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**Paul G. Lane**  
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**Southwestern Bell**



October 9, 2001

The Honorable Dale Hardy Roberts  
Secretary/Chief Regulatory Law Judge  
Missouri Public Service Commission  
200 Madison Street, Suite 100  
Jefferson City, Missouri 65101

**FILED<sup>2</sup>**  
OCT 09 2001  
Missouri Public  
Service Commission

Re: Case No. TO-2001-467

Dear Judge Roberts:

Enclosed for filing with the Commission in the above-referenced case is an original and eight copies of Southwestern Bell Telephone Company's Late-Filed Exhibit 29.

Thank you for bringing this matter to the attention of the Commission.

Very truly yours,

*Paul G. Lane / TM*

Paul G. Lane

Enclosure

cc: Attorneys of Record

BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF MISSOURI

FILED<sup>2</sup>

OCT 09 2001

Missouri Public  
Service Commission

In the Matter of the Investigation of the )  
State of Competition in the Exchanges of )  
Southwestern Bell Telephone Company. )

Case No. TO-2001-467

**SOUTHWESTERN TELEPHONE COMPANY'S  
SUBMISSION OF LATE-FILED EXHIBIT 29**

COMES NOW Southwestern Bell Telephone Company ("SWBT") and submits the attached Late-Filed Exhibit 29 in response to the Missouri Public Service Commission's ("Commission's") directive at the hearing held on September 24-27, 2001.

1. At the hearing, the Commission requested a statement of the rate increases and decreases which SWBT has implemented since it became eligible for price caps in 1997. In response, SWBT has prepared Late-Filed Exhibit 29 which consists of three parts:

- A. Exhibit 29-A provides a listing of services for which rate increases and decreases which have been put into effect since SWBT became subject to price cap regulation in 1997. Exhibit 29-A provides a year-by-year analysis of changes in prices for the affected services, with a cumulative price change since 1997. Services are grouped by category (e.g., basic local, toll, and consumer and business vertical services). Not all rates within each category experienced rate changes, and Exhibit 29-A reflects services for which there have been price increases, services for which there have been price decreases and services in the same category for which there have been no changes in price.
- B. Exhibit 29-B provides a listing of services by category for which no price changes for any of the elements have been made since 1997. For these services, the rates which were in effect in 1997 remain in effect today. These services are in addition to those listed in Exhibit 29-A for which there were no price changes since 1997.
- C. Exhibit 29-C provides a listing of promotional offerings which have been made to business and residential customers in 2000 and 2001. These promotional rates offer reduced or waived non-recurring and/or recurring charges for services, and effectively work as price decreases for customers who choose to subscribe to the promotional offerings.

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WHEREFORE, for all the foregoing reasons, SWBT respectfully requests the Commission to accept its Late-Filed Exhibit 29A-C in response to the Commission's directive in this case.

Respectfully submitted,

SOUTHWESTERN BELL TELEPHONE COMPANY

BY Paul G. Lane Htm  
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**CERTIFICATE OF SERVICE**

I hereby certify that copies of the foregoing document were served to all parties on the Service List by first-class, postage prepaid U.S. Mail on October 9, 2001.

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Hubbard, OR 97032

2<sup>nd</sup> Century Communications, Inc.  
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Tampa, FL 33614

Accutel Of Texas, Inc.  
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Dallas, TX 75247

Adelphia Business Solutions Operations  
121 Champion Way  
Canonsburg, PA 15317

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Allegiance Telecom, Inc.  
1150 Connecticut Ave, NW  
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Washington, DC 20036

Alltel Communications, Inc.  
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Little Rock, AR 72203

American Communication Services Of  
Kansas City, Inc.  
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Annapolis Junction, MD 20701

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Jefferson City, MO 65101

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Birch Telecom Of Missouri, Inc.  
2020 Baltimore Avenue  
Kansas City, MO 64108

Brooks Fiber Communications Of Missouri,  
Inc.  
701 Brazos, Suite 600  
Austin, TX 78701

BTI  
4300 Six Forks Road, Suite 500  
Raleigh, North Carolina 27609

Buy-Tel Communications, Inc.  
6409 Colleyville Boulevard  
Colleyville, TX 76034

Camarato Distributing, Inc.  
900 Camarato Drive  
Herrin, Illinois 62948

Central Missouri Telecommunications  
P.O. Box 596  
Osage Beach, Missouri 65065

Ciera Network Systems, Inc.  
2630 Fountainview, Suite 300  
Houston, TX 77057

IG2, Inc.  
80-02 Kew Gardens Road, Suite 5000  
Kew Gardens, NY 11415

The Cube  
Tin Can Communications Company, L.L.C.  
1063 Wirt Road, Suite 202  
Houston, TX 77005

Delta Phones, Inc.  
P.O. Box 784  
Delhi, LA 71232

DMJ Communications, Inc.  
2525 North Grandview, Suite 900  
Odessa, TX 79761

DPI-Teleconnect, L.L.C.  
2997 LBJ Freeway, Suite 225  
Dallas, TX 75234

EZ Talk Communications, L.L.C.  
4727 South Main  
Stafford, TX 74777

Gabriel Communications Of Missouri  
16090 Swingley Ridge Road  
Chesterfield, MO 63017

Global Crossing Local Services, Inc.  
2710 Executive Drive  
Green Bay, WI 54307

Global Crossing Telemanagement, Inc.  
2710 Executive Drive  
Green Bay, WI 54307

HJN Telecom, Inc.  
3235 Satellite Blvd.  
Building 400, Suite 300  
Duluth, GA 30096

Intermedia Communications, Inc.  
Scott Sapperstein  
1 Intermedia Way  
MCFLTHQ3  
Tampa, FL 33647-1752

Ionex Communications, Inc.  
5710 LBJ Freeway, Suite 215  
Dallas, TX 75240

KMC Telecom III, Inc.  
1755 N. Brown Rd.  
Lawrenceville, GA 30043

LDD, Inc.  
24 South Minnesota  
Cape Girardeau, MO 63702

Level 3 Communications, LLC  
1450 Infinite Drive  
Louisville, CO 80027

Logix Communications Corporation  
3555 Nw 58<sup>th</sup>, Suite 900  
Oklahoma City, OK 73112

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Austin, TX 78701

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Austin, TX 78701

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Dallas, TX 75382-1269

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Monett, MO 65708

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Little Rock, AR 72203

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713 Country Place Drive  
Jackson, MS 39208

Omniplex Communications Group, LLC  
17 Research Park Drive  
St. Charles, MO 63304

The Pager Company  
3030 East Truman Road  
Kansas City, MO 64127

Payroll Advance  
808 South Baker  
Mountain Home, AR 72643

Phones For All  
P.O. Box 700368  
Dallas, TX 75370-0638

QCC, Inc.  
8829 Bond Street  
Overland Park, KS 66214

Quick-Tel Communications, Inc.  
P.O. Box 196  
Boyd, TX 76023

Quintelco, Inc.  
1 Blue Hill Plaza  
Pearl River, NY 10965

Qwest Communications Corporation  
(USLD Communications, Inc.)  
4250 N. Fairfax Drive, 12W002  
Arlington, VA 22203

Ren-Tel Communications, Inc.  
7337 S. Mitchell Ct.  
Villa Rica, GA 30180

Smoke Signal Communications  
8400 South Gessner  
Houston, TX 77074

Snappy Phone  
P.O. Box 29620  
Shreveport, LA 71129

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Austin, TX 78752-2828

Suretel, Inc.  
5 North McCormick  
Oklahoma City, OK 73127

TCG Kansas City, Inc.  
TCG St. Louis  
Two Teleport Drive  
Staten Island, NY 10311

Tel Com Plus  
United States Telecommunications  
5251 110<sup>th</sup> Avenue, North, Suite 118  
Clearwater, FL 33760-4837

Teligent, Inc.  
8065 Leesburg Pike, Suite 400  
Vienna, VA 22182

Tel-Link, L.L.C.  
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Bradenton, FL 34205

Transtar Communications  
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Bedford, TX 76095

Universal Telephone  
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Wichita, KS 67211-5455

U.S. Telco, Inc.  
4001 McEwen, Suite 200  
Dallas, TX 75244

Winstar Wireless, Inc.  
1615 L Street, NW, Suite 1260  
Washington, DC 20036

Worknet Communications, Inc.  
7777 Bonhomme Avenue, Suite 2000  
St. Louis, MO 63105

XO MISSOURI, INC.  
Director of Regulatory & External Affairs  
1300 W. Mockingbird Land, Suite 200  
Dallas, TX 75247

### SWBT Price Change Summary

|                                                                                                                                             |                         |                       | 2001       |          | 2000     |          | 1999  |          | 1998  |          | 1997     | Previous<br>Price Change |
|---------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|-----------------------|------------|----------|----------|----------|-------|----------|-------|----------|----------|--------------------------|
|                                                                                                                                             | \$ change<br>since 1997 | % change<br>since '97 | price      | % change | price    | % change | price | % change | price | % change | price    |                          |
| 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 - add'l                                                                                                                       | \$ -                    | 0%                    | \$ 2.10    |          |          |          |       |          |       |          | \$ 2.10  | 1994                     |
| Selective Call Forwarding - first                                                                                                           | \$ -                    | 0%                    | \$ 3.00    |          |          |          |       |          |       |          | \$ 3.00  | 1994                     |
| Selective Call Forwarding - add'l                                                                                                           | \$ -                    | 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><br><u>since 1997</u> | <u>% change</u><br><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><br><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 <sup>sm</sup>            | \$ 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                               |
|                                     |                                       |                                     |              |                 |              |                 |              |                 |              |                 |              |                                        |
| <b>Local Plus</b>                   |                                       |                                     |              |                 |              |                 |              |                 |              |                 |              |                                        |
| 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><br><u>since 1997</u> | <u>% change</u><br><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><br><u>Price Change</u> |
| <b>Residential Services</b>        |                                       |                                     |              |                 |              |                 |              |                 |              |                 |              |                                        |
| <b>MTS - OCPs</b>                  |                                       |                                     |              |                 |              |                 |              |                 |              |                 |              |                                        |
| 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                               |
| <b>Directory Listings</b>          |                                       |                                     |              |                 |              |                 |              |                 |              |                 |              |                                        |
| 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         |                                  |
|---------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|-------------------------------|--------------|-----------------|--------------|-----------------|--------------|-----------------|--------------|-----------------|--------------|----------------------------------|
|                                                                                                                                             | <u>\$ change<br/>since 1997</u> | <u>% change<br/>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<br/>Price Change</u> |
| <b>Business Services</b>                                                                                                                    |                                 |                               |              |                 |              |                 |              |                 |              |                 |              |                                  |
| <b>Basic Local Service</b>                                                                                                                  | 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.                             |                                 |                               |              |                 |              |                 |              |                 |              |                 |              |                                  |
| <b>Example: Flat Rate 1 Party</b>                                                                                                           |                                 |                               |              |                 |              |                 |              |                 |              |                 |              |                                  |
| 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                             |
|                                                                                                                                             |                                 |                               |              |                 |              |                 |              |                 |              |                 |              |                                  |
| <b>Optional MCA</b>                                                                                                                         |                                 |                               |              |                 |              |                 |              |                 |              |                 |              |                                  |
| 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                                                                                                                 |                                 |                               |              |                 |              |                 |              |                 |              |                 |              |                                  |
|                                                                                                                                             |                                 |                               |              |                 |              |                 |              |                 |              |                 |              |                                  |
| <b>PBX Trunks/Multiline Business</b>                                                                                                        | \$ 1.75                         | 8%                            | \$ 21.95     |                 | \$ 23.70     | 8%              |              |                 |              |                 | \$ 21.95     | 1989                             |
| RG-A                                                                                                                                        | \$ 2.40                         | 8%                            | \$ 30.05     |                 | \$ 32.45     | 8%              |              |                 |              |                 | \$ 30.05     | 1989                             |
| RG-B                                                                                                                                        | \$ 2.65                         | 8%                            | \$ 33.15     |                 | \$ 35.80     | 8%              |              |                 |              |                 | \$ 33.15     | 1993                             |
| RG-C                                                                                                                                        | \$ 2.90                         | 8%                            | \$ 36.45     |                 | \$ 39.35     | 8%              |              |                 |              |                 | \$ 36.45     | original                         |
| RG-C1                                                                                                                                       | \$ -                            | 0%                            | \$ 43.60     |                 |              |                 |              |                 |              |                 | \$ 43.60     | 1989                             |
| RG-D                                                                                                                                        | \$ -                            | 0%                            | \$ 45.50     |                 |              |                 |              |                 |              |                 | \$ 45.50     | 1989                             |
| RG-D1                                                                                                                                       | \$ -                            | 0%                            | \$ 48.00     |                 |              |                 |              |                 |              |                 | \$ 48.00     | 1989                             |
| RG-D2                                                                                                                                       |                                 |                               |              |                 |              |                 |              |                 |              |                 |              |                                  |
|                                                                                                                                             |                                 |                               |              |                 |              |                 |              |                 |              |                 |              |                                  |
| <b>Digital Loop Service</b>                                                                                                                 |                                 |                               |              |                 |              |                 |              |                 |              |                 |              |                                  |
| <i>*Numerous rate elements with no price change</i>                                                                                         |                                 |                               |              |                 |              |                 |              |                 |              |                 |              |                                  |
| <b>Digital Transmission Loop Arrangement</b>                                                                                                |                                 |                               |              |                 |              |                 |              |                 |              |                 |              |                                  |
| <b>Installation-initial unit</b>                                                                                                            |                                 |                               |              |                 |              |                 |              |                 |              |                 |              |                                  |
| 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         |                                        |
|------------------------------------------------|---------------------------------------|-------------------------------------|--------------|-----------------|--------------|-----------------|--------------|-----------------|--------------|-----------------|--------------|----------------------------------------|
|                                                | <u>\$ change</u><br><u>since 1997</u> | <u>% change</u><br><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><br><u>Price Change</u> |
| <b>Business Services</b>                       |                                       |                                     |              |                 |              |                 |              |                 |              |                 |              |                                        |
| <b>Digital Loop Service (cont)</b>             |                                       |                                     |              |                 |              |                 |              |                 |              |                 |              |                                        |
| 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                                   |
| <b>DID/AIOD</b>                                |                                       |                                     |              |                 |              |                 |              |                 |              |                 |              |                                        |
| 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                               |
| <b>Easy Options Services &amp; Packages</b>    |                                       |                                     |              |                 |              |                 |              |                 |              |                 |              |                                        |
| 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                                   |
| <b>Personalized Ring</b>                       |                                       |                                     |              |                 |              |                 |              |                 |              |                 |              |                                        |
| 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                               |

# SWBT Price Change Summary

|                                         |                         |                       | 2001      |          | 2000     |          | 1999      |          | 1998    |          | 1997      | Previous<br>Price Change |
|-----------------------------------------|-------------------------|-----------------------|-----------|----------|----------|----------|-----------|----------|---------|----------|-----------|--------------------------|
|                                         | \$ change<br>since 1997 | % change<br>since '97 | price     | % change | price    | % change | price     | % change | price   | % change | price     |                          |
| 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                 |
| INCI 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   |                          |

### SWBT Price Change Summary

|                                              |                         |                       | 2001      |          | 2000  |          | 1999  |          | 1998      |          | 1997      | Previous<br>Price Change |
|----------------------------------------------|-------------------------|-----------------------|-----------|----------|-------|----------|-------|----------|-----------|----------|-----------|--------------------------|
|                                              | \$ change<br>since 1997 | % change<br>since '97 | price     | % change | price | % change | price | % change | price     | % change | price     |                          |
| 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                 |

### SWBT Price Change Summary

|                                                     |                                 |                               | 2001         |                 | 2000         |                 | 1999         |                 | 1998         |                 | 1997         |                                  |
|-----------------------------------------------------|---------------------------------|-------------------------------|--------------|-----------------|--------------|-----------------|--------------|-----------------|--------------|-----------------|--------------|----------------------------------|
|                                                     | <u>\$ change<br/>since 1997</u> | <u>% change<br/>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<br/>Price Change</u> |
| <b>Business Services</b>                            |                                 |                               |              |                 |              |                 |              |                 |              |                 |              |                                  |
| <b>Directory Listings</b>                           |                                 |                               |              |                 |              |                 |              |                 |              |                 |              |                                  |
| 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                             |
|                                                     |                                 |                               |              |                 |              |                 |              |                 |              |                 |              |                                  |
| <b>Access Advantage Plus</b>                        |                                 |                               |              |                 |              |                 |              |                 |              |                 |              |                                  |
| <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                         |
|                                                     |                                 |                               |              |                 |              |                 |              |                 |              |                 |              |                                  |
| <b>MegaLink 1.5 High Capacity Digital Service</b>   |                                 |                               |              |                 |              |                 |              |                 |              |                 |              |                                  |
|                                                     |                                 |                               |              |                 |              |                 |              |                 |              |                 |              |                                  |
|                                                     |                                 |                               |              |                 |              |                 |              |                 |              |                 |              |                                  |
| Local Distribution Channel - Monthly Rate           |                                 |                               |              |                 |              |                 |              |                 |              |                 |              |                                  |
| 3 Years                                             | \$ (10.00)                      | -7%                           | \$ 130.00    | -7%             | \$ 140.00    |                 |              |                 |              |                 |              | original                         |
| 5 Years                                             | \$ (30.00)                      | -21%                          | \$ 110.00    | -21%            |              |                 |              |                 |              |                 |              |                                  |
|                                                     |                                 |                               | \$ 140.00    |                 |              |                 |              |                 |              |                 |              | original                         |
|                                                     |                                 |                               |              |                 |              |                 |              |                 |              |                 |              |                                  |
| Private Line                                        | various                         | -6% to 16%                    | various      | -9% to 8%       | various      | 8%              |              |                 |              |                 | various      |                                  |
| <i>*Numerous rate elements with no price change</i> |                                 |                               |              |                 |              |                 |              |                 |              |                 |              |                                  |
|                                                     |                                 |                               |              |                 |              |                 |              |                 |              |                 |              |                                  |
| Special Access                                      | various                         | 8%                            |              |                 | various      | 8%              |              |                 |              |                 | various      |                                  |
| <i>*Numerous rate elements with no price change</i> |                                 |                               |              |                 |              |                 |              |                 |              |                 |              |                                  |
|                                                     |                                 |                               |              |                 |              |                 |              |                 |              |                 |              |                                  |
| Switched Access <sup>1</sup>                        | various                         | -1.66%                        | various      | -0.75%          | various      | -0.92%          |              |                 |              |                 | various      | 1994                             |

<sup>1</sup> 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.

<sup>1</sup> 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         | Previous<br>Price Change |  |
|-----------------------|---------------------------------------|-------------------------------------|--------------|-----------------|--------------|-----------------|--------------|-----------------|--------------|-----------------|--------------|--------------------------|--|
|                       | <u>\$ change</u><br><u>since 1997</u> | <u>% change</u><br><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> |                          |  |
| 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    | Previous     |
|-----------------------------------|--------------------------------|------------------------------|---------|----------|---------|----------|-------|----------|-------|----------|---------|--------------|
|                                   | <u>\$ change</u><br>since 1997 | <u>% change</u><br>since '97 | price   | % change | price   | % change | price | % change | price | % change | price   | Price Change |
| <b>Operator Services</b>          |                                |                              |         |          |         |          |       |          |       |          |         |              |
| <b>Local/MTS</b>                  |                                |                              |         |          |         |          |       |          |       |          |         |              |
| 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         |
| <b>Station to Station Service</b> |                                |                              |         |          |         |          |       |          |       |          |         |              |
| <b>Non-Payphone Rate</b>          |                                |                              |         |          |         |          |       |          |       |          |         |              |
| <u>Calling Card</u>               |                                |                              |         |          |         |          |       |          |       |          |         |              |
| 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 |              |
| <u>Collect</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%       |       |          |       |          | \$ 0.70 | original     |
| <u>Billed to Third Number</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%       |       |          |       |          | \$ 0.70 | original     |
| <u>Sent Paid</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     |
| <b>Payphone Rate</b>              |                                |                              |         |          |         |          |       |          |       |          |         |              |
| <u>Calling Card</u>               |                                |                              |         |          |         |          |       |          |       |          |         |              |
| 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     |
| <u>Collect</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%       |       |          |       |          | \$ 0.70 | original     |
| <u>Billed to Third Number</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%       |       |          |       |          | \$ 0.70 | original     |

### SWBT Price Change Summary

|                                             |                                       |                                     | 2001         |                 | 2000         |                 | 1999         |                 | 1998         |                 | 1997         |                                        |
|---------------------------------------------|---------------------------------------|-------------------------------------|--------------|-----------------|--------------|-----------------|--------------|-----------------|--------------|-----------------|--------------|----------------------------------------|
|                                             | <u>\$ change</u><br><u>since 1997</u> | <u>% change</u><br><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><br><u>Price Change</u> |
| <b>Operator Services</b>                    |                                       |                                     |              |                 |              |                 |              |                 |              |                 |              |                                        |
| <b>Person-to-Person Service</b>             |                                       |                                     |              |                 |              |                 |              |                 |              |                 |              |                                        |
| <b>Non-Payphone Rate</b>                    |                                       |                                     |              |                 |              |                 |              |                 |              |                 |              |                                        |
| 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                               |
| <b>Payphone Rate</b>                        |                                       |                                     |              |                 |              |                 |              |                 |              |                 |              |                                        |
| 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                               |
| <b>Directory Assistance</b>                 |                                       |                                     |              |                 |              |                 |              |                 |              |                 |              |                                        |
| <b>Directory Assistance Call Completion</b> |                                       |                                     |              |                 |              |                 |              |                 |              |                 |              |                                        |
| 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.     |
| <b>RESIDENTIAL</b>                                                                                                                                                                           |        |         |       |       |        |         |      |         |        |          |      |          |
| <b>The WORKS® (vertical service package)</b>                                                                                                                                                 |        |         |       |       |        |         |      |         |        |          |      |          |
| \$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                                                                                                               |        |         |       |       |        |         |      |         |        |          |      |          |
| <b>Caller ID</b>                                                                                                                                                                             |        |         |       |       |        |         |      |         |        |          |      |          |
| 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 |      |         | 9/2/00 | 10/28/00 |      | 12/26/00 |
| \$17 coupon for new Caller ID Name & Number subscribers                                                                                                                                      |        |         |       |       |        |         |      |         |        |          |      |          |
| \$18 coupon for new Caller ID Name & Number subscribers                                                                                                                                      |        |         |       |       |        |         |      |         |        |          |      |          |
| <b>Call Waiting ID/Options</b>                                                                                                                                                               |        |         |       |       |        |         |      |         |        |          |      |          |
| 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 |
| <b>Anonymous Call Rejection</b>                                                                                                                                                              |        |         |       |       |        |         |      |         |        |          |      |          |
| 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 |
| <b>Local Exchange</b>                                                                                                                                                                        |        |         |       |       |        |         |      |         |        |          |      |          |
| \$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                                                                             |        |         |       |       |        |         |      |         |        |          |      |          |
| <b>1+Saver Single Rate</b>                                                                                                                                                                   |        |         |       |       |        |         |      |         |        |          |      |          |
| waive 2 months recurring charge on 1+Saver Single Rate when purchased with BASICS - winback                                                                                                  |        |         |       |       |        |         |      |         |        |          |      |          |
| <b>The BASICS™ (vertical service package)</b>                                                                                                                                                |        |         |       |       |        |         |      |         |        |          |      |          |
| credit equal to 2 month recurring rate- winback                                                                                                                                              |        |         |       |       |        |         |      |         |        |          |      |          |
| <b>Privacy Manager</b>                                                                                                                                                                       |        |         |       |       |        |         |      |         |        |          |      |          |
| Free for six months and waiver of IC - winback & retention                                                                                                                                   |        |         |       |       |        |         |      |         |        |          |      |          |
| Free for one month and waiver of IC - new subscribers to PM                                                                                                                                  |        |         |       |       |        |         |      |         |        |          |      |          |

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.     |
| <b>RESIDENTIAL</b>                                                                            |      |      |       |       |     |      |      |      |      |      |      |          |
| <b>Call Forward Busy Line; Don't Answer; BL/DA</b>                                            |      |      |       |       |     |      |      |      |      |      |      |          |
| credit equal to three months billing of recurring rate and waiver of IC - winback & retention |      |      |       |       |     |      |      |      |      |      |      | 12/20/00 |
|                                                                                               |      |      |       |       |     |      |      |      |      |      |      |          |
|                                                                                               |      |      |       |       |     |      |      |      |      |      |      |          |

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. |
| <b>BUSINESS</b>                                                                                                                                                                                                |        |        |         |         |         |         |         |         |         |          |          |      |
| <b>The WORKS® (vertical service package)</b>                                                                                                                                                                   |        |        |         |         |         |         |         |         |         |          |          |      |
| \$20 cash back coupon - new WORKS w/ Caller ID customers<br>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                                                                                                           |        |        |         |         |         |         |         |         |         |          |          |      |
| <b>The BASICS™ (vertical service package)</b>                                                                                                                                                                  |        |        |         |         |         |         |         |         |         |          |          |      |
| \$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                                                                                                                                               |        |        |         |         |         |         |         |         |         |          |          |      |
| <b>Call Transfer Disconnect</b>                                                                                                                                                                                |        |        |         |         |         |         |         |         |         |          |          |      |
| credit equal to one month's recurring rate- New CTD subscribers                                                                                                                                                |        |        |         |         |         |         |         |         |         |          |          |      |
| <b>Caller ID</b>                                                                                                                                                                                               |        |        |         |         |         |         |         |         |         |          |          |      |
| 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 |         |          |          |      |
| <b>Anonymous Call Rejection</b>                                                                                                                                                                                |        |        |         |         |         |         |         |         |         |          |          |      |
| credit equal to one month recurring rate- New ACR subscribers - cannot be used in conjunction with other promotions                                                                                            | 1/1/00 |        | 3/31/00 |         |         |         |         |         |         |          |          |      |
| <b>Call Forward Busy Line; Don't Answer; BL/DA</b>                                                                                                                                                             |        |        |         |         |         |         |         |         |         |          |          |      |
| credit equal to one month recurring rate - new subscribers                                                                                                                                                     | 1/1/00 |        | 3/31/00 |         |         |         |         |         |         |          |          |      |
| <b>Internet Caller ID</b>                                                                                                                                                                                      |        |        |         |         |         |         |         |         |         |          |          |      |
| credit equal to one month recurring rate - New Internet CID subscribers                                                                                                                                        |        |        |         |         |         |         |         |         |         |          |          |      |
| <b>Plexar® II</b>                                                                                                                                                                                              |        |        |         |         |         |         |         |         |         |          |          |      |
| 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 |          |      |
| <b>BizSaver (vertical service package)</b>                                                                                                                                                                     |        |        |         |         |         |         |         |         |         |          |          |      |
| \$20 coupon to new subscribers                                                                                                                                                                                 |        |        |         |         | 5/1/00  |         | 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                                                                                                                                   |        |        |         |         |         |         |         |         |         |          |          |      |

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.     |
| <b>BUSINESS</b>                                                                                                                 |         |         |         |       |     |                |         |        |         |          |         |          |
| <b>Outgoing Call Control</b>                                                                                                    |         |         |         |       |     |                |         |        |         |          |         |          |
| \$9.95 credit on first month's bill - new OCC subscribers                                                                       |         |         |         |       |     |                |         |        |         |          |         |          |
| <b>SuperTrunk</b>                                                                                                               |         |         |         |       |     |                |         |        |         |          |         |          |
| Waiver of Digital Transmission Loop IC - winback/save - upgrade to SuperTrunk - minimum 24 month service term                   |         |         |         |       |     |                |         |        |         |          |         |          |
| <b>SmartTrunk</b>                                                                                                               |         |         |         |       |     |                |         |        |         |          |         |          |
| 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.                  |         |         |         |       |     |                |         |        |         |          |         |          |
| <b>DigiLine</b>                                                                                                                 |         |         |         |       |     |                |         |        |         |          |         |          |
| waive IC charge for winback or save customers upgrading to DigiLine and signing 2 year minimum service term.                    |         |         |         |       |     |                |         |        |         |          |         |          |
| <b>Local Exchange</b>                                                                                                           |         |         |         |       |     |                |         |        |         |          |         |          |
| 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                                |         |         |         |       |     |                |         |        |         |          |         |          |
| <b>1+ Single Rate</b>                                                                                                           |         |         |         |       |     |                |         |        |         |          |         |          |
| \$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 |          |
| <b>1+ Saver Block of Time</b>                                                                                                   |         |         |         |       |     |                |         |        |         |          |         |          |
| 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 |          |
| <b>MTS (basic IntraLATA toll)</b>                                                                                               |         |         |         |       |     |                |         |        |         |          |         |          |
| \$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 <sup>SM</sup> Basic)                                  |         |         |         |       |     |                |         |        |         | 10/11/00 |         |          |
| <b>Local Plus®</b>                                                                                                              |         |         |         |       |     |                |         |        |         |          |         |          |
| 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 |          |

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. |
| <b>BUSINESS</b>                                                                                                                                          |      |      |       |       |     |      |      |         |         |          |      |      |
| <b>MegaLink 1.5 High Capacity Service</b>                                                                                                                |      |      |       |       |     |      |      |         |         |          |      |      |
| waive LDC service connection charge                                                                                                                      |      |      |       |       |     |      |      | 8/1/00  |         | 10/24/00 |      |      |
| <b>Digital Plus</b>                                                                                                                                      |      |      |       |       |     |      |      |         |         |          |      |      |
| 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 |          |      |      |

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.     |
| <b>RESIDENTIAL</b>                                                                                                                                                                           |         |        |         |         |     |         |      |        |         |      |      |          |
| <b>The WORKS® (vertical service package)</b>                                                                                                                                                 |         |        |         |         |     |         |      |        |         |      |      |          |
| \$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 |         |     |         |      |        |         |      |      |          |
| <b>Caller ID</b>                                                                                                                                                                             |         |        |         |         |     |         |      |        |         |      |      |          |
| 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                                                                                                                                      |         |        |         |         |     |         |      |        |         |      |      |          |
| <b>Call Waiting ID/Options</b>                                                                                                                                                               |         |        |         |         |     |         |      |        |         |      |      |          |
| 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 |      |        |         |      |      |          |
| <b>Anonymous Call Rejection</b>                                                                                                                                                              |         |        |         |         |     |         |      |        |         |      |      |          |
| 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 |      |        |         |      |      |          |
| <b>Local Exchange</b>                                                                                                                                                                        |         |        |         |         |     |         |      |        |         |      |      |          |
| \$25 coupon for new additional lines                                                                                                                                                         |         |        |         |         |     |         |      |        |         |      |      |          |
| waive 50% service connection charge on new additional lines                                                                                                                                  |         |        | 3/16/01 |         |     |         |      |        |         |      |      |          |
| waive service connection charges - winback                                                                                                                                                   |         |        |         |         |     |         |      |        |         |      |      | 12/31/01 |
| Waldon Springs - waive installation charge to receive new telephone number and one month's recurring line charge                                                                             |         |        | 3/15/01 |         |     | 6/1/01  |      |        |         |      |      |          |
| <b>1+Saver Single Rate</b>                                                                                                                                                                   |         |        |         |         |     |         |      |        |         |      |      |          |
| waive 2 months recurring charge on 1+Saver Single Rate when purchased with BASICS - winback                                                                                                  | 1/15/01 |        |         | 4/13/01 |     |         |      |        |         |      |      |          |
| <b>The BASICS™ (vertical service package)</b>                                                                                                                                                |         |        |         |         |     |         |      |        |         |      |      |          |
| credit equal to 2 month recurring rate- winback                                                                                                                                              | 1/15/01 |        |         | 4/13/01 |     |         |      |        |         |      |      |          |
| <b>Privacy Manager</b>                                                                                                                                                                       |         |        |         |         |     |         |      |        |         |      |      |          |
| 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 |      |        |         |      |      |          |

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. |
| <b>RESIDENTIAL</b>                                                                            |      |      |       |       |     |         |      |      |      |      |      |      |
| 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 |      |      |      |      |      |      |
|                                                                                               |      |      |       |       |     |         |      |      |      |      |      |      |

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.     |
| <b>BUSINESS</b>                                                                                                                                                                                                |         |      |         |        |        |         |         |      |      |         |          |          |
| <b>The WORKS® (vertical service package)</b>                                                                                                                                                                   |         |      |         |        |        |         |         |      |      |         |          |          |
| \$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                                       |         |      |         |        | 5/1/01 |         | 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                                                                                                           | 1/22/01 |      | 3/30/01 |        |        |         |         |      |      | 10/1/01 | 11/30/01 |          |
| <b>The BASICS™ (vertical service package)</b>                                                                                                                                                                  |         |      |         |        |        |         |         |      |      |         |          |          |
| \$20 coupon to new BASICS customers                                                                                                                                                                            |         |      |         |        | 5/1/01 |         | 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 |        |        |         |         |      |      |         |          |          |
| <b>Call Transfer Disconnect</b>                                                                                                                                                                                |         |      |         |        |        |         |         |      |      |         |          |          |
| credit equal to one month's recurring rate- New CTD subscribers                                                                                                                                                | 1/22/01 |      | 3/30/01 |        |        |         |         |      |      |         |          |          |
| <b>Caller ID</b>                                                                                                                                                                                               |         |      |         |        |        |         |         |      |      |         |          |          |
| 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 |
| <b>Anonymous Call Rejection</b>                                                                                                                                                                                |         |      |         |        |        |         |         |      |      |         |          |          |
| credit equal to one month recurring rate- New ACR subscribers - cannot be used in conjunction with other promotions                                                                                            |         |      |         |        |        |         |         |      |      |         |          |          |
| <b>Call Forward Busy Line; Don't Answer; BL/DA</b>                                                                                                                                                             |         |      |         |        |        |         |         |      |      |         |          |          |
| credit equal to one month recurring rate - new subscribers                                                                                                                                                     |         |      |         |        |        |         |         |      |      |         |          |          |
| <b>Internet Caller ID</b>                                                                                                                                                                                      |         |      |         |        |        |         |         |      |      |         |          |          |
| credit equal to one month recurring rate - New Internet CID subscribers                                                                                                                                        | 1/22/01 |      | 3/30/01 |        |        |         |         |      |      |         |          |          |
| <b>Plexar® II</b>                                                                                                                                                                                              |         |      |         |        |        |         |         |      |      |         |          |          |
| 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 |
| <b>BizSaver (vertical service package)</b>                                                                                                                                                                     |         |      |         |        |        |         |         |      |      |         |          |          |
| \$20 coupon to new subscribers                                                                                                                                                                                 |         |      |         |        |        |         |         |      |      |         |          |          |
| \$15 coupon to new subscribers                                                                                                                                                                                 |         |      |         |        |        |         |         |      |      |         |          |          |
| \$15 credit on first month's bill - new BizSaver B or BizSaver E subscribers                                                                                                                                   | 1/22/01 |      | 3/30/01 |        | 6/1/01 |         | 7/31/01 |      |      | 10/1/01 | 11/30/01 |          |

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. |
| <b>BUSINESS</b>                                                                                                                 |         |      |         |        |     |         |      |      |      |          |      |      |
| <b>Outgoing Call Control</b>                                                                                                    |         |      |         |        |     |         |      |      |      |          |      |      |
| \$9.95 credit on first month's bill - new OCC subscribers                                                                       | 1/22/01 |      | 3/30/01 |        |     |         |      |      |      |          |      |      |
| <b>SuperTrunk</b>                                                                                                               |         |      |         |        |     |         |      |      |      |          |      |      |
| Waiver of Digital Transmission Loop IC - winback/save - upgrade to SuperTrunk - minimum 24 month service term                   |         |      |         | 4/9/01 |     |         |      |      |      |          |      |      |
| <b>SmartTrunk</b>                                                                                                               |         |      |         |        |     |         |      |      |      |          |      |      |
| 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 |     |         |      |      |      |          |      |      |
| <b>DigiLine</b>                                                                                                                 |         |      |         |        |     |         |      |      |      |          |      |      |
| waive IC charge for winback or save customers upgrading to DigiLine and signing 2 year minimum service term.                    |         |      |         | 4/9/01 |     |         |      |      |      |          |      |      |
| <b>Local Exchange</b>                                                                                                           |         |      |         |        |     |         |      |      |      |          |      |      |
| 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 |     |         |      |      |      |          |      |      |
| <b>1+ Single Rate</b>                                                                                                           |         |      |         |        |     |         |      |      |      |          |      |      |
| \$2.50 monthly credit for new customers agreeing to maintain 12 consecutive month agreement                                     |         |      |         |        |     | 7/31/01 |      |      |      |          |      |      |
| \$10 coupon - new subscribers                                                                                                   |         |      |         |        |     |         |      |      |      |          |      |      |
| <b>1+ Saver Block of Time</b>                                                                                                   |         |      |         |        |     |         |      |      |      |          |      |      |
| one month credit of recurring rate every third month for new customers maintaining a 12 consecutive month commitment            |         |      |         |        |     |         |      |      |      |          |      |      |
| \$10 coupon - new subscribers                                                                                                   |         |      |         |        |     |         |      |      |      |          |      |      |
| <b>MTS (basic intraLATA toll)</b>                                                                                               |         |      |         |        |     |         |      |      |      |          |      |      |
| \$5 & \$.15/min; \$9.60 & \$.12/min; \$15 & \$.10/min - 12 months                                                               |         |      |         |        |     |         |      |      |      |          |      |      |
| \$.12/min for customers signing an Access Term Pricing Plan (CompleteLink <sup>SM</sup> Basic)                                  |         |      |         |        |     |         |      |      |      | 10/10/01 |      |      |
| <b>Local Plus®</b>                                                                                                              |         |      |         |        |     |         |      |      |      |          |      |      |
| 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                                                                                                 |         |      |         |        |     |         |      |      |      |          |      |      |

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. |
| <b>BUSINESS</b>                                                                                                                                                |      |      |       |       |     |      |      |      |      |      |      |      |
| <b>MegaLink 1.5 High Capacity Service</b>                                                                                                                      |      |      |       |       |     |      |      |      |      |      |      |      |
| waive LDC service connection charge                                                                                                                            |      |      |       |       |     |      |      |      |      |      |      |      |
| <b>Digital Plus</b>                                                                                                                                            |      |      |       |       |     |      |      |      |      |      |      |      |
| Discounts for customers willing to make a 3 to 5 year<br>commitment to a combination of SmartTrunk, Digital Loop<br>Service or SuperTrunk Service & Local Plus |      |      |       |       |     |      |      |      |      |      |      |      |

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. |
| <b>RESIDENTIAL</b>                                                                                                                                                                           |      |      |       |       |     |      |      |      |      |      |      |      |
| <b>The WORKS® (vertical service package)</b>                                                                                                                                                 |      |      |       |       |     |      |      |      |      |      |      |      |
| \$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                                                                                                               |      |      |       |       |     |      |      |      |      |      |      |      |
| <b>Caller ID</b>                                                                                                                                                                             |      |      |       |       |     |      |      |      |      |      |      |      |
| 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                                                                                                                                      |      |      |       |       |     |      |      |      |      |      |      |      |
| <b>Call Waiting ID/Options</b>                                                                                                                                                               |      |      |       |       |     |      |      |      |      |      |      |      |
| credit for first month's billing of recurring rate and waiver of installation charge (IC) - New CWID or CWIDO subscribers                                                                    |      |      |       |       |     |      |      |      |      |      |      |      |
| <b>Anonymous Call Rejection</b>                                                                                                                                                              |      |      |       |       |     |      |      |      |      |      |      |      |
| credit for first month's billing of recurring rate and waiver of IC - New ACR subscribers                                                                                                    |      |      |       |       |     |      |      |      |      |      |      |      |
| <b>Local Exchange</b>                                                                                                                                                                        |      |      |       |       |     |      |      |      |      |      |      |      |
| \$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                                                                             |      |      |       |       |     |      |      |      |      |      |      |      |
| <b>1+Saver Single Rate</b>                                                                                                                                                                   |      |      |       |       |     |      |      |      |      |      |      |      |
| waive 2 months recurring charge on 1+Saver Single Rate when purchased with BASICS - winback                                                                                                  |      |      |       |       |     |      |      |      |      |      |      |      |
| <b>The BASICS™ (vertical service package)</b>                                                                                                                                                |      |      |       |       |     |      |      |      |      |      |      |      |
| credit equal to 2 month recurring rate- winback                                                                                                                                              |      |      |       |       |     |      |      |      |      |      |      |      |
| <b>Privacy Manager</b>                                                                                                                                                                       |      |      |       |       |     |      |      |      |      |      |      |      |
| Free for six months and waiver of IC - winback & retention                                                                                                                                   |      |      |       |       |     |      |      |      |      |      |      |      |
| Free for one month and waiver of IC - new subscribers to PM                                                                                                                                  |      |      |       |       |     |      |      |      |      |      |      |      |

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. |
| <b>RESIDENTIAL</b>                                                |      |      |       |       |     |      |      |      |      |      |      |      |
| Call Forward Busy Line; Don't Answer; BL/DA                       |      |      |       |       |     |      |      |      |      |      |      |      |
| credit equal to three months billing of recurring rate and waiver |      |      |       |       |     |      |      |      |      |      |      |      |
| of IC - winback & retention                                       |      |      |       |       |     |      |      |      |      |      |      |      |
|                                                                   |      |      |       |       |     |      |      |      |      |      |      |      |

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. |
| <b>BUSINESS</b>                                                                                                                                                                                                |      |      |       |       |     |      |      |      |      |      |      |      |
| <b>The WORKS® (vertical service package)</b>                                                                                                                                                                   |      |      |       |       |     |      |      |      |      |      |      |      |
| \$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                                                                                                           |      |      |       |       |     |      |      |      |      |      |      |      |
| <b>The BASICS™ (vertical service package)</b>                                                                                                                                                                  |      |      |       |       |     |      |      |      |      |      |      |      |
| \$20 coupon to new BASICS customers                                                                                                                                                                            |      |      |       |       |     |      |      |      |      |      |      |      |
| \$16.95 credit on first monthly bill - new subscribers to BASICS                                                                                                                                               |      |      |       |       |     |      |      |      |      |      |      |      |
| <b>Call Transfer Disconnect</b>                                                                                                                                                                                |      |      |       |       |     |      |      |      |      |      |      |      |
| credit equal to one month's recurring rate- New CTD subscribers                                                                                                                                                |      |      |       |       |     |      |      |      |      |      |      |      |
| <b>Caller ID</b>                                                                                                                                                                                               |      |      |       |       |     |      |      |      |      |      |      |      |
| 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                                                                                                                                   |      |      |       |       |     |      |      |      |      |      |      |      |
| <b>Anonymous Call Rejection</b>                                                                                                                                                                                |      |      |       |       |     |      |      |      |      |      |      |      |
| credit equal to one month recurring rate- New ACR subscribers - cannot be used in conjunction with other promotions                                                                                            |      |      |       |       |     |      |      |      |      |      |      |      |
| <b>Call Forward Busy Line; Don't Answer; BL/DA</b>                                                                                                                                                             |      |      |       |       |     |      |      |      |      |      |      |      |
| credit equal to one month recurring rate - new subscribers                                                                                                                                                     |      |      |       |       |     |      |      |      |      |      |      |      |
| <b>Internet Caller ID</b>                                                                                                                                                                                      |      |      |       |       |     |      |      |      |      |      |      |      |
| credit equal to one month recurring rate - New Internet CID subscribers                                                                                                                                        |      |      |       |       |     |      |      |      |      |      |      |      |
| <b>Plexar® II</b>                                                                                                                                                                                              |      |      |       |       |     |      |      |      |      |      |      |      |
| various credits for specific new feature combinations                                                                                                                                                          |      |      |       |       |     |      |      |      |      |      |      |      |
| discount for ordering specific feature packages                                                                                                                                                                |      |      |       |       |     |      |      |      |      |      |      |      |
| waive service establishment charge - analog only or analog/BR1 mix; waive service connection charge per Basic, Off-Premise or BR1 station; waive SLF IC for new customers signing 36, 48 or 60 month contract. |      |      |       |       |     |      |      |      |      |      |      |      |
| <b>BizSaver (vertical service package)</b>                                                                                                                                                                     |      |      |       |       |     |      |      |      |      |      |      |      |
| \$20 coupon to new subscribers                                                                                                                                                                                 |      |      |       |       |     |      |      |      |      |      |      |      |
| \$15 coupon to new subscribers                                                                                                                                                                                 |      |      |       |       |     |      |      |      |      |      |      |      |
| \$15 credit on first month's bill - new BizSaver B or BizSaver E subscribers                                                                                                                                   |      |      |       |       |     |      |      |      |      |      |      |      |

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. |
| <b>BUSINESS</b>                                                                                                                 |      |      |       |        |     |      |      |      |      |      |      |      |
| <b>Outgoing Call Control</b>                                                                                                    |      |      |       |        |     |      |      |      |      |      |      |      |
| \$9.95 credit on first month's bill - new OCC subscribers                                                                       |      |      |       |        |     |      |      |      |      |      |      |      |
| <b>SuperTrunk</b>                                                                                                               |      |      |       |        |     |      |      |      |      |      |      |      |
| Waiver of Digital Transmission Loop IC - winback/save - upgrade to SuperTrunk - minimum 24 month service term                   |      |      |       | 4/8/02 |     |      |      |      |      |      |      |      |
| <b>SmartTrunk</b>                                                                                                               |      |      |       |        |     |      |      |      |      |      |      |      |
| 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 |     |      |      |      |      |      |      |      |
| <b>DigiLine</b>                                                                                                                 |      |      |       |        |     |      |      |      |      |      |      |      |
| waive IC charge for winback or save customers upgrading to DigiLine and signing 2 year minimum service term.                    |      |      |       | 4/8/02 |     |      |      |      |      |      |      |      |
| <b>Local Exchange</b>                                                                                                           |      |      |       |        |     |      |      |      |      |      |      |      |
| 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 |     |      |      |      |      |      |      |      |
| <b>1+ Single Rate</b>                                                                                                           |      |      |       |        |     |      |      |      |      |      |      |      |
| \$2.50 monthly credit for new customers agreeing to maintain 12 consecutive month agreement                                     |      |      |       |        |     |      |      |      |      |      |      |      |
| \$10 coupon - new subscribers                                                                                                   |      |      |       |        |     |      |      |      |      |      |      |      |
| <b>1+ Saver Block of Time</b>                                                                                                   |      |      |       |        |     |      |      |      |      |      |      |      |
| one month credit of recurring rate every third month for new customers maintaining a 12 consecutive month commitment            |      |      |       |        |     |      |      |      |      |      |      |      |
| \$10 coupon - new subscribers                                                                                                   |      |      |       |        |     |      |      |      |      |      |      |      |
| <b>MTS (basic intraLATA toll)</b>                                                                                               |      |      |       |        |     |      |      |      |      |      |      |      |
| \$5 & \$.15/min; \$9.60 & \$.12/min; \$15 & \$.10/min - 12 months                                                               |      |      |       |        |     |      |      |      |      |      |      |      |
| \$12/min for customers signing an Access Term Pricing Plan (CompleteLink <sup>SM</sup> Basic)                                   |      |      |       |        |     |      |      |      |      |      |      |      |
| <b>Local Plus®</b>                                                                                                              |      |      |       |        |     |      |      |      |      |      |      |      |
| 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                                                                                                 |      |      |       |        |     |      |      |      |      |      |      |      |

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. |
| <b>BUSINESS</b>                                                                                                                                          |      |      |       |       |     |      |      |      |      |      |      |      |
| 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 |      |      |       |       |     |      |      |      |      |      |      |      |

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