *F. Prices* will apply for the life of the term plan based on the number of lines subscribed.^{/2/} (C)
8. AT&T Business Local Calling line option packages contain certain core components as well as a variety of optional components. Optional components are included in the AT&T Business Local Calling line option prices and are activated at the customer's discretion. There is no reduction in price for any optional feature not activated. Optional features selected for activation by the customer are provided on a per line basis. Core components are not optional and cannot be removed from the package. (C)
9. Certain stand alone vertical features not designated as either core or optional components in any line option package may be added on an a la carte basis at the rate listed in *F. Prices* following. These stand alone vertical features are limited to Three-Way Calling, Call Forwarding, Remote Access To Call Forwarding, Call Waiting, Speed Calling 30, Repeat Dialing, Call Return, and Call Screen. Other stand alone features may be added on an a la carte basis at their individual Guidebook rates (see Part 7). WirePro service is also available with any package for the additional charge listed in *F. Prices* following. (C)

/1/ Effective June 12, 2024, 24- and 36-month term plans are no longer made available for any line count, and existing term plans for all line counts may not be renewed or extended for a term greater than 1 year. (C)

/2/ Effective June 12, 2024, after renewal of any term plan, Volume Price Level rates listed in *F. Prices* may be adjusted by the Company and made effective during the renewed term. (C)

AT&T BUSINESS LOCAL CALLING (BLC) (Cont'd)

B. Terms and Conditions (cont'd)

- 10. A customer may subscribe to multiple agreements for AT&T Business Local Calling at the same time, but a telephone number may only be included under one agreement.
- 11. There is no nonrecurring service charge or set-up charge to establish an AT&T Business Local Calling account.
- 12. Service Ordering and Line Connection nonrecurring charges (NRCs) associated with the establishment of all local exchange access lines that are subscribed to AT&T Business Local Calling, as well NRCs, if applicable, associated with vertical features ordered at the time of initial subscription to AT&T Business Local Calling may apply. Service charges associated with changing to/from hunting service, if applicable, will also apply. Standard NRCs will apply to stand alone features added to an existing AT&T Business Local Calling account when such features are added subsequent to the initial subscription.
- 13. Customer may purchase Business Local Calling package for a 12-month term via a written or oral agreement. The agreement will automatically renew in successive 12-month terms unless, prior to expiration of the then-existing term, either party (Customer or Company) provides the other 30-days written notice that it does not wish to renew the agreement. Absent such notification, upon renewal a new 12-month term commences at the rates for 12-month term then in effect in *F. Prices* on the date of renewal, subject to Company-initiated rate adjustment.^{/1/}

When Business Local Calling 1-19 line package is purchased as part of a Bundle Offer (i.e. an offer for the purchase of multiple AT&T services at a discount), the customer agrees to maintain the Bundle Offer for the applicable term. The price of the Business Local Calling service portion of the Bundle is valid until one of the following events occurs, at which time the price will increase: (1) the term of the Bundle Offer expires; (2) customer changes the Business Local Calling service address; or (3) customer drops one of the AT&T services in the Bundle Offer. If the customer is no longer eligible for the Bundle Offer price for the reasons described above, but has time remaining on the Bundle Offer term, the price for the Business Local Calling service will increase to the then-existing 12-month term price.

- 14. Applicable local, state, and federal charges, taxes, 911 fees, and the End User Common Line charge are in addition to the line option prices listed in *F. Prices* following.
- 15. Reserved for Future Use

^{/1/} Effective June 12, 2024, Business Local Calling term plans of any length will automatically renew as described in Section B.13 above.

AT&T BUSINESS LOCAL CALLING (BLC) (Cont'd)**D. Termination Liability and Shortfall**

1. Except as provided for elsewhere in this Guidebook, customers who terminate their entire AT&T Business Local Calling account prior to completion of the selected term period are subject to termination charges. Termination charges are equal to \$15.00 times the number of months remaining on the term commitment times the number of lines subscribed to on the initial order.
2. Termination charges are not applicable if, during the term period:
 - a. the customer converts to another Company access and local usage plan with a term equal to or greater than the time remaining on the AT&T Business Local Calling term plan.; or (C)
 - b. the customer converts to an upgraded technology with the Company (e.g., network access lines to PBX Trunks, Centrex, ISDN Prime) and commits to a term equal to or greater than the time remaining on the AT&T Business Local Calling term plan. It is at the Company's sole determination whether a product change satisfies the requirements for waiver of the termination liability under this clause; or
 - c. the customer chooses to terminate their agreement and to negotiate a new AT&T Business Local Calling agreement with a term period greater than the time remaining on the existing AT&T Business Local Calling agreement. The new service agreement will be based on the term plan rates in effect at the time of establishing the new agreement. For 20+ line agreements established on or after October 26, 2012 the customer must also establish a new line commitment at least as great as in their initial subscription in order to qualify.
 - d. a customer chooses to migrate from an AT&T ILEC Service (referred to as the "Terminated ILEC Service") provided under a Business Local Calling Agreement to a qualifying AT&T Business Voice over IP (BVoIP) Service or to a qualifying AT&T Mobility Service (referred to collectively as the "Replacement Service"), then the Early Termination Charge associated with the Terminated ILEC Service will be waived, provided:
 1. the Terminated ILEC Service has been installed at the Customer site for no fewer than 3 months;
 2. the term of the Replacement Service agreement is equal to or greater than the remaining term for the Terminated ILEC Service;
 3. the Replacement Service is installed or available at the same Customer sites as the Terminated ILEC Service;
 4. the Replacement Service is contracted for in the same relative quantity(ies) as those Terminated ILEC Services being displaced, and
 5. activation of the Replacement Service at the Customer sites or for Customer use at such Customer Sites occurs within 90 days of termination of the ILEC Service at that site.

It is at the Company's sole determination whether a product change satisfies these requirements.

(D)

AT&T BUSINESS LOCAL CALLING (BLC) (Cont'd)

F. Prices

1. Service Elements		Term & Volume Monthly Prices* Per Line			
Volume Price Level	Line Option	1-Year ^{/4/}	2-Year ^{/1/,/3/}	3-Year ^{/1/,/3/}	(C)
For Accounts Established Between 5/2/2011 and 8/31/2014					
1-19 Lines	Option A	\$35.00	\$34.00	\$33.00	
	Option B	30.00	29.00	28.00	
	Option C ^{/2/}	29.00	28.00	27.00	
	Option D ^{/2/}	26.00	25.00	24.00	
20+ Lines	Option A	34.00	33.00	32.00	
	Option B	29.00	28.00	27.00	
	Option C ^{/2/}	28.00	27.00	26.00	
	Option D ^{/2/}	25.00	24.00	23.00	
For Accounts Established between 9/1/2014 and 5/31/2015					
1-19 Lines	Option A	40.00	-	-	
	Option B	35.00	-	-	
20+ Lines	Option A	34.00	33.00	32.00	
	Option B	29.00	28.00	27.00	
For Accounts Established between 6/1/2015 and 6/14/2016					
1-19 Lines	Option A	50.00	-	-	
	Option B	45.00	-	-	
20+ Lines	Option A	34.00	33.00	32.00	
	Option B	29.00	28.00	27.00	
For Accounts Established between 6/15/2016 and 3/14/18					
1-19 Lines	Option A	60.00	-	-	
	Option B	55.00	-	-	
20+ Lines	Option A	34.00	33.00	32.00	
	Option B	29.00	28.00	27.00	

* If WirePro service is selected each Line Option monthly price will increase by \$5.00.

/1/ Effective September 1, 2014, customers with 1-19 lines may not establish new term plans greater than 1-year for Business Local Calling, and existing term plans for customers with 1-19 lines may not be renewed or extended for a term greater than 1 year.

/2/ Effective September 1, 2014, "Block of Time 150" (Option C) and "Measured" (Option D) are not available for new Business Local Calling installations, and existing Option C and D agreements may not be renewed. Existing Option C and D customers may continue with these options on existing lines. Existing customers that reach the end of their current term may select from available term offers or choose month-to-month rates.

/3/ Effective April 3, 2024, customers with 20+ lines may not establish new term plans greater than 1-year for Business Local Calling, and existing term plans for customers with 20+ lines may not be renewed or extended for a term greater than 1 year.

/4/ For any term plan, including term plans established prior to June 12, 2024, upon renewal of the term plan after June 12, 2024, the rates applicable will be the 1-Year term rates in effect above on the date of the renewal, subject to Company-initiated rate adjustments.

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AT&T BUSINESS LOCAL CALLING (BLC) (Cont'd)

F. Prices (Cont'd)

1. Service Elements (Cont'd)

Volume Price Level	Line Option	Term & Volume Monthly Prices* Per Line			(C)
		1-Year ^{/3/}	2-Year ^{/1,/2/}	3-Year ^{/1,/2/}	
For Accounts Established between 3/15/2018 and 5/31/2018					
1-19 Lines	Option A	\$ 60.00	-	-	
	Option B	55.00	-	-	
20+ Lines	Option A	39.00	38.00	37.00	
	Option B	34.00	33.00	32.00	
For Accounts Established between 6/1/2018 and 7/1/2019					
1-19 Lines	Option A	\$ 70.00	-	-	
	Option B	65.00	-	-	
20+ Lines	Option A	39.00	38.00	37.00	
	Option B	34.00	33.00	32.00	
For Accounts Established between 7/2/2019 and 8/22/2019					
1-19 Lines	Option A	\$ 80.00	-	-	
	Option B	75.00	-	-	
20+ Lines	Option A	39.00	38.00	37.00	
	Option B	34.00	33.00	32.00	
For Accounts Established between 8/23/2019 and 6/15/2022					
1-19 Lines	Option A	\$ 80.00	-	-	
	Option B	75.00	-	-	
20+ Lines	Option A	44.00	38.00	37.00	
	Option B	39.00	33.00	32.00	

* If WirePro service is selected each Line Option monthly price will increase by \$5.00.

/4/

/1/ Effective September 1, 2014, customers with 1-19 lines may not establish new term plans greater than 1-year for Business Local Calling, and existing term plans for customers with 1-19 lines may not be renewed or extended for a term greater than 1 year.

/2/ Effective April 3, 2024, customers with 20+ lines may not establish new term plans greater than 1-year for Business Local Calling, and existing term plans for customers with 20+ lines may not be renewed or extended for a term greater than 1 year.

/3/ For any term plan, including term plans established prior to June 12, 2024, upon renewal of the term plan after June 12, 2024, the rates applicable will be the 1-Year term rates in effect above on the date of the renewal, subject to Company-initiated rate adjustments.

/4/ Material now appears on Sheet 25.

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AT&T BUSINESS LOCAL CALLING (BLC) (Cont'd)

F. Prices (Cont'd)

1. Service Elements (Cont'd)

Volume Price Level	Line Option	Term & Volume Monthly Prices* Per Line			(C)
		1-Year ^{/3/}	2-Year ^{/1/,/2/}	3-Year ^{/1/,/2/}	
For Accounts Established between 6/16/2022 and 6/15/2023					
1-19 Lines	Option A	\$100.00	-	-	
	Option B	95.00	-	-	
20+ Lines	Option A	54.00	48.00	47.00	
	Option B	49.00	43.00	42.00	
For Accounts Established between 6/16/2023 and 4/2/2024					
1-19 Lines	Option A	\$120.00	-	-	
	Option B	115.00	-	-	
20+ Lines	Option A	74.00	68.00	67.00	
	Option B	69.00	63.00	62.00	

/4/

/1/ Effective September 1, 2014, customers with 1-19 lines may not establish new term plans greater than 1-year for Business Local Calling, and existing term plans for customers with 1-19 lines may not be renewed or extended for a term greater than 1 year.

/2/ Effective April 3, 2024, customers with 20+ lines may not establish new term plans greater than 1-year for Business Local Calling, and existing term plans for customers with 20+ lines may not be renewed or extended for a term greater than 1 year.

/3/ For any term plan, including term plans established prior to June 12, 2024, upon renewal of the term plan after June 12, 2024, the rates applicable will be the 1-Year term rates in effect above on the date of the renewal, subject to Company-initiated rate adjustments.

/4/ Material now appears on Sheet 26.

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AT&T BUSINESS LOCAL CALLING (BLC) (Cont'd)

F. Prices (Cont'd)

1. Service Elements (Cont'd)

Volume Price Level	Line Option	Term & Volume Monthly Prices* Per Line			/4/ (C)
		1-Year ^{/3/}	2-Year ^{/1/,/2/}	3-Year ^{/1/,/2/}	
For Accounts Established on or after 4/3/2024					
1-19 Lines	Option A	\$180.00	-	-	
	Option B	175.00	-	-	
20+ Lines	Option A	110.00	68.00	67.00	
	Option B	105.00	63.00	62.00	

Monthly Rate*

Vertical Features Listed in B.9, per feature, per line	\$ 5.00
Month-to-Month Prices:	
Option A	350.00
Option B	350.00
Option C	370.00
Option D	360.00

* If WirePro service is selected each Line Option monthly price will increase by \$5.00.

Option C Local Usage Per Minute of Use Charge in Excess of 150 Minutes 0.024

Option D Local Usage Per Minute of Use Charge for lines subscribed prior to and including May 31, 2010 only (Standard Local Usage Rates)

Option D Local Usage Per Minute of Use Charge in Excess of 30 Minutes \$0.030

/5/

/1/ Effective September 1, 2014, customers with 1-19 lines may not establish new term plans greater than 1-year for Business Local Calling, and existing term plans for customers with 1-19 lines may not be renewed or extended for a term greater than 1 year.

/2/ Effective April 3, 2024, customers with 20+ lines may not establish new term plans greater than 1-year for Business Local Calling, and existing term plans for customers with 20+ lines may not be renewed or extended for a term greater than 1 year.

/3/ For any term plan, including term plans established prior to June 12, 2024, upon renewal of the term plan after June 12, 2024, the rates applicable will be the 1-Year term rates in effect above on the date of the renewal, subject to Company-initiated rate adjustments. (N)

/4/ All material on this sheet previously appeared on Sheet 25.

/5/ Material previously appearing on this page now appears on Sheet 27. (N)

\$6 FOR 12 ACCESS LINE RETENTION OFFER

/1/

Effective January 1, 2021, this offer is no longer available to new subscribers. Existing subscribers may retain the 12-month credit through the end of their promotion period.

Eligible residence customers with flat rate service who call to disconnect their access line(s) and then decide to retain the flat rate line(s) and have, or newly subscribe to a Custom Calling feature per line, will receive a \$6.00 bill credit per month, per line.

Eligible customers will receive a \$6.00 bill credit per month, per line for up to two flat rate access lines, for a maximum of 12 months. Eligible customers must keep the required services for 30 days to receive the benefit of the offer.

The customer's bill will be credited \$6.00 each month per line that both the access line(s) and the Custom Calling feature(s) are retained. If the customer disconnects the line(s) or the required feature(s) or moves from their current location, the remaining benefits will cease.

This offer may not be combined with any other Company residence retention offers that provide a monthly discount. Customers subscribing to Complete Choice Enhanced must have the access line in service for a minimum of 60 days, before becoming eligible for this offer.

/1/ Material previously appeared on Sheet 26.

(N)