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**Bureau of Labor
Statistics**

Occupational Employment Statistics

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2001 National Occupational Employment and Wage Estimates

43-2021 Telephone Operators

Provide information by accessing alphabetical and geographical directories. Assist customers with special billing requests, such as charges to a third party and credits or refunds for incorrectly dialed numbers or bad connections. May handle emergency calls and assist children or people with physical disabilities to make telephone calls.

2001 National Occupational Employment and Wage Estimates

These estimates are calculated with data collected from employers in all industry divisions in metropolitan and non-metropolitan areas in every State and the District of Columbia. These and other data elements, including the 10th, 25th, 75th, and 90th percentile wages are available in the **downloadable excel files**. Estimates do not include self-employed workers.

Employment estimate and mean wage estimates for this occupation:

		RSE (3)
Employment (1)	57,500	7.3 %
Mean hourly wage	\$14.15	1.4 %
Mean annual wage (2)	\$29,440	1.4 %

Percentile wage estimates for this occupation:

Percentile	10%	25%	50% (Median)	75%	90%
Hourly Wage	\$8.08	\$9.94	\$14.20	\$18.18	\$20.55
Annual Wage (2)	\$16,810	\$20,680	\$29,540	\$37,820	\$42,750

About 2001 National, State, and Metropolitan Area Occupational Employment and Wage Estimates

Percentile wage estimates show the percentage of workers in an occupation that earn less than a given wage and the percentage that earn more. The median wage is the 50th percentile wage

estimate--50 percent of workers earn less than the median and 50 percent of workers earn more than the median. **More about percentile wages.**

(1) Data for detailed occupations does not sum to the totals because the totals include data for occupations not shown separately.

(2) Annual wages have been calculated by multiplying the hourly mean wage by a "year-round, full-time" hours figure of 2,080 hours; for those occupations where there is not an hourly mean wage published, the annual wage has been directly calculated from the reported survey data.

(3) The relative standard error (RSE) is a measure of the reliability of a survey statistic. The smaller the relative standard error, the more precise the estimate.

All **Office and Administrative Support Occupations**

2001 National Occupational Employment and Wage Estimates

2001 State Occupational Employment and Wage Estimates

2001 Metropolitan Area Occupational Employment and Wage Estimates

2001 National Industry-Specific Occupational Employment and Wage Estimates

Technical notes

List of Occupations in SOC Code Number Order

List of Occupations in Alphabetical Order

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U.S. Bureau of Labor Statistics

Division of Occupational Employment Statistics
Suite 2135
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URL: **<http://www.bls.gov/OES>**

Phone: (202) 691-6569

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OES data questions: **oesinfo@bls.gov**

Technical (web) questions: **webmaster@bls.gov**

Other comments: **feedback@bls.gov**



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These estimates are calculated with data collected from employers in all industry divisions in metropolitan and non-metropolitan areas in every State and the District of Columbia.

Employment estimate and mean wage estimates for this occupation:

Employment	52,150	RSE = 8.4 %
Mean hourly wage	\$13.32	RSE = 1.8 %
Mean annual wage	\$27,710	RSE = 1.8 %

(1)

Percentile wage estimates for this occupation:

Percentile	10%	25%	50% (Median)	75%	90%
Hourly Wage	\$7.23	\$9.40	\$13.46	\$16.76	\$19.57
Annual Wage	\$15,030	\$19,550	\$27,990	\$34,850	\$40,690

(1)

About 2000 National, State, and Metropolitan Area Occupational Employment and Wage Estimates

Percentile wage estimates show what percentage of workers in an occupation earn less than a given wage and what percentage earn more. The median wage is the 50th percentile wage estimate--50 percent of workers earn less than the median and 50 percent of workers earn more than the median.

More about percentile wages.

(1) Annual wages have been calculated by multiplying the hourly mean wage by a "year-round,

full-time" hours figure of 2,080 hours; for those occupations where there is not an hourly mean wage published, the annual wage has been directly calculated from the reported survey data.

The relative standard error (RSE) is a measure of the reliability of a survey statistic. The smaller the relative standard error, the more precise the estimate.

All **Office and Administrative Support Occupations**

2000 National Occupational Employment and Wage Estimates

2000 State Occupational Employment and Wage Estimates

2000 Metropolitan Area Occupational Employment and Wage Estimates

2000 National Industry-Specific Occupational Employment and Wage Estimates

Technical notes

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1999 National Occupational Employment and Wage Estimates

43-2021 Telephone Operators

Provide information by accessing alphabetical and geographical directories. Assist customers with special billing requests, such as charges to a third party and credits or refunds for incorrectly dialed numbers or bad connections. May handle emergency calls and assist children or people with physical disabilities to make telephone calls.

These estimates are calculated with data collected from employers in all industry divisions in metropolitan and non-metropolitan areas in every State and the District of Columbia.

Employment estimate and mean wage estimates for this occupation:

Employment	50,820	RSE = 13.8 %
Mean hourly wage	\$12.88	RSE = 1.6 %
Mean annual wage	\$26,800	RSE = 1.6 %

(1) (3)

Percentile wage estimates for this occupation:

Percentile	10%	25%	50% (Median)	75%	90%
Hourly Wage	\$7.07	\$9.00	\$13.66	\$16.11	\$18.42
Annual Wage	\$14,710	\$18,720	\$28,420	\$33,500	\$38,310

(1) (3)

About 1999 National, State, and Metropolitan Area Occupational Employment and Wage Estimates

Percentile wage estimates show what percentage of workers in an occupation earn less than a given wage and what percentage earn more. The median wage is the 50th percentile wage estimate--50 percent of workers earn less than the median and 50 percent of workers earn more than the median.

More about percentile wages.

(1) Annual wages have been calculated by multiplying the hourly mean wage by a "year-round, full-time" hours figure of 2,080 hours; for those occupations where there is not an hourly mean wage published, the annual wage has been directly calculated from the reported survey data.

(3) = Wage rates for this occupation are calculated using three years of data: 1997, 1998, and 1999.

The relative standard error (RSE) is a measure of the reliability of a survey statistic. The smaller the relative standard error, the more precise the estimate.

All **Office and Administrative Support Occupations**

1999 National Occupational Employment and Wage Estimates

1999 State Occupational Employment and Wage Estimates

1999 Metropolitan Area Occupational Employment and Wage Estimates

1999 National Industry-Specific Occupational Employment and Wage Estimates

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SWBT Price Change Summary

			2001		2000		1999		1998		1997	Previous Price Change
	<u>\$ change since 1997</u>	<u>% change since '97</u>	<u>price</u>	<u>% change</u>	<u>price</u>	<u>% change</u>	<u>price</u>	<u>% change</u>	<u>price</u>	<u>% change</u>	<u>price</u>	
Residential Services												
Basic Local Service	various	-1.66%	various(1)	-0.75%	various	-0.92%					various	(2)
(1) The rate comparison is based upon the rates proposed in SWBT's 10/01/01 filing. The proposed effective date of this filing is 12/01/01.												
(2) Touchtone included as part of basic local exchange service in 1994 with no increase to local exchange rate.												
Example: Flat Rate 1 Party												
RG-A	\$ (0.13)	-1.66%	\$ 7.42	-0.75%	\$ 7.48	-0.92%					\$ 7.55	1989
RG-B	\$ (0.15)	-1.66%	\$ 8.95	-0.75%	\$ 9.02	-0.92%					\$ 9.10	1989
RG-C	\$ (0.17)	-1.66%	\$ 9.93	-0.75%	\$ 10.01	-0.92%					\$ 10.10	1993
RG-C1	\$ (0.18)	-1.66%	\$ 11.22	-0.75%	\$ 11.30	-0.92%					\$ 11.40	original
RG-D	\$ (0.18)	-1.66%	\$ 11.17	-0.75%	\$ 11.25	-0.92%					\$ 11.35	1989
RG-D1	\$ (0.20)	-1.66%	\$ 11.65	-0.75%	\$ 11.74	-0.92%					\$ 11.85	1989
RG-D2	\$ (0.20)	-1.66%	\$ 12.30	-0.75%	\$ 12.39	-0.92%					\$ 12.50	1989
Optional MCA												
Flat Rate Service												
Springfield MCA 2	\$ -	0%	\$ 11.45								\$ 11.45	original
St. Louis/Kansas City MCA 3	\$ -	0%	\$ 12.35								\$ 12.35	original
St. Louis/Kansas City MCA 4	\$ -	0%	\$ 22.55								\$ 22.55	original
St. Louis/Kansas City MCA 5	\$ -	0%	\$ 32.50								\$ 32.50	original
Easy Options Services & Packages												
Call Waiting - first & Add'l	\$ -	0%	\$ 8.00								\$ 8.00	1994
Remote Access to Call Forwarding	\$ -	0%	\$ 1.00								\$ 1.00	1994
Priority Call - first	\$ -	0%	\$ 3.00								\$ 3.00	1994
Priority Call - addl	\$ -	0%	\$ 2.10								\$ 2.10	1994
Selective Call Forwarding - first	\$ -	0%	\$ 3.00								\$ 3.00	1994
Selective Call Forwarding - addl	\$ -	0%	\$ 2.10								\$ 2.10	1994
Speed Call 30	\$ -	0%	\$ 6.55								\$ 6.55	1994
Call Forwarding Busy Line	\$ -	0%	\$ 0.75								\$ 0.75	1994
Call Forwarding Don't Answer	\$ -	0%	\$ 0.75								\$ 0.75	1994
Call Forwarding BL/DA	\$ -	0%	\$ 1.00								\$ 1.00	1994
ComCall	\$ -	0%	\$ 2.00								\$ 2.00	1994
Personalized Ring												
One Dependent DN	\$ -	0%	\$ 4.00								\$ 4.00	1994
Two Dep. DN - 1st	\$ -	0%	\$ 4.00								\$ 4.00	1994
Two Dep. DN - 2nd	\$ -	0%	\$ 2.00								\$ 2.00	1994
Simultaneous Call Forwarding	\$ -	0%	\$ 4.35								\$ 4.35	1994
Call Waiting ID	\$ -	0%	\$ 1.00								\$ 1.00	original
Call Waiting ID Options	\$ -	0%	\$ 1.00								\$ 1.00	original
Residential Services												
Easy Options Services & Packages (cont)												

SWBT Price Change Summary

			2001		2000		1999		1998		1997	
	<u>\$ change</u> <u>since 1997</u>	<u>% change</u> <u>since '97</u>	<u>price</u>	<u>% change</u>	<u>price</u>	<u>% change</u>	<u>price</u>	<u>% change</u>	<u>price</u>	<u>% change</u>	<u>price</u>	<u>Previous</u> <u>Price Change</u>
Privacy Manager	\$ -	0%	\$ 4.00				\$ 4.00					original
Anonymous Call Rejection	\$ -	0%	\$ 1.75				\$ 1.75					original
ACR /WORKS or other package	\$ -	0%	\$ 1.25				\$ 1.25					original
Internet Caller ID	\$ -	0%			\$ 5.50							original
INCI w/WORKS or other package	\$ -	0%			\$ 4.50							original
The WORKS®	\$ 2.00	11%	\$ 20.95	5%	\$ 19.95	5%					\$ 18.95	original
The BASICS™	\$ 1.00	6%	\$ 16.95	6%							\$ 15.95	original
Calling Number Delivery-first	\$ 0.50	8%	\$ 7.00	8%							\$ 6.50	original
Calling Number Delivery-addl	\$ 0.50	8%	\$ 7.00	8%							\$ 6.50	original
Calling Name Delivery-first	\$ 0.50	8%	\$ 7.00	8%							\$ 6.50	original
Calling Name Delivery-addl	\$ 0.50	8%	\$ 7.00	8%							\$ 6.50	original
Call Return-first	\$ 0.28	8%	\$ 3.78	8%							\$ 3.50	1994
Call Return-addl	\$ 0.28	8%	\$ 3.78	8%							\$ 3.50	1994
Call Blocker - first	\$ 0.24	8%	\$ 3.24	8%							\$ 3.00	1994
Call Blocker- addl	\$ 0.15	7%	\$ 2.25	7%							\$ 2.10	1994
Call forwarding - first	\$ 0.24	8%	\$ 3.24	8%							\$ 3.00	1994
Call forwarding - addl	\$ 0.15	7%	\$ 2.25	7%							\$ 2.10	1994
Three Way Calling-first	\$ 0.24	8%	\$ 3.24	8%							\$ 3.00	1994
Three Way Calling-addl	\$ 0.15	7%	\$ 2.25	7%							\$ 2.10	1994
Auto Redial-first	\$ 0.24	8%	\$ 3.24	8%							\$ 3.00	1994
Auto Redial-addl	\$ 0.15	7%	\$ 2.25	7%							\$ 2.10	1994
Speed Call 8 - first	\$ 0.24	8%	\$ 3.24	8%							\$ 3.00	1994
Speed Call 8 - addl	\$ 0.15	7%	\$ 2.25	7%							\$ 2.10	1994
Call Trace	\$ (2.00)	-25%									\$ 6.00	original
(Call Trace reduced \$2.00 in 1997)											\$ 8.00	
Call return - per use	\$ 0.12	22%	\$ 0.62	7%	\$ 0.58	7%	\$ 0.54	8%			\$ 0.50	original
Three Way Calling - per use	\$ 0.06	8%	\$ 0.81	8%					\$ 0.75			original
Auto Redial - per use	\$ 0.08	15%	\$ 0.58		\$ 0.58	7%	\$ 0.54	8%			\$ 0.50	original
Local Plus												
Residence - Basic Rate	\$ 2.40	8%	\$ 32.40	8%					\$ 30.00			original
Residence - with opt. MCA	\$ 1.60	8%	\$ 21.60	8%					\$ 20.00			original

SWBT Price Change Summary

			2001		2000		1999		1998		1997	
	<u>\$ change</u> <u>since 1997</u>	<u>% change</u> <u>since '97</u>	<u>price</u>	<u>% change</u>	<u>price</u>	<u>% change</u>	<u>price</u>	<u>% change</u>	<u>price</u>	<u>% change</u>	<u>price</u>	<u>Previous</u> <u>Price Change</u>
Residential Services												
MTS - OCPs												
Outstate Calling Area Plan												
2 Hour Block- Initial period	\$ -	0%	\$ 9.60								\$ 9.60	original
2 hour Block- addl per min	\$ -	0%	LDMTS								LDMTS	original
5 Hour Block - Initial period	\$ -	0%	\$ 21.85								\$ 21.85	original
5 Hour Block - addl per min.	\$ -	0%	\$ 0.07								\$ 0.07	original
Residence 1+ Saver												
15% Discount	\$ (0.35)	-19%	\$ 1.50	-19%							\$ 1.85	original
20% Discount	\$ (0.50)	-17%	\$ 2.50	-17%							\$ 3.00	original
20% Discount /WORKS or BASICS	\$ -	0%									\$ 2.00	original
60 min block - initial	\$ 0.05	1%	\$ 8.40	1%							\$ 8.35	original
additional usage/hour	\$ 0.60	8%	\$ 8.40	8%							\$ 7.80	original
300 min block - initial	\$ -	0%	\$ 36.00								\$ 36.00	original
additional usage/hour	\$ -	0%	\$ 7.20								\$ 7.20	original
600 min block - initial	\$ -	0%	\$ 60.00								\$ 60.00	original
additional usage/hour	\$ -	0%	\$ 6.00								\$ 6.00	original
Single rate	\$ -	0%	\$ 4.95								\$ 4.95	original
per minute	\$ -	0%	\$ 0.10								\$ 0.10	original
Residence Designated Number - 1st	\$ 1.20	8%	\$ 16.20	8%							\$ 15.00	original
Residence Designated Number - Addl	\$ 0.80	8%	\$ 10.80	8%							\$ 10.00	original
Directory Listings												
signature listings	\$ -	0%	\$ 3.00								\$ 3.00	original
family space listings	\$ -	0%	\$ 5.00								\$ 5.00	original
personality logo listings	\$ -	0%	\$ 5.00								\$ 5.00	original
line of distinction listing	\$ -	0%	\$ 2.50								\$ 2.50	original
extra listings	\$ 0.05	3%	\$ 1.65	3%							\$ 1.60	1990
alternate listings	\$ 0.05	3%	\$ 1.65	3%							\$ 1.60	1990
Residence - Nonpublished number	\$ 0.25	16%	\$ 1.85	8%	\$ 1.72	7%					\$ 1.60	1990
Nonlisted - primary number	\$ 0.19	16%	\$ 1.39	8%	\$ 1.29	8%					\$ 1.20	1988
nonlisted - additional number	\$ 0.19	16%	\$ 1.39	8%	\$ 1.29	8%					\$ 1.20	1988

SWBT Price Change Summary

			2001		2000		1999		1998		1997	Previous
	\$ change since 1997	% change since '97	price	% change	price	% change	price	% change	price	% change	price	Price Change
Business Services												
Basic Local Service	various	-1.66%	various(1)	-0.75%	various	-0.92%					various	(2)
(1) The rate comparison is based upon the rates proposed in SWBT's 10/01/01 filing. The proposed effective date of this filing is 12/01/01.												
(2) Touchtone included as part of basic local exchange service in 1994 with no increase to local exchange rate.												
Example: Flat Rate 1 Party												
RG-A	\$ (0.29)	-1.66%	\$ 16.56	-0.75%	\$ 16.69	-0.92%					\$ 16.85	1989
RG-B	\$ (0.38)	-1.66%	\$ 22.72	-0.75%	\$ 22.89	-0.92%					\$ 23.10	1989
RG-C	\$ (0.43)	-1.66%	\$ 25.27	-0.75%	\$ 25.46	-0.92%					\$ 25.70	1993
RG-C1	\$ (0.47)	-1.66%	\$ 27.53	-0.75%	\$ 27.74	-0.92%					\$ 28.00	original
RG-D	\$ (0.56)	-1.66%	\$ 32.99	-0.75%	\$ 33.24	-0.92%					\$ 33.55	1989
RG-D1	\$ (0.58)	-1.66%	\$ 34.42	-0.75%	\$ 34.68	-0.92%					\$ 35.00	1989
RG-D2	\$ (0.61)	-1.66%	\$ 36.34	-0.75%	\$ 36.61	-0.92%					\$ 36.95	1989
Optional MCA												
Flat Rate Service	\$ -	0%	\$ 21.75								\$ 21.75	original
Springfield MCA 2	\$ -	0%	\$ 24.80								\$ 24.80	original
St. Louis/Kansas City MCA 3	\$ -	0%	\$ 46.75								\$ 46.75	original
St. Louis/Kansas City MCA 4	\$ -	0%	\$ 70.70								\$ 70.70	original
St. Louis/Kansas City MCA 5												
PBX Trunks/Multiline Business												
RG-A	\$ 1.75	8%	\$ 21.95		\$ 23.70	8%					\$ 21.95	1989
RG-B	\$ 2.40	8%	\$ 30.05		\$ 32.45	8%					\$ 30.05	1989
RG-C	\$ 2.65	8%	\$ 33.15		\$ 35.80	8%					\$ 33.15	1993
RG-C1	\$ 2.90	8%	\$ 36.45		\$ 39.35	8%					\$ 36.45	original
RG-D	\$ -	0%	\$ 43.60								\$ 43.60	1989
RG-D1	\$ -	0%	\$ 45.50								\$ 45.50	1989
RG-D2	\$ -	0%	\$ 48.00								\$ 48.00	1989
Digital Loop Service												
*Numerous rate elements with no price change												
Digital Transmission Loop Arrangement												
Installation-initial unit												
12 mo term	\$ (70.00)	-10%	\$ 630.00		\$ 630.00	-10%					\$ 700.00	1991
24 mo term	\$ (175.00)	-25%	\$ 525.00		\$ 525.00	-25%					\$ 700.00	1991
36 mo term	\$ (350.00)	-50%	\$ 350.00		\$ 350.00	-50%					\$ 700.00	1991
48 mo term	\$ (525.00)	-75%	\$ 175.00		\$ 175.00	-75%					\$ 700.00	1991
60 mo term	\$ (700.00)	-100%	\$ -		\$ -	-100%					\$ 700.00	1991

SWBT Price Change Summary

			2001		2000		1999		1998		1997	Previous
	\$ change since 1997	% change since '97	price	% change	price	% change	price	% change	price	% change	price	Price Change
Business Services												
Digital Loop Service (cont)												
Installation-additional unit												
12 mo term	\$ (60.00)	-10%	\$ 540.00		\$ 540.00	-10%					\$ 600.00	1991
24 mo term	\$ (150.00)	-25%	\$ 450.00		\$ 450.00	-25%					\$ 600.00	1991
36 mo term	\$ (300.00)	-50%	\$ 300.00		\$ 300.00	-50%					\$ 600.00	1991
48 mo term	\$ (450.00)	-75%	\$ 150.00		\$ 150.00	-75%					\$ 600.00	1991
60 mo term	\$ (600.00)	-100%	\$ -		\$ -	-100%					\$ 600.00	1991
DID/AIOD												
First 10 DID numbers	\$ -	0%	\$ 5.00								\$ 5.00	original
Add'l 10 DID numbers	\$ -	0%	\$ 5.00								\$ 5.00	original
First 100 DID numbers	\$ 1.50	6%	\$ 25.00		\$ 25.00	6%					\$ 23.50	1989
Add'l 100 DID numbers	\$ 1.50	6%	\$ 25.00		\$ 25.00	6%					\$ 23.50	1989
Removal of Number from DID grp (non-recurring)	\$ -	0%									\$ 10.00	original
DID trk term - DP signaling	\$ 2.90	6%	\$ 50.00		\$ 50.00	6%					\$ 47.10	1989
DID trk term - MF signaling	\$ 2.90	6%	\$ 50.00		\$ 50.00	6%					\$ 47.10	1989
DID trk term - DTMF signaling	\$ 2.90	6%	\$ 50.00		\$ 50.00	6%					\$ 47.10	1989
AIOD - 1st 10 trks, min. chg	\$ -	0%	\$ 345.75								\$ 345.75	original
AIOD - 11th - 50th trk, per trk	\$ -	0%	\$ 27.15								\$ 27.15	original
AIOD - 51st + trks, per trk	\$ -	0%	\$ 27.15								\$ 27.15	original
Easy Options Services & Packages												
Call Waiting - first & addl	\$ -	0%	\$ 8.00								\$ 8.00	1994
Call Forwarding - first & addl	\$ -	0%	\$ 6.00								\$ 6.00	1994
Remote Access to Call Forwarding	\$ -	0%	\$ 2.75								\$ 2.75	1994
Call Forwarding Busy Line	\$ -	0%	\$ 3.00								\$ 3.00	1994
Call Forwarding Don't Answer	\$ -	0%	\$ 3.00								\$ 3.00	1994
Call Forwarding BL/DA	\$ -	0%	\$ 4.00								\$ 4.00	1994
ComCall	\$ -	0%	\$ 2.50								\$ 2.50	1994
Personalized Ring												
One Dependent DN	\$ -	0%	\$ 6.00								\$ 6.00	1994
Two Dep. DN - 1st	\$ -	0%	\$ 6.00								\$ 6.00	1994
Two Dep. DN - 2nd	\$ -	0%	\$ 2.00								\$ 2.00	1994
Simultaneous Call Forwarding	\$ -	0%	\$ 4.35								\$ 4.35	1994
Call Waiting ID	\$ -	0%	\$ 5.00								\$ 5.00	original
Call Waiting ID Options	\$ -	0%	\$ 1.00								\$ 1.00	original
Privacy Manager	\$ -	0%	\$ 4.00				\$ 4.00					original
Anonymous Call Rejection	\$ -	0%	\$ 2.00				\$ 2.00					original

Exhibit 29
Case No. TO-2001-467

SWBT Price Change Summary

			2001		2000		1999		1998		1997	
	<u>\$ change since 1997</u>	<u>% change since '97</u>	<u>price</u>	<u>% change</u>	<u>price</u>	<u>% change</u>	<u>price</u>	<u>% change</u>	<u>price</u>	<u>% change</u>	<u>price</u>	<u>Previous Price Change</u>
Business Services												
Easy Options Services & Packages (cont)												
Call Transfer Disconnect	\$ -	0%	\$ 15.00				\$ 15.00					original
CTD /WORKS	\$ -	0%	\$ 7.50				\$ 7.50					original
Internet Caller ID	\$ -	0%	\$ 6.00		\$ 6.00							original
INCL w/WORKS or other package	\$ -	0%	\$ 5.00		\$ 5.00							original
The WORKS	\$ 1.50	8%	\$ 20.45	8%							\$ 18.95	original
The BASICS	\$ 1.00	6%	\$ 17.95	6%							\$ 16.95	original
BizSaver "A"	\$ -	0%	\$ (5.00)								\$ (5.00)	original
BizSaver "B"	\$ -	0%	\$ (5.00)								\$ (5.00)	original
BizSaver "C"	\$ -	0%	\$ (4.00)								\$ (4.00)	original
BizSaver "D"	\$ -	0%	\$ (2.00)								\$ (2.00)	original
BizSaver "E"	\$ -	0%	\$ (3.00)				\$ (3.00)					original
Call return - per use	\$ 0.12	24%	\$ 0.62	7%	\$ 0.58	7%	\$ 0.54	8%			\$ 0.50	original
Three Way Calling - per use	\$ 0.06	8%	\$ 0.81	8%					\$ 0.75			original
Auto Redial - per use	\$ 0.08	16%	\$ 0.50		\$ 0.58	7%	\$ 0.54	8%			\$ 0.50	original
Service & equipment charge	\$ 1.15	8%	\$ 14.50		\$ 15.65	8%					\$ 14.50	1994
Calling Number Delivery-first	\$ 0.25	3%	\$ 8.50		\$ 8.75	3%					\$ 8.50	original
Calling Number Delivery-addl	\$ 0.25	3%	\$ 8.50		\$ 8.75	3%					\$ 8.50	original
Calling Name Delivery-first	\$ 0.25	3%	\$ 8.50		\$ 8.75	3%					\$ 8.50	original
Calling Name Delivery-addl	\$ 0.25	3%	\$ 8.50		\$ 8.75	3%					\$ 8.50	original
Three Way Calling-first	\$ 0.30	8%	\$ 4.00		\$ 4.30	8%					\$ 4.00	1994
Three Way Calling-addl	\$ 0.20	8%	\$ 2.50		\$ 2.70	8%					\$ 2.50	1994
Call Return-first	\$ 0.30	8%	\$ 4.00		\$ 4.30	8%					\$ 4.00	1994
Call Return-addl	\$ 0.20	8%	\$ 2.50		\$ 2.70	8%					\$ 2.50	1994
Auto Redial-first	\$ 0.30	8%	\$ 4.00		\$ 4.30	8%					\$ 4.00	1994
Auto Redial-addl	\$ 0.20	8%	\$ 2.50		\$ 2.70	8%					\$ 2.50	1994
Priority Call - first	\$ (0.30)	-8%	\$ 4.00		\$ 3.70	-8%					\$ 4.00	1994
Priority Call - addl	\$ (0.20)	-8%	\$ 2.50		\$ 2.30	-8%					\$ 2.50	1994
Speed Call 30- first	\$ (0.30)	-8%	\$ 4.00		\$ 3.70	-8%					\$ 4.00	1994
Speed Call 30- addl	\$ (0.20)	-8%	\$ 2.50		\$ 2.30	-8%					\$ 2.50	1994
Selective Call Fwd - first	\$ 0.30	8%	\$ 4.00		\$ 4.30	8%					\$ 4.00	1994
Selective Call Fwd -addl	\$ 0.20	8%	\$ 2.50		\$ 2.70	8%					\$ 2.50	1994
Call Blocker - first	\$ 0.30	8%	\$ 4.00		\$ 4.30	8%					\$ 4.00	1994
Call Blocker - addl	\$ 0.20	8%	\$ 2.50		\$ 2.70	8%					\$ 2.50	1994
Speed Call 8 - first	\$ (0.30)	-8%	\$ 4.00		\$ 3.70	-8%					\$ 4.00	1994
Speed Call 8 - addl	\$ (0.20)	-8%	\$ 2.50		\$ 2.30	-8%					\$ 2.50	1994
Call Trace	\$ (2.00)	-25%	\$ 6.00								\$ 6.00	original
(Call Trace reduced \$2.00 in 1997)											\$ 8.00	

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Exhibit 29-A
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SWBT Price Change Summary

			2001		2000		1999		1998		1997	
	<u>\$ change</u> <u>since 1997</u>	<u>% change</u> <u>since '97</u>	<u>price</u>	<u>% change</u>	<u>price</u>	<u>% change</u>	<u>price</u>	<u>% change</u>	<u>price</u>	<u>% change</u>	<u>price</u>	<u>Previous</u> <u>Price Change</u>
Business Services												
DigiLine												
*Numerous rate elements with no price change												
Move Charge	\$ (50.00)	-17%	\$ 250.00						\$ 250.00	-17%	\$ 300.00	original
Local Plus												
Business - Basic Rate	\$ 3.00	5%	\$ 63.00	5%					\$ 60.00			original
Business - with opt. MCA	\$ 2.00	5%	\$ 42.00	5%					\$ 40.00			original
Business Common Line 800												
Per Minute Plan - peak time per min.	\$ (0.05)	-25%	\$ 0.15						\$ 0.15	-25%	\$ 0.20	original
Per Minute Plan - off-peak per min.	\$ (0.03)	-17%	\$ 0.15						\$ 0.15	-17%	\$ 0.18	original
2 Hour Block- Initial period	\$ (6.60)	-31%	\$ 15.00						\$ 15.00	-31%	\$ 21.60	original
2 hour Block- addl per min.	\$ (0.05)	-26%	\$ 0.13						\$ 0.13	-26%	\$ 0.17	original
5 Hour Block - Initial period	\$ (15.00)	-33%	\$ 30.00						\$ 30.00	-33%	\$ 45.00	original
5 Hour Block - addl per min.	\$ (0.04)	-29%	\$ 0.10						\$ 0.10	-29%	\$ 0.14	original
MTS - OCPs												
Outstate Calling Area Plan												
2 Hour Block- Initial period	\$ -	0%	\$ 10.80								\$ 10.80	original
2 hour Block- addl per min.	\$ -	0%	LDMTS								LDMTS	original
5 Hour Block - Initial period	\$ -	0%	\$ 24.50								\$ 24.50	original
5 Hour Block - addl per min.	\$ -	0%	\$ 0.08								\$ 0.08	original
Business 1+ Saver												
10% Discount	\$ -	0%	\$ 3.00								\$ 3.00	original
15% Discount	\$ -	0%	\$ 8.00								\$ 8.00	original
20% Discount	\$ -	0%	\$ 20.00								\$ 20.00	original
60 min block - initial	\$ -	0%	\$ 8.35								\$ 8.35	1994
additional usage/hour	\$ -	0%	\$ 7.80								\$ 7.80	1994
300 min block - initial	\$ -	0%	\$ 36.00								\$ 36.00	original
additional usage/hour	\$ -	0%	\$ 7.20								\$ 7.20	original
600 min block - initial	\$ -	0%	\$ 60.00								\$ 60.00	original
additional usage/hour	\$ -	0%	\$ 6.00								\$ 6.00	original
Single rate	\$ -	0%	\$ 4.95								\$ 4.95	original
per minute	\$ -	0%	\$ 0.12								\$ 0.12	original
Business Designated Number - 1st	\$ -	0%	\$ 15.00								\$ 15.00	original
Business Designated Number - Addl	\$ -	0%	\$ 10.00								\$ 10.00	original

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SWBT Price Change Summary

			2001		2000		1999		1998		1997	
	<u>\$ change</u> <u>since 1997</u>	<u>% change</u> <u>since '97</u>	<u>price</u>	<u>% change</u>	<u>price</u>	<u>% change</u>	<u>price</u>	<u>% change</u>	<u>price</u>	<u>% change</u>	<u>price</u>	<u>Previous</u> <u>Price Change</u>
Business Services												
Directory Listings												
secretarial listings	\$ -	0%	\$ 3.65								\$ 3.65	original
additional rotary number group listings	\$ -	0%	\$ 3.45								\$ 3.45	original
extra listings	\$ 0.19	8%	\$ 2.64	8%							\$ 2.45	1990
alternate listings	\$ 0.19	8%	\$ 2.64	8%							\$ 2.45	1990
Access Advantage Plus												
<i>*Numerous rate elements with no price change</i>												
AA+ Transport												
Month-to-Month	\$ (100.00)	-20%	\$ 400.00		\$ 400.00	-20%	\$ 500.00					original
One Year	\$ (100.00)	-20%	\$ 400.00		\$ 400.00	-20%	\$ 500.00					original
Two Year	\$ (50.00)	-12%	\$ 375.00		\$ 375.00	-12%	\$ 425.00					original
Three Years	\$ (45.00)	-12%	\$ 330.00		\$ 330.00	-12%	\$ 375.00					original
MegaLink 1.5 High Capacity Digital Service												
Local Distribution Channel - Monthly Rate												
3 Years	\$ (10.00)	-7%	\$ 130.00	-7%	\$ 140.00							original
5 Years	\$ (30.00)	-21%	\$ 110.00	-21%								original
			\$ 140.00									
Private Line												
<i>*Numerous rate elements with no price change</i>												
Special Access												
<i>*Numerous rate elements with no price change</i>												
Switched Access ¹												
	various	-1.66%	various	-0.75%	various	-0.92%					various	1994

¹ The rate comparison is based upon the rates proposed in SWBT's 10/01/01 filing. The proposed effective date of this filing is 12/01/01.

SWBT Price Change Summary

			2001		2000		1999		1998		1997	
	<u>\$ change</u> <u>since 1997</u>	<u>% change</u> <u>since '97</u>	<u>price</u>	<u>% change</u>	<u>price</u>	<u>% change</u>	<u>price</u>	<u>% change</u>	<u>price</u>	<u>% change</u>	<u>price</u>	<u>Previous</u> <u>Price Change</u>
MTS												
Day Initial Minute												
1 - 10	\$ 0.02	17%	\$ 0.1166	8%	\$ 0.1080	8%					\$ 0.10	1990
11 - 14	\$ 0.02	16%	\$ 0.1393	8%	\$ 0.1290	8%					\$ 0.12	1994
15 - 18	\$ 0.02	17%	\$ 0.1749	8%	\$ 0.1620	8%					\$ 0.15	1994
19 - 23	\$ 0.03	17%	\$ 0.2332	8%	\$ 0.2160	8%					\$ 0.20	1994
24 - 28	\$ 0.04	17%	\$ 0.2797	8%	\$ 0.2590	8%					\$ 0.24	1994
29 - 33	\$ 0.04	16%	\$ 0.3142	8%	\$ 0.2910	8%					\$ 0.27	1994
34 - 40	\$ 0.05	17%	\$ 0.3499	8%	\$ 0.3240	8%					\$ 0.30	1994
41 - 50	\$ 0.06	17%	\$ 0.3963	8%	\$ 0.3670	8%					\$ 0.34	1994
51 - 60	\$ 0.06	16%	\$ 0.4309	8%	\$ 0.3990	8%					\$ 0.37	1994
61 - 80	\$ 0.07	17%	\$ 0.4665	8%	\$ 0.4320	8%					\$ 0.40	1994
81 - 100	\$ 0.07	17%	\$ 0.4665	8%	\$ 0.4320	8%					\$ 0.40	1994
101 - 125	\$ 0.07	16%	\$ 0.4892	8%	\$ 0.4530	8%					\$ 0.42	1994
126 - 150	\$ 0.07	16%	\$ 0.4892	8%	\$ 0.4530	8%					\$ 0.42	1994
151 - 190	\$ 0.07	17%	\$ 0.5011	8%	\$ 0.4640	8%					\$ 0.43	1994
191 - 300	\$ 0.07	17%	\$ 0.5130	8%	\$ 0.4750	8%					\$ 0.44	1994
300 - 430	\$ 0.08	16%	\$ 0.5356	8%	\$ 0.4960	8%					\$ 0.46	1994
Day Additional Minute												
1 - 10	\$ 0.01	16%	\$ 0.0928	8%	\$ 0.0860	7%					\$ 0.08	1990
11 - 14	\$ 0.02	17%	\$ 0.1166	8%	\$ 0.1080	8%					\$ 0.10	1994
15 - 18	\$ 0.02	16%	\$ 0.1512	8%	\$ 0.1400	8%					\$ 0.13	1994
19 - 23	\$ 0.02	17%	\$ 0.1749	8%	\$ 0.1620	8%					\$ 0.15	1994
24 - 28	\$ 0.03	16%	\$ 0.1857	8%	\$ 0.1720	7%					\$ 0.16	1994
29 - 33	\$ 0.03	16%	\$ 0.1976	8%	\$ 0.1830	8%					\$ 0.17	1994
34 - 40	\$ 0.03	16%	\$ 0.2095	8%	\$ 0.1940	8%					\$ 0.18	1994
41 - 50	\$ 0.03	17%	\$ 0.2332	8%	\$ 0.2160	8%					\$ 0.20	1994
51 - 60	\$ 0.04	16%	\$ 0.2678	8%	\$ 0.2480	8%					\$ 0.23	1994
61 - 80	\$ 0.04	17%	\$ 0.2916	8%	\$ 0.2700	8%					\$ 0.25	1994
81 - 100	\$ 0.04	17%	\$ 0.2916	8%	\$ 0.2700	8%					\$ 0.25	1994
101 - 125	\$ 0.04	16%	\$ 0.3142	8%	\$ 0.2910	8%					\$ 0.27	1994
126 - 150	\$ 0.04	16%	\$ 0.3142	8%	\$ 0.2910	8%					\$ 0.27	1994
151 - 190	\$ 0.05	16%	\$ 0.3726	8%	\$ 0.3450	8%					\$ 0.32	1994
191 - 300	\$ 0.05	16%	\$ 0.3840	8%	\$ 0.3560	8%					\$ 0.33	1994
300 - 430	\$ 0.06	17%	\$ 0.4082	8%	\$ 0.3780	8%					\$ 0.35	1994

SWBT Price Change Summary

			2001		2000		1999		1998		1997	<u>Previous</u> <u>Price Change</u>
	<u>\$ change</u> <u>since 1997</u>	<u>% change</u> <u>since '97</u>	<u>price</u>	<u>% change</u>	<u>price</u>	<u>% change</u>	<u>price</u>	<u>% change</u>	<u>price</u>	<u>% change</u>	<u>price</u>	
Operator Services												
Local/MTS												
Line Status Verification	\$ 0.19	16%	\$ 1.39	8%	\$ 1.29	8%					\$ 1.20	1986
Busy Line Interrupt	\$ 0.29	16%	\$ 2.14	8%	\$ 1.99	8%					\$ 1.85	1986
Station to Station Service												
Non-Payphone Rate												
Calling Card												
Non-Automated	\$ 0.14	13%	\$ 1.24	8%	\$ 1.15	5%					\$ 1.10	original
Semi-Automated	\$ 0.10	15%	\$ 0.75	7%	\$ 0.70	8%					\$ 0.65	original
FullyAutomated	\$ 0.02	6%	\$ 0.37	6%							\$ 0.35	
Collect												
Non-Automated	\$ 0.14	13%	\$ 1.24	8%	\$ 1.15	5%					\$ 1.10	original
Semi-Automated	\$ 0.12	13%	\$ 1.02	7%	\$ 0.95	6%					\$ 0.90	original
FullyAutomated	\$ 0.11	16%	\$ 0.81	8%	\$ 0.75	7%					\$ 0.70	original
Billed to Third Number												
Non-Automated	\$ 0.14	13%	\$ 1.24	8%	\$ 1.15	5%					\$ 1.10	original
Semi-Automated	\$ 0.12	13%	\$ 1.02	7%	\$ 0.95	6%					\$ 0.90	original
FullyAutomated	\$ 0.11	16%	\$ 0.81	8%	\$ 0.75	7%					\$ 0.70	original
Sent Paid												
Non-Automated	\$ 0.14	13%	\$ 1.24	8%	\$ 1.15	5%					\$ 1.10	original
Semi-Automated	\$ 0.12	13%	\$ 1.02	7%	\$ 0.95	6%					\$ 0.90	original
Payphone Rate												
Calling Card												
Non-Automated	\$ 0.14	13%	\$ 1.24	8%	\$ 1.15	5%					\$ 1.10	original
Semi-Automated	\$ 0.10	15%	\$ 0.75	7%	\$ 0.70	8%					\$ 0.65	original
FullyAutomated	\$ 0.02	6%	\$ 0.37	6%	\$ 0.35							original
Collect												
Non-Automated	\$ 0.14	13%	\$ 1.24	8%	\$ 1.15	5%					\$ 1.10	original
Semi-Automated	\$ 0.12	13%	\$ 1.02	7%	\$ 0.95	6%					\$ 0.90	original
FullyAutomated	\$ 0.11	16%	\$ 0.81	8%	\$ 0.75	7%					\$ 0.70	original
Billed to Third Number												
Non-Automated	\$ 0.14	13%	\$ 1.24	8%	\$ 1.15	5%					\$ 1.10	original
Semi-Automated	\$ 0.12	13%	\$ 1.02	7%	\$ 0.95	6%					\$ 0.90	original
FullyAutomated	\$ 0.11	16%	\$ 0.81	8%	\$ 0.75	7%					\$ 0.70	original

SWBT Price Change Summary

	<u>\$ change since 1997</u>	<u>% change since '97</u>	2001		2000		1999		1998		1997	<u>Previous Price Change</u>
			<u>price</u>	<u>% change</u>	<u>price</u>	<u>% change</u>	<u>price</u>	<u>% change</u>	<u>price</u>	<u>% change</u>	<u>price</u>	
Operator Services												
Person-to-Person Service												
Non-Payphone Rate												
Non-Automated	\$ 0.35	15%	\$ 2.75	8%	\$ 2.55	6%					\$ 2.40	original
Semi-Automated	\$ 0.32	16%	\$ 2.32	8%	\$ 2.15	8%					\$ 2.00	original
Payphone Rate												
Non-Automated	\$ 0.35	15%	\$ 2.75	8%	\$ 2.55	6%					\$ 2.40	original
Semi-Automated	\$ 0.32	16%	\$ 2.32	8%	\$ 2.15	8%					\$ 2.00	original
Directory Assistance												
Directory Assistance Call Completion												
sent paid pay telephone	\$ -	0%	\$ 0.25								\$ 0.25	1995
sent paid non-pay phone	\$ -	0%	\$ 0.30								\$ 0.30	1995
monthly DACC	\$ -	0%	\$ 1.25								\$ 1.25	original
AutoConnect Option A - monthly chg	\$ -	0%	\$ 50.00								\$ 50.00	original
per call	\$ -	0%	\$ 0.05								\$ 0.05	original
AutoConnect Option B - monthly chg	\$ -	0%	\$ 10.00								\$ 10.00	original
per call	\$ -	0%	\$ 0.30								\$ 0.30	original
Sent paid directory listing call	\$ 0.10	22%	\$ 0.55	8%	\$ 0.51	6%	\$ 0.48	7%			\$ 0.45	1988
3rd number DA initial listing	\$ 0.22	24%	\$ 1.12	8%	\$ 1.04	7%	\$ 0.97	8%			\$ 0.90	1988
3rd number DA add'l listing	\$ 0.10	22%	\$ 0.55	8%	\$ 0.51	6%	\$ 0.48	7%			\$ 0.45	1988
National DA - Sent paid request	\$ 0.07	7%	\$ 1.02	7%					\$ 0.95			original
National DA - Alternately Billed request	\$ -	0%	\$ 1.10						\$ 1.10			original

In addition to the services already identified in Exhibit 29-A, where there are numerous rate elements that have not been changed, prices for the following services have not changed since at least 1997. The original rates are still being charged for many of these services.

900 Call Restriction
Area Wide Networking
Business Video Service
Busy Out Arrangements
Conference Telephone Service (Local & Toll)
Convention Center Service
Digital Customer Alerting Service
Digital Packet Switching Usage
Disaster Routing Service
Distance Learning Service
DovLink
Emergency Services Network
Exchange Interconnection Service
Group Alerting & Dispatching Service
Hotline
Intelligent Redirect
Intellinumber
Intercept Referral Number Service
MEGALINK Digital Service
Message Register Equipment
MicroLink I
MicroLink II
Multipoint Video Service
Network Reconfiguration Service

Night Number Terminal Arrangements
Outgoing Call Control
Plexar® Express
Plexar® I
Plexar® II
Positive ID
Preferred Number Service
Prepaid Calling Card Service
Reversed Charge Long Distance MTS
SBC GigaMAN
Second Line Control
SelectVideo Plus
Service Loop Facility Modification
SmartTrunk
Southwestern Bell DS3
Special High Voltage Protection Service
SuperTrunk
TeleBranch
Telecommunications Service Priority System
Toll Diversion
Toll Restriction
Universal Emergency Number Services (911)
Warmline
Wireless 911 Service

SWBT Promotions

	2000											
	Jan.	Feb.	March	April	May	June	July	Aug.	Sep.	Oct.	Nov.	Dec.
RESIDENTIAL												
The WORKS® (vertical service package)												
\$20 coupon for check on "New" and "Move" orders; one month free service if added on "Change" to existing service order - acquisition					5/1/00	6/30/00		8/10/00		10/31/00		
\$5 credit on bill for two months recurring charge when they agree to retain subscription to WORKs. Only current subscribers who are calling in to disconnect their package will be eligible												
discount of 2 month recurring rate- winback												
credit equal to first month's billing of recurring rate- new WORKs subscribers												
Caller ID												
credit for first month's billing and waiver of IC - new Caller ID subscribers ordering both name and number	1/1/00	2/29/00			5/1/00	6/30/00						12/26/00
\$17 coupon for new Caller ID Name & Number subscribers									9/2/00	10/28/00		
\$18 coupon for new Caller ID Name & Number subscribers												
Call Waiting ID/Options												
credit for first month's billing of recurring rate and waiver of installation charge (IC) - New CWID or CWIDO subscribers	1/3/00	2/29/00			5/1/00	6/30/00			9/2/00	10/28/00		12/26/00
Anonymous Call Rejection												
credit for first month's billing of recurring rate and waiver of IC - New ACR subscribers	1/3/00	2/29/00			5/1/00	6/30/00			9/2/00	10/28/00		12/26/00
Local Exchange												
\$25 coupon for new additional lines						6/5/00		8/31/00				
waive 50% service connection charge on new additional lines												12/18/00
waive service connection charges - winback								8/4/00				
Weldon Springs - waive installation charge to receive new telephone number and one month's recurring line charge												
1+Saver Single Rate												
waive 2 months recurring charge on 1+Saver Single Rate when purchased with BASICS - winback												
The BASICS™ (vertical service package)												
credit equal to 2 month recurring rate- winback												
Privacy Manager												
Free for six months and waiver of IC - winback & retention												
Free for one month and waiver of IC - new subscribers to PM												

Schedule BAM-2
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Shaded areas depict promotional period; dates reflect beginning and ending dates

SWBT Promotions

	2000											
	Jan.	Feb.	March	April	May	June	July	Aug.	Sep.	Oct.	Nov.	Dec.
RESIDENTIAL												
Call Forward Busy Line; Don't Answer; BL/DA												
credit equal to three months billing of recurring rate and waiver of IC - winback & retention												12/20/00

Exhibit 29
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Shaded areas depict promotional period; dates reflect beginning and ending dates

SWBT Promotions

	2000											
	Jan.	Feb.	March	April	May	June	July	Aug.	Sep.	Oct.	Nov.	Dec.
BUSINESS												
The WORKS® (vertical service package)												
\$20 cash back coupon - new WORKS w/ Caller ID customers credit equal to one month's recurring rate on their first months bill - New subscribers to WORKS with Caller ID					5/1/00		7/31/00		9/11/00		11/30/00	
\$19.95 credit on first bill for business customers with 1 - 10 lines subscribing to WORKS - winback												
The BASICS™ (vertical service package)												
\$20 coupon to new BASICS customers					5/10/00		7/31/00		9/11/00		11/30/00	
\$16.95 credit on first monthly bill - new subscribers to BASICS												
Call Transfer Disconnect												
credit equal to one month's recurring rate- New CTD subscribers												
Caller ID												
credit equal to one month recurring rate- New Caller ID subscribers - cannot be used in conjunction with other promotions	1/1/00		3/31/00			6/30/00	7/31/00					
retention - \$10 credit to customers deciding to retain service for 3 months							7/17/00	8/31/00				
Anonymous Call Rejection												
credit equal to one month recurring rate- New ACR subscribers - cannot be used in conjunction with other promotions	1/1/00		3/31/00									
Call Forward Busy Line; Don't Answer; BL/DA												
credit equal to one month recurring rate - new subscribers	1/1/00		3/31/00									
Internet Caller ID												
credit equal to one month recurring rate - New Internet CID subscribers												
Plexar® II												
various credits for specific new feature combinations	1/1/00		3/31/00									
discount for ordering specific feature packages			3/13/00			6/30/00						
waive service establishment charge - analog only or analog/BRI mix; waive service connection charge per Basic, Off-Premise or BRI station; waive SLF IC for new customers signing 36, 48 or 60 month contract.		2/1/00		4/30/00	5/1/00					10/31/00		
BizSaver (vertical service package)												
\$20 coupon to new subscribers					6/1/00		7/31/00					
\$15 coupon to new subscribers								9/11/00		11/30/00		
\$15 credit on first month's bill - new BizSaver B or BizSaver E subscribers												

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Shaded areas depict promotional period; dates reflect beginning and ending dates

SWBT Promotions

	2000											
	Jan.	Feb.	March	April	May	June	July	Aug.	Sep.	Oct.	Nov.	Dec.
BUSINESS												
Outgoing Call Control												
\$9.95 credit on first month's bill - new OCC subscribers												
SuperTrunk												
Waiver of Digital Transmission Loop IC - winback/save - upgrade to SuperTrunk - minimum 24 month service term												
SmartTrunk												
waive IC charge on additional interfaces and/or ports to existing SmartTrunk customers with a 36 month or greater service term.									9/18/00			12/31/00
waive IC charge for winback or save customers upgrading to SmartTrunk and signing 2 year minimum service term.												
DigiLine												
waive IC charge for winback or save customers upgrading to DigiLine and signing 2 year minimum service term.												
Local Exchange												
waive service and equipment charge for additional business access lines		2/1/00	3/31/00			6/1/00	7/31/00			10/16/00		
Waive service and equipment charge - winback & retention upgrading and committing to 1 year term												
1+ Single Rate												
\$2.50 monthly credit for new customers agreeing to maintain 12 consecutive month agreement								8/1/00				
\$10 coupon - new subscribers									9/11/00		11/9/00	
1+ Saver Block of Time												
one month credit of recurring rate every third month for new customers maintaining a 12 consecutive month commitment	1/10/00		3/31/00									
\$10 coupon - new subscribers									9/11/00		11/9/00	
MFS (basic intraLATA toll)												
\$5 & \$.15/min; \$9.60 & \$.12/min; \$15 & \$.10/min - 12 months	6/11/99	2/29/00										
\$.12/min for customers signing an Access Term Pricing Plan (CompleteLink SM Basic)										10/11/00		
Local Plus®												
Recurring monthly charge of \$35/line (2-10 lines); \$25/line (11+ lines) through 12/31/00						6/1/00-6/30/00						
50% credit off 1st month recurring rate for 1st line & 100% credit off add'l lines w/ 6 month commitment								8/1/00		10/31/00		
\$15 coupon for new subscribers									9/11/00		11/9/00	

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Shaded areas depict promotional period; dates reflect beginning and ending dates

SWBT Promotions

	2000											
	Jan.	Feb.	March	April	May	June	July	Aug.	Sep.	Oct.	Nov.	Dec.
BUSINESS												
MegaLink 1.5 High Capacity Service												
waive LDC service connection charge								8/1/00		10/24/00		
Digital Plus												
Discounts for customers willing to make a 3 to 5 year commitment to a combination of SmartTrunk, Digital Loop Service or SuperTrunk Service & Local Plus								8/16/00	9/15/00			

SWBT Promotions

	2001											
	Jan.	Feb.	March	April	May	June	July	Aug.	Sep.	Oct.	Nov.	Dec.
RESIDENTIAL												
The WORKS® (vertical service package)												
\$20 coupon for check on "New" and "Move" orders; one month free service if added on "Change" to existing service order - acquisition				4/2/01		6/30/01		8/1/01	9/30/01			
\$5 credit on bill for two months recurring charge when they agree to retain subscription to WORKS. Only current subscribers who are calling in to disconnect their package will be eligible		2/1/01		4/14/01		6/11/01			9/11/01			
discount of 2 month recurring rate- winback		2/1/01		4/13/01								
credit equal to first month's billing of recurring rate- new WORKS subscribers	1/1/01		3/16/01									
Caller ID												
credit for first month's billing and waiver of IC - new Caller ID subscribers ordering both name and number			3/16/01	4/2/01		6/30/01						
\$17 coupon for new Caller ID Name & Number subscribers								8/1/01	9/30/01			
\$18 coupon for new Caller ID Name & Number subscribers												
Call Waiting ID/Options												
credit for first month's billing of recurring rate and waiver of installation charge (IC) - New CWID or CWIDO subscribers			3/16/01	4/2/01		6/30/01						
Anonymous Call Rejection												
credit for first month's billing of recurring rate and waiver of IC - New ACR subscribers			3/16/01	4/2/01		6/30/01						
Local Exchange												
\$25 coupon for new additional lines												
waive 50% service connection charge on new additional lines			3/16/01									12/31/01
waive service connection charges - winback												
Weldon Springs - waive installation charge to receive new telephone number and one month's recurring line charge			3/16/01			6/1/01						
1+Saver Single Rate												
waive 2 months recurring charge on 1+Saver Single Rate when purchased with BASICS - winback	1/15/01			4/13/01								
The BASICS™ (vertical service package)												
credit equal to 2 month recurring rate- winback	1/15/01			4/13/01								
Privacy Manager												
Free for six months and waiver of IC - winback & retention												12/20/01
Free for one month and waiver of IC - new subscribers to PM	1/1/01		3/16/01	4/2/01		6/30/01						

SWBT Promotions

	2001											
	Jan.	Feb.	March	April	May	June	July	Aug.	Sep.	Oct.	Nov.	Dec.
RESIDENTIAL												
Call Forward Busy Line; Don't Answer; BL/DA												
credit equal to three months billing of recurring rate and waiver of IC - winback & retention						6/30/01						

SWBT Promotions

	2001											
	Jan.	Feb.	March	April	May	June	July	Aug.	Sep.	Oct.	Nov.	Dec.
BUSINESS												
The WORKS® (vertical service package)												
\$20 cash back coupon - new WORKS w/ Caller ID customers credit equal to one month's recurring rate on their first month's bill - New subscribers to WORKS with Caller ID	1/22/01		3/30/01		6/1/01		7/31/01			10/1/01	11/30/01	
\$19.95 credit on first bill for business customers with 1 - 10 lines subscribing to WORKS - winback										10/1/01	11/30/01	
The BASICS™ (vertical service package)												
\$20 coupon to new BASICS customers					6/1/01		7/31/01			10/1/01	11/30/01	
\$16.95 credit on first monthly bill - new subscribers to BASICS	1/22/01		3/30/01									
Call Transfer Disconnect												
credit equal to one month's recurring rate- New CTD subscribers	1/22/01		3/30/01									
Caller ID												
credit equal to one month recurring rate- New Caller ID subscribers - cannot be used in conjunction with other promotions	1/22/01		3/30/01									
retention - \$10 credit to customers deciding to retain service for 3 months						6/15/01						12/31/01
Anonymous Call Rejection												
credit equal to one month recurring rate- New ACR subscribers - cannot be used in conjunction with other promotions												
Call Forward Busy Line; Don't Answer; BL/DA												
credit equal to one month recurring rate - new subscribers												
Internet Caller ID												
credit equal to one month recurring rate - New Internet CID subscribers	1/22/01		3/30/01									
Plexar® II												
various credits for specific new feature combinations												
discount for ordering specific feature packages												
waive service establishment charge - analog only or analog/BRI mix; waive service connection charge per Basic, Off-Premise or BRI station; waive SLF IC for new customers signing 36, 48 or 60 month contract.				4/1/01		6/30/01	7/1/01					12/31/01
BizSaver (vertical service package)												
\$20 coupon to new subscribers												
\$15 coupon to new subscribers												
\$15 credit on first month's bill - new BizSaver 8 or BizSaver E subscribers	1/22/01		3/30/01		6/1/01		7/31/01			10/1/01	11/30/01	

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Shaded areas depict promotional period; dates reflect beginning and ending dates

SWBT Promotions

	2001											
	Jan.	Feb.	March	April	May	June	July	Aug.	Sep.	Oct.	Nov.	Dec.
BUSINESS												
Outgoing Call Control												
\$9.95 credit on first month's bill - new OCC subscribers	1/22/01		3/30/01									
SuperTrunk												
Waiver of Digital Transmission Loop IC - winback/save - upgrade to SuperTrunk - minimum 24 month service term				4/9/01								
SmartTrunk												
waive IC charge on additional interfaces and/or ports to existing SmartTrunk customers with a 36 month or greater service term.				4/3/01		6/1/01						
waive IC charge for winback or save customers upgrading to SmartTrunk and signing 2 year minimum service term.				4/9/01								
DigiLine												
waive IC charge for winback or save customers upgrading to DigiLine and signing 2 year minimum service term.				4/9/01								
Local Exchange												
waive service and equipment charge for additional business access lines	1/12/01		3/29/01			6/11/01						
Waive service and equipment charge - winback & retention upgrading and committing to 1 year term				4/9/01								
1+ Single Rate												
\$2.50 monthly credit for new customers agreeing to maintain 12 consecutive month agreement							7/31/01					
\$10 coupon - new subscribers												
1+ Saver Block of Time												
one month credit of recurring rate every third month for new customers maintaining a 12 consecutive month commitment												
\$10 coupon - new subscribers												
MTS (basic IntraLATA toll)												
\$5 & \$.15/min; \$9.60 & \$.12/min; \$15 & \$.10/min - 12 months												
\$.12/min for customers signing an Access Term Pricing Plan (Completelink sm Basic)										10/10/01		
Local Plus®												
Recurring monthly charge of \$35/line (2-10 lines); \$25/line (11+ lines) through 12/31/00												
50% credit off 1st month recurring rate for 1st line & 100% credit off add'l lines w/ 6 month commitment												
\$15 coupon for new subscribers												

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Exhibit 29
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Shaded areas depict promotional period; dates reflect beginning and ending dates

SWBT Promotions

	2001											
	Jan.	Feb.	March	April	May	June	July	Aug.	Sep.	Oct.	Nov.	Dec.
BUSINESS												
MegaLink 1.5 High Capacity Service												
wave LDC service connection charge												
Digital Plus												
Discounts for customers willing to make a 3 to 5 year commitment to a combination of SmartTrunk, Digital Loop Service or SuperTrunk Service & Local Plus												

SWBT Promotions

	2002											
	Jan.	Feb.	March	April	May	June	July	Aug.	Sep.	Oct.	Nov.	Dec.
RESIDENTIAL												
The WORKS® (vertical service package)												
\$20 coupon for check on "New" and "Move" orders; one month free service if added on "Change" to existing service order - acquisition												
\$5 credit on bill for two months recurring charge when they agree to retain subscription to WORKs. Only current subscribers who are calling in to disconnect their package will be eligible												
discount of 2 month recurring rate- winback												
credit equal to first month's billing of recurring rate- new WORKs subscribers												
Caller ID												
credit for first month's billing and waiver of IC - new Caller ID subscribers ordering both name and number												
\$17 coupon for new Caller ID Name & Number subscribers												
\$18 coupon for new Caller ID Name & Number subscribers												
Call Waiting ID/Options												
credit for first month's billing of recurring rate and waiver of installation charge (IC) - New CWID or CWIDO subscribers												
Anonymous Call Rejection												
credit for first month's billing of recurring rate and waiver of IC - New ACR subscribers												
Local Exchange												
\$25 coupon for new additional lines												
waive 50% service connection charge on new additional lines												
waive service connection charges - winback												
Weldon Springs - waive installation charge to receive new telephone number and one month's recurring line charge												
1+Saver Single Rate												
waive 2 months recurring charge on 1+Saver Single Rate when purchased with BASICS - winback												
The BASICS™ (vertical service package)												
credit equal to 2 month recurring rate- winback												
Privacy Manager												
Free for six months and waiver of IC - winback & retention												
Free for one month and waiver of IC - new subscribers to PM												

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Shaded areas depict promotional period; dates reflect beginning and ending dates

SWBT Promotions

	2002											
	Jan.	Feb.	March	April	May	June	July	Aug.	Sep.	Oct.	Nov.	Dec.
RESIDENTIAL												
Call Forward Busy Line; Don't Answer; BL/DA												
credit equal to three months billing of recurring rate and waiver												
of IC - winback & retention												

SWBT Promotions

	2002											
	Jan.	Feb.	March	April	May	June	July	Aug.	Sep.	Oct.	Nov.	Dec.
BUSINESS												
The WORKS® (vertical service package)												
\$20 cash back coupon - new WORKS w/ Caller ID customers credit equal to one month's recurring rate on their first months bill - New subscribers to WORKS with Caller ID												
\$19.95 credit on first bill for business customers with 1 - 10 lines subscribing to WORKS - winback												
The BASICS™ (vertical service package)												
\$20 coupon to new BASICS customers												
\$16.95 credit on first monthly bill - new subscribers to BASICS												
Call Transfer Disconnect												
credit equal to one month's recurring rate- New CTD subscribers												
Caller ID												
credit equal to one month recurring rate- New Caller ID subscribers - cannot be used in conjunction with other promotions												
retention - \$10 credit to customers deciding to retain service for 3 months												
Anonymous Call Rejection												
credit equal to one month recurring rate- New ACR subscribers - cannot be used in conjunction with other promotions												
Call Forward Busy Line; Don't Answer; BL/DA												
credit equal to one month recurring rate - new subscribers												
Internet Caller ID												
credit equal to one month recurring rate - New Internet CID subscribers												
Plexar® II												
various credits for specific new feature combinations												
discount for ordering specific feature packages												
waive service establishment charge - analog only or analog/BRI mix; waive service connection charge per Basic, Off-Premise or BRI station; waive SLF IC for new customers signing 36, 48 or 60 month contract.												
BizSaver (vertical service package)												
\$20 coupon to new subscribers												
\$15 coupon to new subscribers												
\$15 credit on first month's bill - new BizSaver B or BizSaver E subscribers												

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Shaded areas depict promotional period; dates reflect beginning and ending dates

SWBT Promotions

	2002											
	Jan.	Feb.	March	April	May	June	July	Aug.	Sep.	Oct.	Nov.	Dec.
BUSINESS												
Outgoing Call Control												
\$9.95 credit on first month's bill - new OCC subscribers												
SuperTrunk												
Waiver of Digital Transmission Loop IC - winback/save - upgrade to SuperTrunk - minimum 24 month service term				4/8/02								
SmartTrunk												
waive IC charge on additional interfaces and/or ports to existing SmartTrunk customers with a 36 month or greater service term.												
waive IC charge for winback or save customers upgrading to SmartTrunk and signing 2 year minimum service term.				4/8/02								
DigiLine												
waive IC charge for winback or save customers upgrading to DigiLine and signing 2 year minimum service term.				4/8/02								
Local Exchange												
waive service and equipment charge for additional business access lines												
Waive service and equipment charge - winback & retention upgrading and committing to 1 year term				4/8/02								
1+ Single Rate												
\$2.50 monthly credit for new customers agreeing to maintain 12 consecutive month agreement												
\$10 coupon - new subscribers												
1+ Saver Block of Time												
one month credit of recurring rate every third month for new customers maintaining a 12 consecutive month commitment												
\$10 coupon - new subscribers												
MTS (basic intraLATA toll)												
\$5 & \$.15/min; \$9.60 & \$.12/min; \$15 & \$.10/min - 12 months												
\$.12/min for customers signing an Access Term Pricing Plan (CompleteLink sm Basic)												
Local Plus®												
Recurring monthly charge of \$35/line (2-10 lines); \$25/line (11+ lines) through 12/31/00												
50% credit off 1st month recurring rate for 1st line & 100% credit off add'l lines w/ 6 month commitment												
\$15 coupon for new subscribers												

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Shaded areas depict promotional period; dates reflect beginning and ending dates

SWBT Promotions

	2002											
	Jan.	Feb.	March	April	May	June	July	Aug.	Sep.	Oct.	Nov.	Dec.
BUSINESS												
MegaLink 1.5 High Capacity Service												
waive LDC service connection charge												
Digital Plus												
Discounts for customers willing to make a 3 to 5 year commitment to a combination of SmartTrunk, Digital Loop Service or SuperTrunk Service & Local Plus												