

U.S. Department of Labor 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 <u>(3)</u>
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

<u>About 2001 National, State, and Metropolitan Area Occupational Employment and Wage Estimates</u>

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

<u>List of Occupations in SOC Code Number Order</u>

List of Occupations in Alphabetical Order

Last Modified Date: December 23, 2002

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U.S. Bureau of Labor Statistics

Division of Occupational Employment Statistics Suite 2135 2 Massachusetts Ave., NE Washington, DC 20212-0001 URL: http://www.bls.gov/OES

Phone: (202) 691-6569 Fax: (202) 691-6645

OES data questions: <u>oesinfo@bls.gov</u> Technical (web) questions: <u>webmaster@bls.gov</u>

Other comments: <u>feedback@bls.gov</u>



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2000 National Occupational Employment and Wage Estimates

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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 %
(4)		-

Percentile wage estimates for this occupation:

Percentile	10%	25% l	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

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List of Occupations in SOC Code Number Order

List of Occupations in Alphabetical Order

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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:

Emp	loyment	50,820	RSE = 13.8 %
Mea	n hourly wage	\$12.88	RSE = 1.6 %
Mea	n annual wage	\$26,800	RSE = 1.6 %
(1)	(3)	2 °	and the second second

Percentile wage estimates for this occupation:

Pe	rcentile	10%	25%	50% (Median)	75%	90%
Hou	rly Wage	\$7.07	\$9.00	\$13.66	\$16.11	\$18.42
Ann	ual 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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			20	001	2	000	1	999	1	998	1997	
	\$ change since 1997		price	% change	price	% change	price	% change	price	% change	price	Previous Price Change
Residential Services								1	.			
Basic Local Service	various	-1.66%	various(1)	-0.75%	various	-0.92%		-			various	(2)
(1) The rate comparison is based upon th							filing is 13	2/01/01				
(2) Touchtone included as part of basic lo							many is in	1 101.				
	cai exchange :	Service in 1994	4 WILL HOTHE	ease to local	evenimiña u	10.				- 		
Example: Flat Rate 1 Party RG-A	\$ (0.13)	-1.66%	\$ 7.42	-0.75%	\$ 7.4	-0.92%		 		<u> </u>	\$ 7.55	1989
			\$ 8.95		\$ 9.0			-}}			\$ 9.10	1989
RG-B RG-C			\$ 9.93		\$ 10.0						\$ 10.10	1993
			\$ 11.22		\$ 10.0					 	\$ 11.40	original
RG-C1 RG-D			\$ 11.22		\$ 11.3					+	\$ 11.35	1989
RG-D1	\$ (0.18) \$ (0.20)		\$ 11.65		\$ 11.7						\$ 11.85	1989
RG-D1	\$ (0.20	·	\$ 12.30		\$ 12.3			- 		- 	\$ 12.50	1989
NG-D2	\$ (0.20	-1.00 /6	Ψ 12.50	-0.7070	12.0	5, 5,527,5					¥ /2.00	,,,,,
Optional MCA										ļ		
Flat Rate Service			i									
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		<u> </u>										
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	
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	
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		<u> </u>	1		<u> </u>			\$ 2.00	1994
Personalized Ring						[<u> </u>	
One Dependent DN	\$ -	0%	\$ 4.00								\$ 4.00	1994
Two Dep. DN - 1st	\$ -	0%	\$ 4.00			<u> </u>		_			\$ 4.00	1994
Two Dep. DN - 2nd	\$ -	0%	\$ 2.00		<u> </u>	_		_			\$ 2.00	1994
Simultaneous Call Forwarding	\$ -	0%	\$ 4.35								\$ 4.35	1994
Call Waiting ID	\$ -	0%	\$ 1.00			<u> </u>		1			\$ 1.00	original
Call Waiting ID Options	\$ -	0%	\$ 1.00	l				_		_	\$ 1.00	original
Residential Services		1	İ									
Easy Options Services & Packages (conf)		<u> </u>							1		

	Ī		Ī	20	01		200	10		199	99		199	98		1997	
	\$ change	% change	pri	lce	% change	pri	ice	% change	٩	rice	% change	pric	<u>e</u>	% change		orice	Previous Price Change
Privacy Manager	\$ -	0%	\$	4.00				,	\$	4.00					_		original
Anonymous Call Rejection	\$ -	0%	\$	1.75		1			\$	1.75							original
ACR /WORKS or other package	\$ -	0%	\$	1.25					\$	1.25							original
Internet Caller ID	\$ -	0%	1			\$	5.50										original
INCL w/W ORKS or other package	\$ -	0%				\$	4.50										original
The WORKS®	\$ 2.00	11%	\$ 2	20.95	5%	\$	19.95	5%							\$	18.95	original
The BASICS ⁵⁷⁷	\$ 1.00	6%	\$	16.95	6%	1									\$	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		\$	3.78	8%										\$	3.50	1994
Call Blocker - first	\$ 0.24	8%	\$	3.24	8%										\$	3.00	1994
Call Blocker- addl	\$ 0.15		\$	2.25	7%										\$	2.10	1994
Call forwarding - first	\$ 0.24		\$	3.24	8%										\$	3.00	1994
Call forwarding - addl	\$ 0.15		\$	2.25	7%										\$	2.10	1994
Three Way Calling-first	\$ 0.24		\$	3.24	8%									L	\$	3.00	1994
Three Way Calling-addi	\$ 0.15		\$	2.25	7%				<u> </u>						\$	2.10	1994
Auto Redial-first	\$ 0.24		\$	3.24	8%										\$	3.00	1994
Auto Redial-addl	\$ 0.15		\$	2.25	7%										\$	2.10	1994
Speed Call 8 - first	\$ 0.24		\$	3.24	8%										\$	3.00	1994
Speed Call 8 - addl	\$ 0.15		\$	2.25	7%							_ _	[\$	2.10	1994
Call Trace	\$ (2.00) -25%	<u> </u>			ļ			ļ		<u></u>				\$	6.00	original
(Call Trace reduced \$2.00 in 1997)		<u> </u>			<u> </u>				ļ						\$	8.00	· · · · · · · · · · · · · · · · · · ·
Call return - per use	\$ 0.12		\$	0.62	7%	\$	0.58	7%	\$	0.54	8%				\$	0.50	original
Three Way Calling - per use	\$ 0.06			0.81	8%				<u> </u>			\$ C).75		_		original
Auto Redial - per use	\$ 0.08	15%	\$	0.58		\$	0.58	7%	\$	0.54	8%				\$	0.50	original
Local Plus											· · · · · · · · · · · · · · · · · · ·	• 20	100				
Residence - Basic Rate	\$ 2.40			32.40	8%	<u> </u>			ļ			<u> </u>	0.00				original
Residence - with opt. MCA	\$ 1.60	8%	\$ 2	21.60	8%	 			 _			\$ 20	0.00				original

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]				20	01		200	00		999	1	998		1997	
		hange e 1997	% change since '97	ļ,	orice	% change	pri	<u>ce</u>	% change	<u>price</u>	% change	price	<u>% change</u>		<u>price</u>	Previous Price Change
Residential Services																
MTS - OCPs																ļ
Outstate Calling Area Plan				<u> </u>												<u> </u>
2 Hour Block- Initial period	\$	-	0%	\$	9.60								_]]	\$	9.60	original
2 hour Block- addl per min	\$	-	0%	LD	MTS										MTS	original
5 Hour Block - Initial period	\$	-	0%	\$	21.85				i					\$_	21.85	original
5 Hour Block - addl per min.	\$	-	0%	\$	0.07				l l					\$_	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%					<u> </u>			\$	3.00	original
20% Discount WORKS or BASICS	\$	-	0%											\$	2.00	original
60 min block - initial	\$	0.05	1%	\$	8.40	1%			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									<u>\$</u> _	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	1-				···············											
signature listings	\$	•	0%	\$	3.00									\$_	3.00	original_
family space listings	\$		0%	\$	5.00									<u>\$</u> _	5.00	original
personality logo listings	\$	-	0%	\$	5.00									\$_	5.00	original_
ine 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			\$	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	\$	1.20	1988

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			20	01	20	00	1!	999	1:	998	1997	
	\$ change since 1997	% change since '97	price	% change	price	% change	price	% change	price	% change	price	Previous Price Chang
Business Services				l								, , , , , , , , , , , , , , , , , , , ,
											, =	
Basic Local Service	various	-1.66%	various(1)	-0.75%	various	-0.92%					various	(2)
(1) The rate comparison is based upon	the rates propose	d in SWBT's	s 10/01/01 fili	ng. The prop	osed effective	e date of this	s filing is 12	/01/01.				
(2) Touchtone included as part of basic	local exchange s	ervice in 199	4 with no incr	ease to local	exchange ra	te.	-	ŀ				<u></u>
Example: Flat Rate 1 Party			[
RG-A	\$ (0.29)	-1.66%	\$ 16.56	-0.75%	\$ 16.69						\$ 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						\$ 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						\$ 35.00	1989
RG-D2	\$ (0.61)	-1.66%	\$ 36.34	-0.75%	\$ 36.61	-0.92%					\$ 36.95	1989
												· ·
										_		
Optional MCA						ļ		<u> </u>				
Flat Rate Service	\$ -	0%	\$ 21.75							·	\$ 21.75	original
Springfield MCA 2	\$ -	0%	\$ 24.80			ļl		<u> </u>		-ii	\$ 24.80	original
St. Louis/Kansas City MCA 3	\$ -	0%	\$ 46.75			ļ <u>.</u>				ļ	\$ 46.75	original
St. Louis/Kansas City MCA 4	\$ -	0%	\$ 70.70								\$ 70.70	original
St. Louis/Kansas City MCA 5			 				-					
								1			A 04.05	4000
PBX Trunks/Multiline Business	\$ 1.75	8%	\$ 21.95		\$ 23.70		-				\$ 21.95	1989
RG-A	\$ 2.40	8%	\$ 30.05		\$ 32.45					- 	\$ 30.05	1989
RG-B	\$ 2.65	8%	\$ 33.15		\$ 35.80					ļ	\$ 33.15 \$ 36.45	1993
RG-C	\$ 2.90	8%	\$ 36.45	ļ <u>.</u>	\$ 39.35	8%				 - [original
RG-C1	\$ -	0%	\$ 43.60		ļ	 					* 10.00	1989
RG-D	\$ -	0%	\$ 45.50	ļ <u></u>	ļ	 					\$ 45.50	1989 1989
RG-D1	\$ -	0%	\$ 48.00			 					\$ 48.00	1969
RG-D2				ļ		 				 		
			 	ļ		├── ─┤		 . 				
Digital Loop Service			 	 		- 						
*Numerous rate elements with no price	urange		 	ļ		 		1		-]		· · · · · · · · · · · · · · · · · · ·
Digital Transmission Loop Arrangemen	<u> </u>		 	-				<u> </u>		-\		
Installation-initial unit	\$ (70.00)	-10%	\$ 630.00	 	\$ 630.00	-10%		-		+	\$ 700.00	1991
12 mo term		-25%	\$ 525.00		\$ 525.00	-25%				 	\$ 700.00	1991
24 mo term		-25%	\$ 350.00	ł	\$ 350.00	-50%		+		 	\$ 700.00	1991
36 mo term		-75%	\$ 175.00	 	\$ 175.00	-75%		- 			\$ 700.00	1991
48 mo term		-100%	\$ 175.00		\$ 175.00	-100%		1		 	\$ 700.00	1991
60 mo term	\$ (700.00)	-100%	<u> </u>	L		1 -100 /6				1	Ψ / (0.00	1991

	T		20	01	20	00	15	999	19	998	1997	
	\$ change since 1997	% change since '97	price	% change	price	% change	price	% change	price	% change	price	Previous Price Change
Business Services										1		
Digital Loop Service (cont)										_		
Installation-additional unit				<u> </u>								
12 mo term	\$ (60.00)	-10%	\$ 540.00		\$ 540.00	-10%					\$ 600.00	1991
24 mo lerm	\$ (150.00)	-25%	\$ 450.00		\$ 450.00	-25%					\$ 600.00	1991
36 mo term	\$ (300.00)	-50%	\$ 300.00	Ī	\$ 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	1	\$ 25.00	6%			·		\$ 23.50	1989
Removal of Number from DID grp (non-	\ .											1
recurring)	s -	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	<u> </u>	\$ 50.00	6%					\$ 47.10	1989
AIOD - 1st 10 trks, min. chg	\$ -	0%	\$ 345.75							- 4	\$ 345.75	original `
AIOD - 11th - 50th trk, per trk	\$ -	0%	\$ 27.15	T		Ţ					\$ 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	† · · · · · · · · · · · · · · · · · · ·	1		_				\$ 8.00	1994
Call Forwarding - first & addl	\$ -	0%	\$ 6.00	 							\$ 6.00	1994
Remote Access to Call Forwarding	š -	0%	\$ 2.75							-	\$ 2.75	1994
Call Forwarding Busy Line	\$ -	0%	\$ 3.00	1		 	-	-11		1	\$ 3.00	1994
Call Forwarding Don't Answer	\$ -	0%	\$ 3.00		<u> </u>	·		- <u> </u> -			\$ 3.00	1994
Call Forwarding BL/DA	\$ -	0%	\$ 4.00								\$ 4.00	1994
Call Forwarding BL7DA ComCall	\$ -	0%	\$ 2.50	-	-	1					\$ 2.50	1994
Personalized Ring	"	V /0	2.00	 				-			·	
One Dependent DN	S -	0%	\$ 6.00	 	 	 		- 			\$ 6.00	1994
	\$ -	0%	\$ 6.00	 	 	†		- 		1	\$ 6.00	1994
Two Dep. DN - 1st	\$ -	0%	\$ 2.00	 	1	 		1		 	\$ 2.00	1994
Two Dep. DN - 2nd	\$ -	0%	\$ 4.35		 	<u> </u>		- -			\$ 4.35	1994
Simultaneous Call Forwarding		0%	\$ 5.00	<u> </u>	 	 					\$ 5.00	original
Call Waiting ID	\$ -		\$ 5.00		·	 				- 	\$ 1.00	original
Call Waiting ID Options	\$ -	0%		 	 	 	\$ 4.00	. 		- -	ψ 1.00	
Privacy Manager	\$ -	0%	\$ 4.00		ļ	 	\$ 4.00					original
Anonymous Call Rejection	\$ -	0%	\$ 2.00	<u> </u>	<u> </u>	<u> </u>	⊅ ∠.00					original

					20	01		20	00		199	9		1998		997	
		hange :e 1997	% change since '97		<u>ezire</u>	% change	ا ا	price	% change	<u> </u>	price	% change	price	% change	1	orice	Previous Price Chang
Business Services							ļ			Ĺ			<u> </u>	_ 			
Easy Options Services & Packages (d	ont)			<u> </u>			<u> </u>								<u> </u>		
Call Transfer Disconnect	\$	-	0%	\$	15.00		ļ			\$	15.00				<u> </u>	_	original
CTD WORKS	\$	-	0%	\$	7.50		<u> </u>			\$	7.50			_	<u> </u>		original
Internet Caller ID	\$	-	0%	\$	6.00		\$	6.00									original
INCI w/WORKS or other package	\$		0%	\$	5.00		\$	5.00									original
The WORKS	\$	1.50	8%	\$_	20.45	8%	<u> </u>								\$	18.95	original
The BASICS	\$	1.00	6%	\$	17.95	6%	<u> </u>								\$	16.95	original
BizSaver "A"	\$	-	0%	\$	(5.00)		<u> </u>								\$	(5.00)	original
BizSaver "B"	\$		0%	\$	(5.00)		<u> </u>								\$	(5.00)	original
BizSaver "C"	\$	-	0%	\$	(4.00)		<u> </u>								\$	(4.00)	original
BizSaver *D*	\$	-	0%	\$	(2.00)		<u> </u>		<u></u>						\$	(2.00)	original
BizSaver "E"	\$	-	0%	\$	(3.00)		<u> </u>			\$	(3.00)		<u>-</u>				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%	L.						\$ 0.7	5			original
Auto Redial - per use	\$	0.08	16%	\$	0.50	<u></u>	\$	0.58	7%	\$	0.54	8%			\$	0.50	original
Service & equipment charge	\$	1.15	8%	\$	14.50		\$	15.65	8%	<u> </u>			<u> </u>		\$	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	<u> </u>	\$	2.70	8%			<u>_</u>			\$	2.50	1994
Auto Redial-first	\$	0.30	8%	\$	4.00		\$	4.30	8%					<u> </u>	\$	4.00	1994
Auto Redial-addi	\$	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%	ļ					\$	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
Cali Trace	\$	(2.00)	-25%	\$	6.00		L								\$	6.00	original
(Call Trace reduced \$2.00 in 1997)														1	\$	8.00	

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\$ change since 1997	% change since '97	prìce	% change	price	% change	price	% change	price	% change	price	Previous Price Change
T											
ł					<u> </u>	_	1				<u> </u>
\$ (50.00)	-17%	\$ 250.00						\$ 250.0	17%	\$ 300.00	original
<u> </u>	 	 									
\$ 3.00	5%				<u> </u>						original_
\$ 2.00	5%	\$ 42.00	5%					\$ 40.00	<u> </u>		original
	<u>-</u>	<u> </u>									
\$ (0.05)	-25%						-				original
\$ (0.03)	-17%				_		_				original
\$ (6.60)					_\		_				original
\$ (0.05)											original
\$ (15.00)											original
\$ (0.04)	-29%	\$ 0.10	<u> </u>		 			\$ D.14	-29%	\$ 0.14	original_
}	<u> </u>										
					_	, <u> </u>					
\$ -	0%)		_						original
\$ -					1		_				original
\$ -				_,	_il		_	·			original
\$ -	0%	\$ 0.0	3		_	<u>-</u>				\$ 0.08	original
		<u> </u>								· 	ļ
											original
											original
											original
		1									1994
											1994
					_}		_		- 		original
					_						original
		1 -			<u> </u>				-		original
_ 		<u> </u>			_ 						original
<u> </u>		<u> </u>			_						original
		T	- 1						- 		original
					_ֈֈ		ļ				original
<u> </u>	0%	\$ 10.0	<u> </u>		_		 			a 10.00	original
	\$ (50.00) \$ (3.00) \$ (2.00) \$ (0.05) \$ (0.03) \$ (6.60) \$ (0.04) \$ (0.04) \$ (0.04) \$ (0.04)	\$ (50.00) -17% \$ (50.00) -17% \$ 3.00 5% \$ 2.00 5% \$ (0.05) -25% \$ (0.03) -17% \$ (6.60) -31% \$ (0.05) -26% \$ (15.00) -33% \$ (0.04) -29% \$ - 0%	\$ (50.00) -17% \$ 250.00 \$ 3.00 5% \$ 63.00 \$ 2.00 5% \$ 42.00 \$ (0.05) -25% \$ 0.15 \$ (0.03) -17% \$ 0.15 \$ (6.60) -31% \$ 15.00 \$ (15.00) -33% \$ 30.00 \$ (0.04) -29% \$ 0.10 \$ - 0% \$ 10.80 \$ - 0% \$ 24.50 \$ - 0% \$ 3.00 \$ - 0% \$ 6.00 \$ - 0% \$ 36.00 \$ - 0% \$ 60.00 \$ - 0% \$ 60.00 \$ - 0% \$ 4.98 \$ - 0% \$ 15.00	\$ (50.00) -17% \$ 250.00 \$ 3.00 5% \$ 63.00 5% \$ 2.00 5% \$ 42.00 5% \$ (0.05) -25% \$ 0.15 \$ (0.03) -17% \$ 0.15 \$ (6.60) -31% \$ 15.00 \$ (15.00) -33% \$ 30.00 \$ (15.00) -33% \$ 30.00 \$ (0.04) -29% \$ 0.10 \$ - 0% \$ 10.80 \$ - 0% \$ 24.50 \$ - 0% \$ 8.00 \$ - 0% \$ 8.00 \$ - 0% \$ 8.00 \$ - 0% \$ 8.00 \$ - 0% \$ 8.00 \$ - 0% \$ 10.80 \$ 10.80 \$ - 0% \$ 10.80 \$ - 0% \$ 10.80 \$ - 0% \$ 10.80 \$ - 0% \$ 10.8	\$ (50.00) -17% \$ 250.00 \$ 3.00 5% \$ 10.80 \$ 10	Since 1997 Since '97 Price % change Price % change	Since 1997 Since '97 Price % change Price Pri	Since 1997 Since 97 Price % change Price Price	Since 1997 Since 197 Price No change Price Price	Since 1997 Since 97 Price % change Price Pri	Since 1997 Since '97

			20	01	20	00	199	99	19	98	1997	ļ
	\$ change since 1997	% change since '97	price	% change	price	% change	<u>price</u>	<u>% change</u>	price	% change	price	Previous Price Chang
Business Services										i		
Directory Listings												
secretarial listings	\$ -	0%	\$ 3.65								\$ 3.65	original
	\$ -	0%	\$ 3.45				L				\$ 3.45	original
extra listings	\$ 0.19	8%	\$ 2.64	8%]					\$ 2.45	1990
	\$ 0.19	8%	\$ 2.64	8%						 	\$ 2.45	1990
Access Advantage Plus												
Numerous rate elements with no price				Ι	ļ	(ļ <u></u>		}		1
change		<u> </u>						 	•	ļ		ļ
AA+ Transport												ļ
	\$ (100.00)		\$ 400.00		\$ 400.00	-20%				 		original
One Year	\$ (100.00)	-20%	\$ 400.00		\$ 400.00	-20%						original
	\$ (50.00)	-12%	\$ 375.00		\$ 375.00	-12%				 		original
Three Years	\$ (45.00)	-12%	\$ 330.00		\$ 330.00	-12%	\$ 375.00				 -	original
MegaLink 1.5 High Capacity Digital Service												
ocal Distribution Channel - Monthly Rate				_							· · · · · · · · · · · · · · · · · · ·	
Years	\$ (10.00)	-7%	\$ 130.00	-7%	\$ 140,00			1				original
Years	\$ (30.00)	-21%	\$ 110.00	-21%]	İ						
			\$ 140.00							-		original
Private Line	various	-6% to 16%	various	-9% to 8%	various	8%		 		1	various	
Numerous rate elements with no price												
change				<u> </u>	<u> </u>							
Special Access	various	8%			various	8%					various	
Numerous rate elements with no price										1		
change												
,		-1.66%	various	-0.75%	various	-0.92%		 		 	various	1994

MTS Day Initial Minute 1 - 10 11 - 14 15 - 18 19 - 23	\$ change since 1997 \$ 0.02 \$ 0.02	% change since '97	price	% change	price	% change						Previous
Day Initial Minute 1 - 10 11 - 14 15 - 18 19 - 23		170/		}		1	price	% change	price	% change	price	Price Change
1 - 10 11 - 14 15 - 18 19 - 23		170/				1		-} <u>}</u> -	· · · · · · · · · · · · · · · · · · ·	-}}		
11 - 14 15 - 18 19 - 23		170/	l	 						- 		
15 - 18 19 - 23		17.76	\$ 0.1166	8%	\$ 0.1080	8%		-}}-		 	\$ 0.10	1990
19 - 23		16%	\$ 0.1393	8%	\$ 0.1290	8%		 -			\$ 0.12	
	\$ 0.02	17%	\$ 0.1749	8%	\$ 0.1620	8%					\$ 0.12	
	\$ 0.03	17%	\$ 0.2332	8%	\$ 0.2160	8%					\$ 0.20	
24 - 28	\$ 0.04	17%	\$ 0.2797	8%	\$ 0.2590	8%		 			\$ 0.24	
29 - 33	\$ 0.04	16%	\$ 0.3142	8%	\$ 0.2910	8%		+	 -		\$ 0.24 \$ 0.27	1994
34 - 40	\$ 0.05	17%	\$ 0.3499	8%	\$ 0.3240	8%				·	\$ 0.30	
41 - 50	\$ 0.06	17%	\$ 0.3963	8%	\$ 0.3670	8%					\$ 0.30 \$ 0.34	1
51 - 60	\$ 0.06	16%	\$ 0.4309	8%	\$ 0.3990	8%		 			\$ 0.37 \$ 0.37	1994
61 -80	\$ 0.07	17%	\$ 0.4665	8%	\$ 0.4320	8%		 			\$ 0.40	
81 - 100	\$ 0.07	17%	\$ 0.4665	8%	\$ 0.4320	8%					\$ 0.40 \$ 0.40	
101 - 125	\$ 0.07	16%	\$ 0.4892	8%	\$ 0.4530	8%					\$ 0.42	
126 - 150	\$ 0.07	16%	\$ 0.4892	8%	\$ 0.4530	8%		 		 	\$ 0.42	
151 - 190	\$ 0.07	17%	\$ 0.5011	8%	\$ 0.4640	8%		 			\$ 0.43	
191 - 300	\$ 0.07	17%	\$ 0.5130	8%	\$ 0.4750	8%		t			\$ 0.44	
300 - 430	\$ 0.08	16%	\$ 0.5356	8%	\$ 0.4960	8%					\$ 0.44 \$ 0.46	
Day Additional Minute					<u> </u>			1		 	Ψ 0. 70	1554
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%		 		 -		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%		1			\$ 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%		 		 		1994
34 - 40	\$ 0.03	16%	\$ 0.2095	8%	\$ 0.1940	8%					D. 18	1994
41 - 50	\$ 0.03	17%	\$ 0.2332	8%	\$ 0.2160	8%		<u> </u>			0.20	1994
51 - 60	\$ 0.04	16%	\$ 0.2678	8%	\$ 0.2480	8%		 				1994
51 -80	\$ 0.04	17%	\$ 0.2916	8%	\$ 0.2700	8%		 		1		1994
31 - 100	\$ 0.04	17%	\$ 0.2916	8%	\$ 0.2700	8%		 		 		1994
101 - 125	\$ 0.04	16%	\$ 0.3142	8%	\$ 0.2910	8%		 		 		1994
126 - 150	\$ 0.04	16%	\$ 0.3142		\$ 0.2910	8%		 		1		1994
151 - 190	\$ 0.05	16%	\$ 0.3726	8%	\$ 0.3450	8%		 				1994
191 - 300	\$ 0.05	16%	\$ 0.3840	8%	\$ 0.3560	8%						1994
300 - 430	\$ 0.06		\$ 0.4082		\$ 0.3780	8%						1994

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SWBT Price Change Summary

					20	01		20	00	1:	999	19	98	1	997	
		nange e 1997	% change since '97		rice	% change	E	rice	% change	price	% change	price	% change	e	rice ·	Previous Price Change
Operator Services				<u> </u>									<u> </u>			
Local/MTS											.		 			
			400/	_	4.00	8%	\$	1.29	8%		- 		 	\$	1.20	1986
Line Status Verification	\$	0.19	16%	\$	1.39	8%	\$	1.29	8%		 			\$	1.85	1986
Busy Line Interrupt	\$	0.29	16%	3	2.14	8%	2	1.99	8%				 	Ψ	1.00	1980
Station to Station Service																·
Non-Payphone Rate									<u></u>							
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%			ļl				<u>i </u>	\$	0.35	
Collect							<u> </u>						 			
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%				<u> </u>	\$	0.70	original
Billed to Third Number							L									
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%				<u> </u>	\$	0.70	original
Sent Paid				I			L									
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													<u> </u>			
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%	<u> </u>				\$	0.65	original
FullyAutomated	\$	0.02	6%	\$	0.37	6%	\$	0.35	<u> </u>				ļ <u>.</u>			original
Collect								-	ll		_ ,		<u> </u>			
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%		_		ļi	\$	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

					20	01		20	00		199	99		199	98		997	
		hange se 1997	% change since '97		price	% change		orice	% change		orice	% change	E	ortce	% change	E	rice	Previous Price Change
Operator Services	1											,		_				
Person-to-Person Service	1																	
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	1			1						<u>l</u>			Ì					
Non-Automated	\$	0.35	15%	\$	2.75	8%	\$	2.55	6%							\$	2.40	originat
Semi-Automated	\$	0.32	16%	\$	2.32	8%	\$	2.15	8%	_						\$	2.00	original
Directory Assistance	\vdash						<u> </u>											
Directory Assistance Call Completion										<u> </u>								, , ,
sent paid pay telephone	\$	-	0%	\$	0.25		<u> </u>			<u> </u>						\$	0.25	1995
sent paid non-pay phone	\$	-	0%	\$	0.30		ļ			<u> </u>						\$	0.30	1995
monthly DACC	\$		0%	\$	1.25					L						\$	1.25	original
AutoConnect Option A - monthly chg	\$	- ·	0%	\$	50.00		<u> </u>			<u> </u>			L			<u>\$</u>	50.00	original
per call	\$	-	0%	\$	0.05											\$	0.05	original
AutoConnect Option B - monthly chg	\$	-	0%	\$	10.00		<u> </u>			ļ				 		\$	10.00	original
per call	\$	-	0%	\$	0.30	<u>-</u>				ļ			L			\$	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%				<u> </u>			\$	0.95	<u> </u>			original
National DA - Alternately Billed request	\$	-	0%	\$	1.10		 			\vdash			\$	1.10			-	original
	 			 			\vdash			 						_		

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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

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	Ja⊓.	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					,	-			•			T
ree service if added on "Change" to existing service order -				•	1.2							-
acquisition					5/1/00	6/30/00		8/10/00		10/31/00		Į
\$5 credit on bill for two months recurring charge when they		1	-		l , * I	Г] '	· I	. [
agree to retain subscription to WORKs. Only current								Ji				
subscribers who are calling in to disconnect their package will						ļ		1				
be eligible								<u> </u>	1			
discount of 2 month recurring rate- winback												-
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credit equal to first month's billing of recurring rate- new	Ì			1						1		i
WORKs subscribers						——- 		<u> </u>				
Caller ID												
credit for first month's billing and waiver of IC - new Caller ID		hyste fili	•			,		T				
subscribers ordering both name and number	1/1/00	2/29/00			6/1/00	6/30/00			:	Į		12/26
\$17 coupon for new Caller ID Name & Number subscribers	July de Cartes de C]			T	9/2/00	10/28/00]
\$18 coupon for new Caller ID Name & Number subscribers								1				
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Call Waiting ID/Options						L				Į		$\mathbf{J}_{x_1} = \mathbf{I}_{x_2}$
credit for first month's billing of recurring rate and waiver of	•√ €	2 7 8 6		l					nining	4000000		, 4000
installation charge (IC) - New CWID or CWIDO subscribers	1/3/00	, 2/29/00		<u> </u>	6/1/00	6/30/00			9/2/00	10/28/00		12/26
Anonymous Call Rejection								+				
credit for first month's billing of recurring rate and waiver of IC -	'				' !			T	'		, -	~ *
New ACR subscribers	1/3/00	2/29/00			5/1/00	6/30/00			9/2/00	10/28/00		12/26
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Local Exchange								0.004.000				ļ <u>. </u>
\$25 coupon for new additional lines						6/5/00	•	8/31/00				١
more than the second state and								,				· 12/18
waive 50% service connection charge on new additional lines				<u> </u>	_			8/4/00	١,, ١	,		34 3
waive service connection charges - winback		ļ			 		·	ا ******** ا	*** **	· · ·	•	25. 5. 52. 23
Weldon Springs - waive installation charge to receive new		,		,	1	1		1		1		1
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								1				
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The BASICS*** (vertical service package)					ļ							
credit equal to 2 month recurring rate-winback				<u> </u>				 	ļ			
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Privacy Manager				L				1				
Free for six months and waiver of IC - winback & retention	ļ			 	 	-		 				
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ree for one month and waiver of tC - new subscribers to PM		1 1		1		1		1	; !	i		

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	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												
credit equal to three months billing of recurring rate and waiver of IC - winback & retention		İ						}				12/20/0

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BUSINESS							}		·		i	
The WORKS® (vertical service package)]	
20 cash back coupon - new WORKS w/ Caller ID customers					5/1/00	a wa	7/31/00		9/11/00		11/30/00	
redit equal to one month's recurring rate on their first months		1							Ì			
oill - New subscribers to WORKS with Caller ID												
19.95 credit on first bill for business customers with 1 - 10		l .			ŀ						!!!	
ines subscribing to WORKS - winback										<u> </u>	i	
The BASICS*** (vertical service package)							72460		9/11/00		11/30/00	
20 coupon to new BASICs customers					<u>5/10/00</u>	, '	7/31/00		ali i itho		່ ແລດໃດດີ ໄ	
\$16.95 credit on first monthly bill - new subscribers to BASICs]					
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Call Transfer Disconnect												
redit equal to one month's recurring rate- New CTD]		-	
subscribers					i i							
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subscribers - cannot be used in conjunction with other	#10 Tab	,	*						ĺ] [
	4 > 1/1/00	No.	3/31/00			6/30/00	7/31/00		L			
etention - \$10 credit to customers deciding to retain service					ļ		74700	004100	I		} }	
or 3 months	ļ						7/17/00	8/31/00				
									 			
Anonymous Call Rejection		<u> </u>	!									
credit equal to one month recurring rate- New ACR subscribers - cannot be used in conjunction with other	Y			. 1	ı j) i				i i	
oromotions	1/1/00	3.5	3/31/00		ì		1 1	'				
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redit equal to one month recurring rate - new subscribers	1/1/00	ر مئام مامی	3/31/00									
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Plexar® II		l	98460								 	·
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waive service establishment charge - analog only or		i Zita			. ,	*					1	
analog/BRI mb; waive service connection charge per Basic,	l				•		,		Ψ,	. ^-	- I	
Off-Premise or BRI station; waive SLF IC for new customers		2/1/00		4/30/00	5/1/00					10/31/00		
signing 36, 48 or 60 month contract.	ļ	21100		4120100	4,1(00)	,	·	بالمراء فرسلا		
BizSaver (vertical service package)												
State (vertical service package) 20 coupon to new subscribers	 	 			5/1/00		7/31/00					
15 coupon to new subscribers		 			71 11 77		****	9/11/00		11/30/00		
15 coupon to new subscribers 15 credit on first month's bill - new BizSaver B or BizSaver E									·	2 1 3 7 1 3 7 T		
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Outgoing Call Control			<u> </u>			<u> </u>	<u> </u>			ļ		
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\$9.95 credit on first month's bill - new OCC subscribers	 		ļ			 				 		
SuperTrunk			i!				 			 		 -
Waiver of Digital Transmission Loop IC - winback/save -	 		 				\ 	 		 		
upgrade to SuperTrunk - minimum 24 month service term					<u></u>							
SmertTrunk												
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waive IC charge on additional interfaces and/or ports to			\		ļ	Į.	ļ.	\			-	
existing SmartTrunk customers with a 36 month or greater service term.									9/18/00		-	12/31
waive IC charge for winback or save customers upgrading to						<u> </u>			प्रा-वसार का	i ı	. i	, কারঃ
SmartTrunk and signing 2 year minimum service term.												
DigiLine						 		\\				
waive IC charge for winback or save customers upgrading to			 {		<u> </u>	 		 		 		
DigiLine and signing 2 year minimum service term.]]				
ocal Exchange			<u> </u>			 						
vaive service and equipment charge for additional business			Ι			<u>.</u>	ļ	اا		1, 1	·	
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Waive service and equipment charge - winback & retention		جي الم	7, 24,24,1700			J	(1971co	, ——-		ini inin	, 1	
upgrading and committing to 1 year term		L									}	
I+ Single Rate						 		 -				
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12 consecutive month agreement								8/1/00				
10 coupon - new subscribers								172 474	9/11/00		11/9/00	7
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+ Saver Block of Time			L									
one month credit of recurring rate every third month for new				ļ						, l	ļ	
customers maintaining a 12 consecutive month commitment	1/10/00	* /	3/31/00		<u> </u>						ĺ	
10 coupon - new subscribers									9/11/00		11/9/00	
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12/min for customers signing an Access Term Pricing Plan		-				 -	-			!	!	
CompleteLink sm Basic)		tr A				!				10/11/00		
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ocal Plus®						 						
Recurring monthly charge of \$35/line (2-10 lines); \$25/line						6/1/00-						
11+ lines) through 12/31/00	i					6/30/00						
0% credit off 1st month recurring rate for 1st line & 100%]			' :	٠, ٠,		
rødit off add'l lines w/ 6 month commitment						<u> </u>		8/1/00		10/31/00		
15 coupon for new subscribers									9/11/00		11/9/00	
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Digital Plus					·							1
Discounts for customers willing to make a 3 to 5 year								7				
commitment to a combination of SmartTrunk, Digital Loop]	*		l t			· .	-		1
Service or SuperTrunk Service & Local Plus						}	!	8/16/00	9/15/00	l		İ

SWBT Promotions

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5 credit on bill for two months recurring charge when they		• ,	· · .				***	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1]
agree to retain subscription to WORKs. Only current			12.	194		100 m					1	į
subscribers who are calling in to disconnect their package will									<i>"</i> .		1	Ì
be eligible		2/1/01	1.00	4/14/01	·	6/11/01	3,3 4.		9/11/01		l	<u> </u>
discount of 2 month recurring rate- winback		2/1/01	* *	4/13/01	·			ļ	i		<u></u>	ļ <u> </u>
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redit for first month's billing and waiver of IC - new Caller ID	Egyptod (Ca	77 311		<u>.</u>	i juga sa							I
subscribers ordering both name and number		91 ·	3/16/01	4/2/01		6/30/01			[1	ļ
17 coupon for new Caller ID Name & Number subscribers) • -	1]	1							1
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redit for first month's billing of recurring rate and waiver of	, .,	\$	J .	٠,,,,,	Legs and the second	15.1					· · · · · · · · ·	\vdash
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Anonymous Call Rejection			 		 	 		ļ			-	
redit for first month's billing of recurring rate and waiver of IC -	'		1.		* 43	11.66						,
New ACR subscribers	マ、イヤ 1		3/16/01	4/2/01	عنظ ، أدم	6/30/01						
ocal Exchange												-
25 coupon for new additional lines												
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waive 50% service connection charge on new additional lines			SUBDUI)	1.		1	f . !		I	10/24
valve service connection charges - winback		1			1 4.7 7		· •:	it was a s		**		12/31
Weldon Springs - waive installation charge to receive new	}		24504	erika di Kalendaria. Kalendaria	. <i>1</i> 0	01404					1]
elephone number and one month's recurring line charge			3/15/01			6/1/01						
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valve 2 months recurring charge on 1+Saver Single Rate	1,		' :								ļ	
when purchased with BASICs - winback	1/15/01		,	4/13/01		ļ		ļ				
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redit equal to 2 month recurring rate- winback	1/15/01		٠.	4/13/01								
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ree for six months and waiver of IC - winback & retention		•					4	. ئۇد ا	1	·	١.	121201
ree for one month and waiver of IC - new subscribers to PM	1/1/01		3/16/01	4/2/01		6/30/01) i]	Ì

SWBT Promotions

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The WORKS® (vertical service package)										J	[,]	
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\$20 cash back coupon - new WORKS w/ Caller ID customers))]		6/1/01	e den	7/31/01,	· · · · · · · · · · · · · · · · · · ·		_ 10/1/01	11/30/01	
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bill - New subscribers to WORKS with Caller ID	1/22/01		3/30/01				 				1]	
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promotions	} ugevi.) % }	. <u> </u>		 	l .	.t		! .	•		
retention - \$10 credit to customers deciding to retain service for 3 months						6/15/01				100		12/31/0
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Anonymous Call Rejection												
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Call Forward Busy Line; Don't Answer; BL/DA					<u> </u>					 	<u> </u>	
credit equal to one month recurring rate - new subscribers		} _	ļ		<u> </u>		 	<u> </u>	ļ		 	
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discount for ordering specific feature packages		 	 	· · · · · ·		·	T		1	1		
waive service establishment charge - analog only or			1		far to la	ing it is	Contract Contract		* *			
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Off-Premise or BRI station; waive SLF IC for new customers]	-	1	100	,	* * * * * * * * * * * * * * * * * * *	. c.	J. 188				
signing 36, 48 or 60 month contract.	 		<u> </u>	4/1/01	หมายา	6/30/01	7/1/01		1		,	12/31/0
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\$15 coupon to new subscribers		 	1-		 							
\$15 coupon to new subscribers \$15 credit on first month's bill - new BizSaver 8 or BizSaver E				<u> </u>	4. _A					٠.	: '	
subscribers	1/22/01		3/30/01		. 6/1/01		7/31/01		1	10/1/01	11/30/01	

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Outgoing Call Control	1		<u> </u>							<u> </u>		
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Waiver of Digital Transmission Loop IC - winback/save -	 								1. 1.5.	4		
upgrade to SuperTrunk - minimum 24 month service term				4/9/01	15 .5.	د. مناسب						ar ja
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waive IC charge on additional interfaces and/or ports to		i				ta y	,					T
existing SmartTrunk customers with a 36 month or greater					75 C	*		1		1	l	l
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waive IC charge for winback or save customers upgrading to	 			1			. •	•	•		•	
SmartTrunk and signing 2 year minimum service term.	1			4/9/01	3	·		4.	- No Pilona	1,70,00	j	
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DigiLine and signing 2 year minimum service term.	}	1	ĺ	4/9/01		1 6 D		. ,:			1	
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Local Exchange	 		<u> </u>	i — —							 	
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Waive service and equipment charge - winback & retention	JOSEPHAN T	ì	1		,			1	•		•	٠,,,
upgrading and committing to 1 year term		ĺ		4/9/01			1.	5				, .
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1+ Single Rate	1									1	1	
2.50 monthly credit for new customers agreeing to maintain	1 .	3		•			t in a					
12 consecutive month agreement			ST.				7/31/01				J	
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customers maintaining a 12 consecutive month commitment									l			
\$10 coupon - new subscribers			Ĭ		i]]			***
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MTS (basic intraLATA toll)												
\$5 & \$.15/min; \$9.60 & \$.12/min; \$15 & \$.10/min - 12				[ĺ		· -	
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CompleteLink ^{arr} Basic)										10/10/01		
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credit off add't lines w/ 6 month commitment	}	\		\ 	1)	\)	Ì)	
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\$20 coupon for check on "New" and "Move" orders; one month		Γ –										
free service if added on "Change" to existing service order -										Į		ļ
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\$5 credit on bill for two months recurring charge when they		1	1					<u> </u>			["	
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subscribers who are calling in to disconnect their package will			1 1			1					}	1
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credit for first month's billing and waiver of IC - new Caller ID						-		 	·	i	·	
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517 coupon for new Caller ID Name & Number subscribers		 	 						 		 	
18 coupon for new Caller ID Name & Number subscribers		 	+						 	 		
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25 coupon for new additional lines		ļ							 	 		
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waive 50% service connection charge on new additional lines		1	\						} -	 		<u> </u>
waive service connection charges - winback		ļ						ļ <u> </u>	ļ	 		
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The BASICS*** (vertical service package)	-	1	1.								l	
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inalog/BRI mb; waive service connection charge per Basic,						1				1		
Off-Premise or BRI station; waive SLF IC for new customers						1		ļ	l	l		
signing 36, 48 or 60 month contract.		 	 			 -	}	 	 	 	 	
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Waiver of Digital Transmission Loop IC - winback/save -				4/8/02		}	}	\	1	`	})
pgrade to SuperTrunk - minimum 24 month service term	. i. ii			HOIUZ.			 -	ļ	 		 -	
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