

**AT&T OHIO GUIDEBOOK**

**13. AT&T BUSINESS LOCAL CALLING (BLC)**

**A. Description**

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

**B. Terms and Conditions**

1. AT&T Business Local Calling<sup>/2/</sup> is available to business customers who agree to a 12-Month<sup>/3/</sup> term and who commit to the line option packages and prices as shown in *G. Prices*. Effective May 2, 2011, customers may also subscribe to AT&T Business Local Calling on a Month-to-Month basis at prices shown in *G. Prices* following. (C)
2. AT&T Business Local Calling is not available on FX Service, Remote Switching Service, WATS access lines, PBX Trunks, Centrex, ISDN, Hotel/Motel Service, 800 Service<sup>/1/</sup>, or Semi-Public Coin services. (C)
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 *G. 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 paragraph G. Prices will apply during term plan based on the number of lines subscribed.<sup>/3/</sup> (C)

/1/ Effective December 31, 2021, 800 Service is withdrawn for residential customers.

/2/ Effective June 12, 2024, 24- and 36-month term plans are no longer made available for any line account, and existing terms plans for all line counts may not be renewed or extended for a term greater than 1 year. (N)

/3/ Effective June 12, 2024, after renewal of any term plan, Volume Price Level rates listed in G. Prices may be adjusted by the Company and made effective during the renewed term. (N)

**13. AT&T BUSINESS LOCAL CALLING (cont'd)**

**B. Terms and Conditions (cont'd)**

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 agreement commences at the rates for 12-month term then in effect in G. Prices on the date of renewal, subject to Company-initiated rate adjustment.<sup>/1/</sup> (C)

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 G. *Prices* following. (D)
15. Lines subscribed to an AT&T Business Local Calling account cannot be placed on Temporary Suspension. (C)
16. Business customers located within the areas served by the 513 and 937 area codes in the Dayton LATA who initially subscribe to AT&T Business Local Calling with 1 to 19 lines will receive an additional monthly discount off the standard prices for Options A and B as shown in G. *Prices* following. The additional monthly discount will apply for the life of the term plan based on the number of lines subscribed to on the initial order. This discount does not apply to monthly extension rates. All other terms and conditions applicable to AT&T Business Local Calling, as appropriate, will apply. This discount may not be combined with the Business Access Line Save The Deal offer. (C)

/1/ Effective June 12, 2024, Business Local Calling term plans of any length will automatically renew as described in B.13. above. (N)  
(N)

**13. AT&T BUSINESS LOCAL CALLING (cont'd)****B. Terms and Conditions (cont'd)**

17. This paragraph is applicable only to AT&T Business Local Calling lines without the AT&T All for Less offer (see Paragraph 21 for AT&T Business Local Calling lines with the All for Less offer.) (C)

Existing customers who are not on a voice package term plan or who have less than six (6) months remaining on their voice package term plan, who communicate a desire to disconnect their lines then reconsider and keep the lines, and who subscribe to a new AT&T Business Local Calling agreement for at least a 1-year term will receive a monthly credit, as follows:

For Service Agreements entered into on or after May 10, 2024, the credit is \$60.00 per eligible access line, up to a maximum of 19 lines for 12 months. At no time will these credits rendered exceed \$13,680.00 per customer.

The customer must agree to subscribe all their lines to AT&T Business Local Calling in order to receive the credit. If any lines are disconnected during the call then the remaining lines are not eligible for this credit. Those customers who initially refuse a new AT&T Business Local Calling offer will be eligible to receive a monthly credit, as follows:

For Service Agreements entered between June 2, 2016, and December 10, 2023, the credit is \$12.00 per eligible access line, up to a maximum of 19 lines, for 12 months. At no time will these credits rendered exceed \$2736.00 per customer. Effective December 11, 2023, this offer is no longer available.

Customers cannot call back at a subsequent date and receive additional credits for lines targeted for disconnection. This offer cannot be combined with any other promotional offers for access lines, including Win/Winback offers.

18. AT&T Business Local Calling customers may combine subscribed lines from any state where an AT&T ILEC provides local service and where AT&T Business Local Calling is available, into one agreement to meet line commitments. (C)
19. Effective for new agreements established on or after October 26, 2012, each business customer may establish multiple 1-19 line AT&T Business Local Calling agreements, but, will be limited to a maximum of one 20+ line AT&T Business Local Calling agreement at any given time. The total number of lines subscribed under all agreement types combined is limited to 35,000 per customer. This limitation applies for each business customer across all states where an AT&T ILEC provides local service and where AT&T Business Local Calling is also available. (C)

**13. AT&T BUSINESS LOCAL CALLING (cont'd)**

**B. Terms and Conditions (cont'd)**

20. This paragraph is applicable only to AT&T Business Local Calling lines with AT&T All for Less offer (see Paragraph 18 for AT&T Business Local Calling lines without the All for Less offer.) (C)

Eligible customers may receive a monthly credit as follows. Eligible customers are those customers who:

- are existing customers who are not on a voice package term plan or who have less than six (6) months remaining on their voice package term plan, and
- who communicate a desire to disconnect their lines then reconsider and keep the lines (i.e. "save"), or who have their local exchange access line service with another competitive local exchange carrier within the Company service area and who now wish to establish their local exchange access line service with the Company (i.e. "win/winback"), and
- who subscribe to a new AT&T Business Local Calling agreement for at least a 1-year term.

For Service Agreements entered into on or after April 1, 2017, the credit is \$6.00 off of the All for Less rate on the first line only, for 12 months. The customer must agree to subscribe all their lines to AT&T Business Local Calling in order to receive the credit.

Those customers who initially refuse the above-mentioned offer will be eligible to receive a monthly credit, as follows:

For Service Agreements entered on or after April 1, 2017, the credit is \$12.00 off of the All for Less rate on the first line only, for 12 months.

Customers cannot call back at a subsequent date and receive additional credits for lines targeted for disconnection.

**13. AT&T BUSINESS LOCAL CALLING (cont'd)****C. Line Option Packages**

“Unlimited A” (Option A) – Core Components: network access line, unlimited local usage including Local Calling Plus calls, Caller ID and Caller ID With Name, Three-Way Calling, Call Forwarding. Optional Components: Call Waiting, Speed Calling 30, Repeat Dialing, Automatic Callback, Call Screening, Alternate Answering, Busy Line Transfer, Message Waiting Indication, and Hunting.

“Unlimited B” (Option B) – Core Components: network access line, unlimited local usage including Local Calling Plus calls, Caller ID and Caller ID With Name. Optional Components: Alternate Answering, Busy Line Transfer, Message Waiting Indication, and Hunting.

“Block Of Time 150” (Option C)<sup>/2/</sup> – Core Components: network access line, local usage 150-minute Block of Time (BOT) including Local Calling Plus calls, Caller ID and Caller ID With Name. Optional Components: Alternate Answering, Busy Line Transfer, Message Waiting Indication, and Hunting. Local minutes of use in excess of the 150-minute allowance are charged at the rate listed in *G. Prices* following. Minutes used will be rounded up to the next whole minute per call.

“Measured” (Option D)<sup>/1, 2/</sup> – Core Components: network access line, local usage measured on a per minute of use basis including Local Calling Plus calls, Caller ID and Caller ID With Name. Optional Components: Alternate Answering, Busy Line Transfer, Message Waiting Indication, and Hunting. Local usage minute of use rate charged is as listed in *G. Prices* following.

**D. Termination Liability and Shortfall**

1. Except as provided for elsewhere in this product 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)

/1/ Lines newly subscribed to this Option on or after June 1, 2010 will receive the first 30 local usage minutes of use per month with no local usage per minute of use charge.

/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.

13. AT&T BUSINESS LOCAL CALLING (cont'd)

G. Prices

1. Service Elements

Term & Volume Monthly Prices<sup>/1/</sup>

For Accounts Established On or After 6/1/15

<u>Volume</u> <u>Price Level</u>	<u>Line Option</u>	<u>1 Year</u> <sup>/6/</sup>	<u>2 Year</u> <sup>/2//5/</sup>	<u>3 Year</u> <sup>/2//5/</sup>	(C)
1 - 19 Lines <sup>/2/</sup>	Option A	\$50.00 <sup>/3/</sup>	-	-	
	Option B	\$45.00 <sup>/3/</sup>	-	-	
20 + Lines <sup>/4//5/</sup>	Option A	\$34.00	\$33.00	\$32.00	
	Option B	\$29.00	\$28.00	\$27.00	

For Accounts Established On or After 8/15/16 and Prior to 6/19/2019

<u>Volume</u> <u>Price Level</u>	<u>Line Option</u>	<u>1 Year</u>
1 - 19 Lines <sup>/2/</sup>	Option A	\$60.00
	Option B	\$55.00

For Accounts Established On or After 3/15/2018

<u>Volume</u> <u>Price Level</u>	<u>Line Option</u>	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
20+ Lines <sup>/5/</sup>	Option A	\$39.00	\$38.00	\$37.00
	Option B	\$34.00	\$33.00	\$32.00

/1/ Prices include monthly Central Office Termination charge.

/2/ 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.

/3/ This rate is applicable for accounts established on or after 6-1-15 and prior to 8/15/16

/4/ This rate is applicable for accounts established on or after 6/1/15 and prior to 3/15/18.

/5/ 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.

/6/ 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 made thereafter. (N)

**13. AT&T BUSINESS LOCAL CALLING (cont'd)**

**G. Prices (cont'd)**

1. Service Elements (cont'd)

Term & Volume Monthly Prices<sup>/1/</sup>

For Accounts Established Between June 19, 2019 and before June 16, 2022

Volume Price Level	Line Option	1 Year <sup>/4/</sup>	2 Year	3 Year
1 - 19 Lines <sup>/2/</sup>	Option A	\$70.00		
	Option B	\$65.00		

(C)

For Accounts Established Between August 23, 2019 and before June 16, 2022

20+ Lines <sup>/3/</sup>	Option A	\$44.00	\$38.00	\$37.00
	Option B	\$39.00	\$33.00	\$32.00

For Accounts Established Between June 16, 2022 and before June 16, 2023

1 - 19 Lines <sup>/2/</sup>	Option A	\$90.00		
	Option B	\$85.00		
20+ Lines <sup>/3/</sup>	Option A	\$54.00	\$48.00	\$47.00
	Option B	\$49.00	\$43.00	\$42.00

For Accounts Established after June 16, 2023 and before April 3, 2024

1 - 19 Lines <sup>/2/</sup>	Option A	\$120.00		
	Option B	\$115.00		
20+ Lines <sup>/3/</sup>	Option A	\$74.00	\$68.00	\$67.00
	Option B	\$69.00	\$63.00	\$62.00

For Accounts Established after April 3, 2024

1 - 19 Lines <sup>/2/</sup>	Option A	\$180.00		
	Option B	\$175.00		
20+ Lines <sup>/3/</sup>	Option A	\$110.00	\$68.00	\$67.00
	Option B	\$105.00	\$63.00	\$62.00

/1/ Prices include monthly Central Office Termination charge.

/2/ 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.

/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 made thereafter. (N)  
(N)  
(N)