

AT&T TEXAS GUIDEBOOK

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

2nd Revised Sheet 4
Replacing 1st Revised Sheet 4

COMPLETELINK® 2.0^{/1/}

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Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, paragraph 6, 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. Description

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 the Company to be the underlying local access line provider.

B. Definitions

Contributory Services

Those services whose revenue is counted towards achievement of the customers selected MARC.

Eligible Services

Those services that are eligible for discounts based on achievement of 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 4.1.

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COMPLETELINK® 2.0

C. Terms and Conditions (continued)

1. A customer may subscribe to multiple CompleteLink® 2.0 agreements at the same time, as further defined in paragraph C.20, but a number may only be included under one CompleteLink® 2.0 plan. See paragraph C.20 for additional information.
2. CompleteLink® 2.0 is limited to a maximum of 3,000 statewide Billed Telephone Numbers (BTN) 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 product Guidebook.
4. CompleteLink® 2.0 is offered under a one-, two-, three^{/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 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 paragraph E., Termination Charges and Credit Allowances, applicable unless the customer qualifies for a Business Downturn MARC Downgrade as defined in paragraph E., Termination Charges and Credit Allowances.

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/1/ For agreements established on or after October 10, 2012 the 5-year term agreement will no longer be available.

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

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/3/ Material previously appeared on Sheet 4.

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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 6, 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, touch tone, customer selected Custom Calling Services (optional) and hunting (optional). Customers must subscribe to a minimum of 40^{/1/} lines.

The Easy Rate rates are inclusive of any applicable business Expanded Toll-Free Local Calling (ELC) service charges as shown in this Guidebook.

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, customer selected Custom Calling Services (optional), and hunting (optional) at the package price per line as shown in paragraph C. Easy Rate is available on a term plan or on a month-to-month basis.
3. 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 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.
4. Standard nonrecurring charges apply to establish and change lines, hunting, and Custom Calling Services except as noted herein.
5. Easy Rate is available only on business Flat Rate Business Access Line Service (e.g., 1-Party and Multi-Line Hunting) only. Other class of service lines or types must be established on a separate account and billed separately.

/1/ For Easy Rate agreements established between September 9, 2013, and June 20, 2018, the minimum line requirement is 10 lines.

/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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