
COMPLETELINK® 2.0

58.1 GENERAL

58.1.1 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.

58.2 DEFINITIONS

58.2.1 **Contributory Services**

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

58.2.2 **Eligible Services**

Those services that are eligible for discounts based on achievement of a specified MARC.

58.2.3 **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.

58.3 TERMS AND CONDITIONS

58.3.1 A customer may subscribe to multiple CompleteLink® 2.0 agreements at the same time, as further defined in 58.3.20, but a telephone number may only be included under one CompleteLink® 2.0 plan. See 58.3.20 following for additional information.

58.3.2 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.

58.3.3 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 tariff.

58.3.4 CompleteLink® 2.0 is offered under a one year, a two year, a three year^{/2/}, or a five^{/1/} year term. (CT)
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 58.5 below, are applicable unless the customer qualifies for a Business Downturn MARC Downgrade as defined in Section 58.5 below.

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

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

P.S.C. Mo. - No. 35
GENERAL EXCHANGE TARIFF

Southwestern Bell Telephone
Company d/b/a AT&T Missouri

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58.3 TERMS AND CONDITIONS (cont'd)

58.3.13 (cont'd)

Accelerated Discount Schedule

	1 Year Term^{/2/}	2 Year Term	3 Year Term^{/3/}	5 Year Term^{/1/}
Upfront Discount	5%	15%	20%	25%
1st Year Accelerated Discount	N/A	10%	10%	10%
2nd Year Accelerated Discount	N/A	N/A	5%	5%
3rd Year Accelerated Discount	N/A	N/A	N/A	5%
4th Year Accelerated Discount	N/A	N/A	N/A	5%

(CT)

There is no 5th Year Accelerated Discount.

- 58.3.14 If the customer elects to discontinue the CompleteLink[®] 2.0 plan prior to the expiration of the term agreement, early termination charges as described in Section 58.5 below, will apply.
- 58.3.15 Customers will be notified prior to the term expiration date of their CompleteLink[®] 2.0 agreement. If a customer does not commit to a new term plan or an alternate plan by the last date of the existing term plan, the customer's CompleteLink[®] 2.0 plan, discounts and rates will terminate and the customer's services will be billed at the prevailing tariffed rates.
- 58.3.16 A CompleteLink[®] 2.0 plan is not transferable to, or may not be assumed by, a customer or customers other than the customer of record.

- /1/ For new agreements established on or after October 10, 2012 the five year term agreement will no longer be available.
- /2/ For agreements established on or after January 1, 2013 the 1 year term agreement will no longer be available.
- /3/ For agreements established on or after October 3, 2013 the three (3) year term agreement will no longer be available.

(AT)
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COMPLETELINK® 2.0 SERVICE

58.3 TERMS AND CONDITIONS (cont'd)

58.3.20 As of October 1, 2009 each business customer (not assumed name) will be limited to a maximum of only one standard agreement (available to all eligible business customers) and one win/winback agreement at any given time. This limitation applies for each business customer across all states where an AT&T ILEC provides local exchange service and where the CompleteLink 2.0 plan is also available. Agreements established prior to this time period will not be affected.

58.4 Prices

58.4.1 Service Elements

A. % MARC Volume Discount On Eligible Services^{/1/}

MARC	Maximum Annual Discount	1 Year	2 Years	3 Years ^{/5/}	5 Years ^{/4/}	(CT)
\$1,200	\$240	2.0%	3.0%	4.0%	5.0%	
3,000	600	2.0%	3.0%	4.0%	5.0%	
7,000	1,080	3.0%	4.0%	5.0%	6.0%	
12,000	1,750	4.0%	5.0%	6.0%	7.0%	
18,000	2,450	4.0%	5.0%	6.0%	7.0%	
25,000	4,000	5.0%	6.0%	7.0%	8.0%	
35,000	6,000	5.0%	6.0%	7.0%	8.0%	
50,000	9,000	6.0%	7.0%	8.0%	9.0%	
75,000	12,500	7.0%	8.0%	9.0%	10.0%	
100,000	16,500	8.0%	9.0%	10.0%	11.0%	
125,000	22,000	8.0%	9.0%	10.0%	11.0%	
150,000	24,000	9.0%	10.0%	11.0%	12.0%	
200,000	32,500(2)	10.0%	11.0%	12.0%	13.0%	
IntraLATA Toll Rates per MOU ^{/3/}		\$.10	\$.10	\$.10	\$.10	

B. Bundled Local Exchange Access Line Rates

Subscribers to CompleteLink® 2.0 will receive the following bundled prices for Flat Rate business exchange access line service. These prices are contingent upon the purchase of at least one other service from the Company. In the event that a customer does not order other services or orders Message or Measured rate access line service, prices as listed in the Local Exchange Tariff will apply.

/1/ MARC Volume Discounts may not exceed the above listed Maximum Annual Discounts per plan, per year.

/2/ This Maximum Annual Discount applies to agreements established on or after October 1, 2009 only.

/3/ MARC Volume Discounts do not apply to the IntraLATA Toll rates quoted above.

/4/ For new agreements established on or after October 10, 2012 the 5 year term agreement will no longer be available.

/5/ For new agreements established on or after October 3, 2013 the three year term agreement will no longer be available.

(AT)
 (AT)

**P.S.C. Mo. - No. 35
GENERAL EXCHANGE TARIFF**

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58.4 PRICES (cont'd)

Rates for Agreements established prior to October 1, 2009

Rate Group	A	B	C	C-1	D	D-1	D-2
1-Party Line	\$15.00	\$23.00	\$25.00	\$25.00	\$37.00	\$37.00	\$37.00
Multiline	\$30.00	\$30.00	\$42.00	\$42.00	\$42.00	\$42.00	\$42.00

Rates for Agreements established on or after October 1, 2009 and prior to October 9, 2012

Rate Group	A	B	C	C-1	D	D-1	D-2
1-Party Line	\$15.00	\$29.00	\$29.00	\$29.00	\$39.00	\$29.00	\$29.00
Multiline	\$29.00	\$29.00	\$29.00	\$29.00	\$29.00	\$29.00	\$29.00

For new agreements between October 10, 2012 and October 2, 2013 local exchange access line rates will be \$31.00 in all access areas for all term lengths and all agreement types. (CT)

For new agreements established on or after October 3, 2013 local exchange access line rates will be \$39.00 in all access areas for all term lengths and all agreement types. (AT)
(AT)

58.4.2 Other Applicable Discounts

- A. Flat Rate Trunks will also receive a 10% discount in addition to the applicable MARC Volume Discount listed in Section 58.4.1.A above.
- B. The Easy OptionsSM Services footnoted in Section 58.3.17 above will receive a 40% discount in addition to the applicable MARC Volume Discount.
- C. Customer's selecting the Company's IntraLATA Toll service and who make interstate intraLATA calls will receive rates for these calls as per TARIFF F.C.C. No. 67, Page 105T, CompleteLink[®] Service.

58.5 TERMINATION CHARGES and CREDIT ALLOWANCES

58.5.1 Early Termination Charges

- A. Except as provided for elsewhere in this tariff, customers terminating a CompleteLink[®] 2.0 plan prior to the expiration of the selected term period are subject to termination charges. Termination charges are equal to 50% of the MARC multiplied by the number of years remaining in the customer's term period. For a partial year, if the partial year revenue is less than the MARC, the customer is liable for 50% of the difference between the MARC and the actual billed revenue.

(MT)

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58.5 TERMINATION CHARGES and CREDIT ALLOWANCES (cont'd)

58.5.1 Early Termination Charges (cont'd)

- B. If a customer received accelerated discounts and terminates their CompleteLink[®] 2.0 agreement prior to expiration of their term, in addition to the early termination charges in Section 58.5.1.A above, an early termination charge will apply equal to 50% of the accelerated discount received in Section 58.3.13 above, prorated by the number of remaining months in the contract. (MT)

EXAMPLE 1: A customer signed a \$12,000 MARC agreement with a three year term commitment and received an accelerated discount of \$2,400 upfront. If the customer terminates the CompleteLink[®] 2.0 agreement after 12 months the customer will be liable for remitting to the Company \$800 of the accelerated discount received, calculated as follows: $(\$2,400/36 \text{ total months}) \times 24 \text{ months remaining} = \$1,600 \times 50\% = \$800$. (MT)

EXAMPLE 2: If the customer terminates the CompleteLink[®] 2.0 agreement after month 18 the customer will be liable for remitting to the Company \$900 of the accelerated discount received, calculated as follows: $[\$2,400 \text{ upfront} + \$1,200 \text{ (10\% of the \$12,000 MARC/3 year term for their 1 year accelerated discount)}] / 36 \text{ total months} \times 18 \text{ months remaining} = \$1,800 \times 50\% = \$900$.

- C. Termination liability charges are not applicable if during the CompleteLink[®] 2.0 term period the customer converts to another Company access or usage plan with a term equal to or greater than the remaining CompleteLink[®] 2.0 plan^{/1/}, and a revenue commitment equal to or greater than the CompleteLink[®] 2.0 MARC. (AT)
- D. Termination liability charges applicable for CompleteLink[®] 2.0 agreements will be offset by termination charges, if applicable, from other allowed agreements for any CompleteLink[®] 2.0 eligible service as a result of the same customer termination activity. Termination charges resulting from the charge-back of accelerated discounts received will not be offset by termination charges as a result of other allowed agreements for CompleteLink[®] 2.0 eligible services.

58.5.2 Service Guarantee

Within 90 days of subscribing to a CompleteLink[®] 2.0 agreement, customers may cancel this service without incurring the termination liability charges specified in this tariff. Any accelerated discounts received by the customer will be charged back to the customer. This preclusion of the termination liability does not apply to customers who terminate or convert from another Company toll, access, and/or usage commitment product for the purpose of subscribing to CompleteLink[®] 2.0.

58.5.3 MARC Downgrade For Technology Upgrade

Termination liability charges will not apply if during the term of the CompleteLink[®] 2.0 agreement the Customer disconnects one or more of the services which are specified under Column A below, and those services are Contributory to their CompleteLink[®] 2.0 MARC, and replaces the service(s) with the Company service specified on the same line in Column B, and as a direct result of that replacement the Customer's annual spending on those services is reduced (comparing customer's current spending on the removed services and the anticipated customer spending for the replacement services), and that reduction results in a 50% or

/1/ For new agreements established on or after October 3, 2013 the three year term agreement will no longer be available. (AT)
(AT)

COMPLETELINK® 2.0 SERVICE

58.8 COMPLETELINK® 2.0 Promotions

58.8.2 CompleteLink® 2.0 Save and Win/Winback Promotion

A promotional period will be established from October 10, 2012 through February 28, 2014. During this promotional period eligible business customers subscribing to a new CompleteLink 2.0 agreement for a 2-year or 3^{/1/}-year term will be eligible to receive a monthly lump sum credit of \$3.00 per line based on the number of lines subscribed to this new agreement. Eligible customers are Save customers, existing business customers who have received a competitive offer and are considering switching their business local exchange access line service to another carrier (proof of competitive offer may be required), as well as business customers who have their local exchange access line service with another competitive local exchange carrier within the AT&T Arkansas, AT&T Kansas, AT&T Missouri, AT&T Oklahoma, or AT&T Texas service areas and who now wish to establish their business local exchange access line service with the Company. The CompleteLink 2.0 1,000 BTN maximum limit applies to this offer. This offer may not be combined with other AT&T business access line, usage, and/or toll discount plans or promotions, with the exception of combining with other CompleteLink 2.0 offers where permitted. All other terms and conditions applicable to CompleteLink 2.0, as appropriate, will apply.

(CT)

/1/ For agreements established on or after October 3, 2013 the 3-year term agreement will no longer be available.

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