

AT&T OHIO GUIDEBOOK

AT&T Business Local Calling Essentials^{/1//2/}

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A. Description

AT&T Business Local Calling Essentials is an optional service package for business customers with 2 to 30 business network access lines, and includes a Local Exchange Access Line, unlimited local usage including local calling plus, Caller ID With Name, and Hunting services.

B. Terms and Conditions

1. AT&T Business Local Calling Essentials is available at the package rate shown in **C. Prices** to business customers with 2 to 30 business network access lines who agree to a 12-month, 24-month, or 36-month term period and who commit to 2 to 30 business network access lines, unlimited local usage including local calling plus, Caller ID With Name, and Hunting service.
2. AT&T Business Local Calling Essentials is available to business customers with 2 to 30 business network access lines who have those lines with a competitive local exchange carrier within the AT&T Illinois, AT&T Indiana, AT&T Michigan, AT&T Ohio or AT&T Wisconsin service areas and who now wish to establish their business network access line service with the Company.
3. AT&T Business Local Calling Essentials is available to Save customers who have received a competitive offer and are considering switching their business network access lines to another carrier (proof of competitive offer may be required).
4. AT&T Business Local Calling Essentials is only available to customers who require 2 to 30 individual business exchange network access lines and is not available on FX Service, Remote Switching Service, WATS access lines, PBX Trunks, Centrex, or Semi-Public Coin services.
5. A customer may subscribe to multiple agreements for AT&T Business Local Calling Essentials at the same time, but a telephone number may only be included under one agreement. A customer may have 30 lines maximum per location subscribed to an AT&T Business Local Calling Essentials agreement.
6. Eligible customers will receive a waiver of normally applicable service ordering and line connection nonrecurring charges (NRC's) associated with local exchange access lines and, if applicable, vertical features ordered at the time of initial subscription to AT&T Business Local Calling Essentials. Standard NRC's will apply to features added after the initial order.
7. Eligible customers may subscribe to FeatureLink service as an option and will receive a monthly credit of \$4.00 off of standard Month-to-Month prices, if selected.
8. Eligible customers may subscribe to any of the following Central Office Optional Features on a stand alone basis and will receive a monthly discount of 30% off of standard Guidebook prices, if selected.

Pay Per Use features are not eligible:
Automatic Callback, Call Screening, Call Waiting, Remote Call Forwarding, Repeat Dialing,
Multi Ring Service, Speed Calling 30, and Call Waiting ID.

/1/ For those customers who subscribe to this service on or after November 28, 2011, these services are no longer eligible for the Central Office Optional Features 30% monthly discount.

/2/ Effective April 3, 2024, customers agreeing to BLC Essentials term agreement may not establish new agreements greater than 12 months. In addition, effective April 3, 2024, new 12-month agreements will no longer have a re-term option. 12-month term plans existing prior to April 3, 2024, will have a re-term option until such time as either party (Customer or Company) provides the other 30-days' written notice that it does not wish to renew the agreement. (N)
(N)

AT&T Business Local Calling Essentials (cont'd)

B. Terms and Conditions (cont'd)

9. The 12-Month term also has a 12-Month retermable option. If the customer selects the 12-Month retermable option, the plan will renew for 12-month intervals. A maximum of two 12-Month reterms are available after the first 12-Month term. The customer will receive written notification of their selection outlining the details of the agreement, plus subsequent notifications regarding their reterm options prior to the expiration of each 12-Month term. At the expiration of the agreed to term, rates will revert to the applicable individual rates for each component of the package^{/1/}. (C)
10. Customers who elect to terminate their agreement prior to completion of the agreed to term will be assessed early termination charges amounting to 50% of the monthly recurring charges times the number of months left on the term commitment. A request for a reduction in the number of lines originally committed to an AT&T Business Local Calling Essentials agreement will be considered an early termination of the entire agreement and will be liable for termination charges except as specified below, or if business downturn rules apply as listed below.
11. Termination charges are not applicable if, during the term period, the customer converts to another Company access and local usage plan with a term equal to or greater than the remaining AT&T Business Local Calling Essentials term plan.
12. Within 90 days of subscribing to an AT&T Business Local Calling Essentials 2-year or 3-year term plan, customers may cancel this service without incurring the termination liability charges specified in this Guidebook.
13. Eligible customers who also have refused or not responded to a previous AT&T Business Local Calling Essentials offer from the Company will be eligible for a one-time \$20.00 credit per access line when they subscribe. This bill credit will be applied within (2) bill cycles of order completion. Save customers are not eligible for this one-time credit.
14. For purposes of this product offer, the term "Business Downturn" is hereby defined to mean an unplanned, measurable change in business conditions affecting the customer's business that is outside of the customer's control and that materially and negatively affects the customer's need for the level of Company services originally committed to hereunder. The customer specifically acknowledges that the transfer or substitution of these services to another provider during the term hereof does not qualify as business downturn. This provision may be invoked by the customer no earlier than after the end of the first year for a two or three year agreement.

To invoke this provision, the customer must provide in writing to the Company the facts which support its request for Business Downturn consideration, and the Company will solely determine whether the customer's business conditions satisfy the definition of "Business Downturn."

Upon the Company's determination that a Business Downturn has occurred, the customer and the Company shall then negotiate in good faith an appropriate and commercially reasonable change to the customer's commitments hereunder. Examples of appropriate and commercially reasonable changes include (but are not limited to) a modification to the term or number of lines committed under the agreement. The Parties shall continue performance under this Agreement while they are in negotiations. If no agreement can be reached regarding a change to the customer's commitments, then the rates, terms and conditions of this Agreement shall remain in effect for its Term. The customer may invoke this provision only once during the term of this Agreement.

/1/ Effective April 3, 2024, customers agreeing to BLC Essentials term agreement may not establish new agreements greater than 12 months. In addition, effective April 3, 2024, new 12-month agreements will no longer have a re-term option. 12-month term plans existing prior to April 3, 2024, will have a re-term option until such time as either party (Customer or Company) provides the other 30-days' written notice that it does not wish to renew the agreement. (N)
(N)

AT&T Business Local Calling Essentials (cont'd)

B. Terms and Conditions (cont'd)

- 15. Effective on or after November 28, 2011, existing customers with a current AT&T Business Local Calling Essentials agreement which is within 90 days of expiration, or which has expired within the past 90 days will be eligible to sign a new AT&T Business Local Calling Essentials agreement at the same rate as their expiring/expired agreement. The one-time \$20 refuser credit will NOT be available (see paragraph 13 above).

- 16. Effective April 3, 2024, customers agreeing to BLC Essentials term agreement may not establish new agreements greater than 12 months. In addition, effective April 3, 2024, new 12-month agreements will no longer have a re-term option. 12-month term plans existing prior to April 3, 2024, will have a re-term option until such time as either party (Customer or Company) provides the other 30-days' written notice that it does not wish to renew the agreement. (N)

C. Prices

Monthly Package Rate Per Line (12, 24, or 36 month term period):
\$25.00