Exhibit No:

Issues: Business Access Services, Line-related services,

High Capacity Exchange Access Services and Plexar

Witness: Fernandez

Type of Exhibit: Direct Testimony

Sponsoring Party: Southwestern Bell Telephone Company

Case No: TO-2001-467

SOUTHWESTERN BELL TELEPHONE COMPANY

CASE NO. TO-2001-467

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Missouri Public Service Commission

DIRECT TESTIMONY

OF

Sylvia Acosta Fernandez

San Antonio, Texas June, 2001

BEFORE THE PUBLIC SERVICE COMMISSION

OF THE STATE OF MISSOURI

In the Matter of the Investigation of the State of Competition in the Exchanges of Southwestern Bell Telephone Company.) Case No. TO-2001-467)
AFFIDAVIT OF SYLVIA ACOST	<u>ra fernandez</u>
STATE OF TEXAS)	SS
CITY OF SAN ANTONIO)	33
 Sylvia Acosta Fernandez, of lawful age, being duly My name is Sylvia Acosta Fernandez. I am preser Marketing - Core Voice for Southwestern Bell Te Attached hereto and made a part hereof for all pur I hereby swear and affirm that my answers contain questions therein propounded are true and correct belief. 	ntly Director – Regional Product elephone Company. rposes is my direct testimony. ned in the attached testimony to the
My Sy	16 Ann Devnanda_ ylvia Acosta Fernandez
Subscribed and sworn to before this day of	June, 2001
My Commission Expires: 4-27-03	ry Public

DIRECT TESTIMONY OF SYLVIA ACOSTA FERNANDEZ

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CASE NO. TO-2001-467 SOUTHWESTERN BELL TELEPHONE COMPANY 2 DIRECT TESTIMONY OF SYLVIA ACOSTA FERNANDEZ 3 4 INTRODUCTION 5 6 Q. What is your name and business address? 7 My name is Sylvia Acosta Fernandez and my business address is 530 A. 8 9 McCullough, San Antonio, Texas 78215. 10 By whom are you employed and in what position? 11 Q. I am employed by SBC Management Services Inc. My title is Director-Α. 12 Regional Product Marketing, Core Voice Services. My primary 13 responsibilities include the development of promotions within 14 Southwestern Bell Telephone Company's ("SWBT's") five-state territory 15 16 for: 17 business exchange access line products, central office based services, 18 enhanced services such as voice messaging and 19 the customer premises equipment (CPE) that complements these 20 business voice services. 21 22 What is your relevant employment and educational background? 23 Q.

I have been employed in various capacities for SWBT since 1988, with the ١ majority of my 13 years in business marketing. I started with SWBT in St. 2 Louis, Missouri where I lived and worked for nine of the 13 years I have 3 been employed by SWBT. 4 5 Prior to my current position, I was the Director of Channel Marketing, 6 responsible for creation and execution of marketing programs specifically 7 targeted to small businesses. Previously, I have held a variety of 8 9 marketing positions in the company, such as a Market Research analyst, Small Business Market Manager, and Product Manager for core voice 10 CPE. I was also responsible for SWBT's business user group, the Forum 11 on Creative User Solutions (F.O.C.U.S.). F.O.C.U.S. is a large user 12 group, spanning all 13 SBC states, and covering all business products, 13 voice as well as data. In this capacity I became very familiar with the 14 telecommunications needs of small and medium sized businesses. 15 16 17 I hold a Master of Business Administration degree from St. Mary's University, San Antonio, Texas. I have also completed several 18 telecommunications and marketing courses over the past 13 years. 19

1	Q.	nave you previously testified before the Missouri Public Service
2		Commission (Commission)?
3	A.	No, I have not.
4		
5	Q.	What is the purpose of your testimony?
6	A.	The purpose of my testimony is to:
7		a) describe SWBT's core business voice services;
8		b) provide evidence that SWBT customers can purchase similar services
9		from alternative providers that are functionally equivalent to or
10		substitutable for SWBT's services at comparable rates, terms and
11		conditions;
12		c) discuss the consumer benefits of the Commission classifying these
13		core business voice services as competitive across all SWBT's 160
14		exchanges; and
15		d) recommend to the Commission that it find SWBT's business core
16		services competitive and move these services to regulatory parity with
17		those of SWBT's competitors in Missouri.
18		

EFFECTIVE COMPETITION

2	OVER	VIEW
3		
4	Q.	What products and services will you be discussing in your
5		testimony?
6	A.	I will be discussing the various services our business customers use to
7		make and receive calls over the Public Switched Telephone Network
8		(PSTN). These services include:
9		a. basic business access services including exchange access
10		lines, analog trunks, Basic Rate ISDN (DigiLine sm Service), and
11		other line-related services
12		(2) channeled High Capacity Exchange Access Line Services,
13		including Digital Loop Service, SuperTrunk and Primary Rate
14		ISDN (SmartTrunk sm) Service, and
15		(3) Plexar ® or Centrex Service
16		
17		Please refer to Schedule 1, Business Products Description, for a more
18		detailed description of the core business services currently offered by
19		SWBT.

- 1 Q. What are the main points that the Commission should understand 2 about your testimony? 3 Α. The Commission should consider the following points when evaluating whether SWBT's business core services face effective competition: 4 There are alternative providers providing substitutable or functionally 5 equivalent services to SWBT's business core services and therefore, 6 the Commission should find that effective competition exists for 7 SWBT's business core services. 8 While the obvious competitors to SWBT's business services include 9 competitive local exchange carriers (CLECs) and interexchange 10 carriers (IXCs), there are also non-traditional forms of competition such 11 as wireless providers, Internet-based telephony, email, CPE, none of 12 13 whom are under the jurisdiction of the Missouri Commission. SWBT faces pricing constraints that do not apply to its competitors. 14 Missouri customers are not receiving the full benefit of a competitive 15 market because SWBT's existing pricing constraints limit its ability to 16 respond to changing customer demands and a competitive 17 18 marketplace. 19
- competition for business core services?

Q.

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What factors help explain why we continue to see growing

A. Businesses are always searching for ways to lower their operational costs in order to increase their profitability. SWBT's business access services have traditionally been priced higher than residential rates to keep residential local service priced as low as possible. Regulators have followed a practice of pursuing universal service by pricing other services, including business services, higher to benefit residential rates to drive residential telecommunications penetration. The higher business prices and therefore the more robust margins combined with higher volumes have attracted alternative service providers to target business customers.

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Many business customers are geographically concentrated in metropolitan areas. Facility-based alternative carriers are able initially to reach a high concentration of high volume customers without building networks that serve the entire state. These new local service providers use a network infrastructure that does not mirror SWBT's statewide infrastructure, allowing market entrants to serve large areas with lower average levels of investment than that employed by SWBT. If a potential customer is located in an area where the competitor has not yet constructed facilities, the competition can rely upon resale of SWBT's telecommunications services or purchase unbundled network elements (UNEs) to serve the customer without having to make any additional

capital investments. For all these reasons, other service providers are 1 2 able to offer business customers comparable service alternatives at generally lower prices. Unlike SWBT, they do not have to balance 3 revenue and contribution sources between an embedded base of lower 4 margin residence and rural customers against higher margin business 5 customers. 6 7 Q. Generally describe the competitive environment of your services. 8 SWBT faces a very competitive market for all of its business core 9 Α. services. SWBT's business core services face competition from: 10 CLECs that are facilities based as well as non facilities based; 11 CPE alternatives such as PBXs and key telephone systems; 12 Non-traditional alternatives such as wireless, Internet or IP telephony, 13 electronic mail; and 14 Bypass – businesses that choose to build their own private voice 15 16 networks 17 Q. Is the competitive nature of the business market a recent 18 19 development? Α. The business market, especially the large business market, has been 20 21 competitive for years – even before the existence of CLECs. For

example, business customers have a long history of seeking alternatives to SWBT business services such as vertical features and Plexar. Early on, various CPE providers offered many of the alternatives. PBXs were developed and offered to replace central office based offerings for larger customers. Prices for PBX systems have come down over the years, making them attractive alternatives for medium and small business customers. Some large business customers, such as Washington University, Bi-State Development Agency, and Edward Jones have opted to construct private networks to handle much of their communication needs. Additionally, CPE has been developed to offer functionally equivalent capabilities to many of SWBT's optional central office based features.

Q. What are some of the alternatives Missouri customers can choose for basic voice communications services?

A. The Missouri marketplace has seen a dramatic increase in the number of CLECs since passage of the Telecommunications Act of 1996 ("the Act").

The CLECs provide an array of telecommunications services (1) from their own facilities, (2) through UNEs purchased from SWBT and (3) through resale of SWBT's retail telecommunications services. Regardless of whether a competitor is facility- based or a reseller, the Missouri business

customers have a variety of choices for most basic voice services as well 1 as for the more complex voice services. 2 3 Please refer to Schedule 2, which shows there are a minimum of 40 4 CLECs in every SWBT exchange in Missouri that have filed tariffs offering 5 business core voice services. Additionally, Schedule 3, Local Service 6 Alternatives, shows the alternative providers that have provided customer 7 contact information in the "Call Guide" sections of Missouri SWBT White 8 Pages directories. 9 10 These alternative providers offer a variety of basic business access 11 services that are combined with business long distance services as well 12 as vertical features and other services (data services, Internet services, 13 etc.). 14 15 Are there CLECs listed in every SWBT White Page directory in Q. 16 17 Missouri? Yes. There are CLECs listed in every White Page directory throughout Α. 18 SWBT exchanges. Furthermore, the identified White Page directories 19 cover all of SWBT's exchanges. 20 21

- 1 Q. What are some of the other ways CLECs have communicated with
- 2 Missouri businesses?
- 3 A. While tariffs demonstrate that CLECs are available to provide service,
- 4 advertisements also confirm the competitive marketplace. Please refer to
- 5 Schedule 4, for examples of print advertisements of XO, Birch Telecom,
- 6 NUVOX Communications (formerly Gabriel), and McLeod as they
- 7 appeared in Missouri publications¹.
- 8 BUSINESS ACCESS SERVICE
- 9 Q. What is business access service?
- 10 A. Business access service gives a customer the ability to send and receive
- telephone calls or to connect to data networks through the public switched
- telephone network (PSTN). Customers may purchase one or more
- access lines, business trunks or DigiLinesm Service. Analog Trunks allow
- the customer to connect its PBX or key telephone system to the PSTN.
- DigiLine uses a single copper line and offers two 64 Kilobits per second
- (Kbps) B channels and one 16 Kbps D channel. One or both B channels
- may be configured for circuit switching or packet switching. Calls over a B
- channel configured for circuit switching may be either voice or data. The
- D channel carries out of band signaling for the B channel(s) and may also
- 20 be configured for packet switching.

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2 Q. How are business access lines and trunks typically purchased?

3 A. Business access lines and trunks may be purchased on a stand-alone

basis or in combination with a usage plan and/or line-related service.

6 Q. You mention that customers can purchase line-related services with

their access lines. What do you mean by line-related services?

A. Line-related or "vertical" services are services a customer may add to their access line and which provide additional functionality. Examples of line-related services include services such as, Call Waiting, Return Call,

11 Three-Way Calling, Call Forwarding, Caller ID, Speed Calling.

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Q. What types of competition exist for business access line services?

14 A. CLECs are the most evident type of competitor for business access line
15 customers, providing services that are substitutable for or functionally
16 equivalent to SWBT's services. In addition, SWBT faces competition
17 from *non-traditional* forms of competition such as wireless carriers and
18 Internet-enabled technologies such as Internet-telephony, electronic mail

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(e-mail), electronic commerce (e-commerce), and instant messaging.

¹ Include St. Louis Business Journal, St. Louis Post-Dispatch, Kansas City Small Bus Monthly, Kansas City Star-Times,

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Q. How do CLECs provide business access line services?

Many CLECs are resellers of SWBT's services, allowing them to offer 2 Α. service in all the exchanges that SWBT offers service with little or no capital investment. Resellers do not have to invest in their own network infrastructure. Resellers purchase services from SWBT at a discount and 5 in turn sell the service to their customers. Though business customers are purchasing access line services from the reseller, it is SWBT's underlying network service that is being provided. Resellers have been 8 able to differentiate themselves with more robust billing services, or 9 offering packages of voice and data services. Because resellers are not 10 bound by the same regulations as SWBT, they have a great deal of 11 opportunity to differentiate their "offers." 12

Many other CLECs choose to be facilities-based providers either through 14 constructing their own network and/or by purchasing UNEs from SWBT. 15 16 By using UNEs, CLECs can minimize their infrastructure investment while

maximizing their revenue potential. 17

Q. What types of non-traditional competition exist for business access line services?

A. Missouri customers have the option of utilizing "non-traditional" services

such as wireless service, cable modems, and Internet based telephony or

IP Telephony and e-mail.

Wireless service is widely available throughout SWBT's exchanges in Missouri.. Increasingly, the business customer is choosing to reduce the number of wireline business access lines for wireless services. Besides the obvious applications for "mobile" users such as salespeople and real estate agents, many diverse small businesses have adopted wireless service as their only means to stay in contact with their customers. For example, a landscaper can work on jobs and still be able to receive calls allowing him/her to schedule additional jobs. Wireless service is particularly attractive to business customers because the service often includes long distance calling at no charge.

Cable modems offered by cable TV companies and DSL offered by telecommunications companies eliminate the need for additional access lines. Through line sharing, alternative carriers are able to provide high speed data services over the same line used to provide the customer with voice services.

The Internet is now pervasive and accessible to all business customers in 1 SWBT's exchanges, and the various Internet-related capabilities such as 2 E-commerce, e-mail, web pages, and Internet-based or IP telephony 3 provides even more alternatives to SWBT's business access line services. 4 The explosive growth of the Internet and e-commerce applications has 5 also provided interesting business voice choices. There are an 6 increasing number of e-tailers that allow visitors to click on an Icon on 7 their web site to use the IP network to complete a voice call, thereby 8 reducing the demand for traditional business access services. 9 10 Use of the Internet has also become an alternative for business 11 customers' communication needs. As more and more businesses utilize 12 the Internet for e-commerce applications, the number of traditional 13 telephone lines needed to conduct their business is reduced. 14 15 Q. What types of competition exist for business line-related services 16 such as vertical services? 17 A. CLECs offer their customers the same line related services as those 18 offered by SWBT. Additionally, CPE provides a substitute for business 19 line-related services. CPE will perform the same functions as many of 20

SWBT's line-related services. For instance, Call Forwarding is available

Α.

Yes.

on CPE and automatic redial is programmed on most telephone handsets 1 currently available at the retail level. This feature is comparable to 2 3 SWBT's Auto Redial service that allows the last outgoing number to be redialed. Some business telephones have a conferencing feature that 4 allows the users to conduct a conference call without operator assistance. 5 This feature is comparable to SWBT's Three-way Calling feature. 6 7 Q. Is there any functional difference between SWBT's business access 8 line and line-related services and that of a reseller of SWBT's access 9 line and line-related services? 10 No, there is not. A reseller uses SWBT's network to provide service. 11 Α. SWBT, as the underlying carrier, sells its services to the reseller at a 12 discount off of its retail rate. The CLEC bills the customer directly for 13 services purchased by the end user customer. For examples 14 15 demonstrating that CLECs reselling SWBT's services provide the same services as SWBT, please refer to the CLEC tariffs provided in the direct 16 17 testimony of SWBT witness Tom Anvin. 18 Q. When SWBT loses an access line to a competitor, does it also lose 19 the line-related (e.g., verticals) services that were on that line? 20

Q. How do CLECs that do not resell SWBT business access and linerelated services provide business access and line-related services in
Missouri?

5 A. CLECs who do not resell SWBT business access service can build their
6 own facilities, or they can utilize SWBT's UNEs including UNE-P² to
7 provision service for their own end users.

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Q. Do the CLECs tariff their business access and line-related services?

Yes. The Commission must approve a tariff from each CLEC. These Α. 10 tariffs identify services offered by the CLEC including terms, conditions, 11 and prices. As I mentioned earlier, there are a minimum of 40 CLECs in 12 each exchange with tariffs offering business services in Missouri 13 (Schedule 2). To further illustrate the number of CLECs, please refer to 14 Schedule 5. This document provides maps of SWBT's exchanges 15 illustrating the number of CLECs that have tariffs offering business 16 17 services in each exchange.

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Q. Do these tariffs demonstrate that CLECs offer services that are functionally equivalent to or substitutable for SWBT's services?

² UNE - Platforms (UNE-P), CLECs can provide a complete service without having to invest in their own networks.

Yes. For example, McLeod's local exchange tariff, which is attached to Α. 1 the direct testimony of SWBT witness Tom Anvin, describes the types of 2 access line services that it provides. As you can see, McLeod provides a 3 basic access line that provides the same functionality as SWBT's basic 4 access line (i.e., basic telephone service). 5 6 7 Q. Do these CLECs provide business access and line-related features at 8 9 comparable rates? Yes. Schedule 6 provides a sample price comparison between some of 10 SWBT, McLeod and Birch Telecom's business services in Missouri. 11 12

A. Yes. In fact, most CLECs that choose to resell SWBT's services have clauses in their tariffs that indicate they concur in SWBT's terms and conditions meaning they provide service under the exact same terms and conditions as SWBT. One example of such language can be found in

Section 1 of McLeod's tariff which is attached to Mr. Anvin's direct

Do CLECs offer their services under terms and conditions that are

20 testimony.

Q.

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Do non-CLEC competitors provide functionally the same or Q. 1 substitutable business access services? 2

Yes. Wireless carriers offer business access line service alternatives in Α. Missouri. They offer both local calling, usually in geographic areas that far exceed the geographic calling area of comparable landline LECs as well as long distance calling. In addition, they offer a variety of line-related features such as Caller ID and Call Waiting and as mentioned earlier, free long distance calling anywhere in the U.S. Wireless service provides the same functionality that SWBT's basic access services provide – that is, the ability to make and receive telephone calls. Additionally, the other types of non-traditional alternatives that I have described above, such as Internet-enabled technologies including email, instant messaging and Internet-telephony provide substitutes for SWBT's access line services. These provide alternative, or substitutable, methods of communication – the primary function of SWBT's access line services. 15

One component of access line services is the local calling scope 17 Q. that is offered with the access line service. Are the local calling 18 scopes offered by CLECs similar to SWBT's local calling scopes? 19 Α. Local calling scopes can vary between providers and that is one of the 20 benefits of competition - customer choice among differing alternatives. 21

However, as a general rule, CLECs local calling scopes typically match or 1 exceed SWBT's local calling scopes. 2 3 Are the alternatives you have described available in all of SWBT's 4 Q. 5 exchanges? 6 Α. Yes. As I have explained, there are at least 40 CLECs in each exchange 7 with tariffs indicating they provide business services. In some exchanges there are more than 60 CLECs with tariffs indicating that they are able to 8 provide business services. Additionally, the non-traditional alternatives that I have described are generally available in all of SWBT's exchanges. 10 11

- 12 Q. Should the Commission find that SWBT's business access services 13 and line-related services face effective competition and be declared 14 competitive?
- 15 A. Yes.

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HIGH CAPACITY EXCHANGE ACCESS LINE SERVICES

2	Q.	What are High Capacity Exchange Access Line services?
3	A.	High Capacity Exchange Access Line services provide customers with up
4		to 24 56/64Kbps channels of switched access to the local PSTN on a
5		single DS-1 (1.544 Megabits per second) transport facility.
6		
7	Q	What types of High Capacity Exchange Access Line services are
8		available to business customers in Missouri?
9	A.	There are generally three types of High Capacity Exchange Access Line
10		services, commonly available to business customers in Missouri:
11		The first type utilizes ISDN Primary Rate Interface (PRI) as the
12		underlying technology.
13		The second type utilizes simple time division multiplexing (TDM) for
14		digital trunking over a DS-1.
15		The third type is commonly known as Integrated Access.
16		Integrated Access service also utilizes simple TDM and DS-1
17		technologies.
18		
19		Integrated Access allows customers to use the 24 channels for access to
20		multiple voice and data services. In addition to using the service or local
21		PSTN access, a customer may also use some of the channels for

1		exchange private line access. Some competitive offerings allow
2		customers to use a single DS-1 for switched access to local, dedicated
3		access to long distance, Frame Relay and Internet services.
4		
5	Q.	Which High Capacity Exchange Access Line Services does SWBT
6		offer in Missouri?
7	A.	SWBT's offers the following High Capacity Exchange Access Line
8		Services in Missouri:
9		ISDN PRI
10		SmartTrunk
11		Select Video Plus®
12		TDM/DS-1 - digital trunking
13		SuperTrunk
14		Digital Loop Service
15		Integrated Access
16		Access Advantage Plus (limited to access to local regulated services)
17		
18	Q.	Please describe the competitive landscape in Missouri for retail High
19		Capacity Exchange Access Line service.
20	A.	Missouri business customers have many alternatives to SWBT's High
21		Capacity Exchange Access services including leading CLECs such as

AT&T, Birch Telecom, MCI Worldcom, Sprint and Allegiance. PRI and Digital Trunking services are purchased predominantly by large business 2 and Internet Service Provider (ISP) customers. PRI and Digital Trunking 3 services are standard products for CLECs selling to the large business 4 5 PBX market or the ISP inbound dial access networking market. CLECs are SWBT main competitors in these markets. CLECs have been 6 reselling SWBT's retail products like SuperTrunk and SmartTrunk at 7 discounted rates to customers since the passage of the Act. 8 9 In addition to resale, CLECs commonly provide High Capacity Exchange 10 11 Access services as a facility based provider (total bypass). A facility based provider with col-location and purchasing UNE's 12 CLECs can, and generally do, take advantage of economics of critical 13 customer mass and buy their own PRI-equipped switches. CLECs can 14 and often do buy all network components as UNEs from SWBT, 15 particulaly outside the metropolitan areas. This eliminates the need for 16 17 any up front capital investment. 18 High Capacity Exchange Access Line services are designed for large 19 business customers, with high volumes of telecommunication traffic. 20 Generally these are customers with a need for twelve or more access 21

line/trunks. Large PBX business customers are lucrative targets for 1 CLECs. CLECs also compete directly and effectively with SWBT in the 2 ISP dial up access market. 3 What types of competition exist for High Capacity Exchange Access 5 Line services? 6 Most, if not all, CLECs who compete for large business and ISP sales 7 Α. offer equivalent services to SmartTrunk, SWBT's ISDN PRI service. 8 CLECs also offer equivalent services to SuperTrunk and Digital Loop 9 Service, which are digital. Examples of comparable CLEC High Capacity 10 Exchange Access Services may be found in Section 7 of AT&T's tariff that 11 is provided as an attachment to the direct testimony of SWBT's witness 12 Tom Anvin. 13 14 PRI is a mature technology and non-regulated substitutions are emerging 15 and competing for customer share in the High Capacity Exchange Access 16 Line market. Increases in sales of Voice over IP, Voice over ATM, DSL 17 are beginning to replace some demand for PRI in the PBX market. To 18 see a good example of these alternatives, please refer to Schedule 7. 19 20

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Is there any functional difference between SWBT's High Capacity Q 1 Exchange Access Line service and that of a reseller of SWBT's 2 business High Capacity Exchange Access Line service? 3 Digital Trunking Services from CLEC's and SWBT's DS-1 based Digital 4 Α Trunking Services are functionally the same. There is no functional 5 difference between SmartTrunk (ISDN PRI) and a CLECs PRI. The 6 number and types of switch features (i.e., PRI 2 B-channel transfer) may 7 vary from CLEC to CLEC and between CLECs and SWBT, but the basic 8 products provide the same functionality to customers. 9 10 There is however, a functional difference between the way CLECs are 11 able to offer Integrated Access products and the way SWBT is able to 12 offer them. CLECs are not bound by the same regulatory restrictions to 13 14 which SWBT must adhere. CLECs can and do offer integrated access products which allow customers to use the same local DS-1 access facility 15 for dedicated access to Frame Relay, the Internet, and long distance 16 services as well as local switched telephone services. SWBT's offering, 17 Access Advantage Plus, is limited to offering local access to SWBT's local 18 19 switched and dedicated private line services. (Please refer to Schedule 8, Allegiance Advertisement for Integrated Access). 20

1	Q	How do the rates of alternative providers compare to SWBT's rates
2		for High Capacity Exchange Access Line services in Missouri?
3	A.	CLEC's tariffed rates are comparable to SWBT's rates. Please see
4		Schedule 9 for an example price comparison of ISDN PRI services.
5		
6	Q	Are the business High Capacity Exchange Access Line services that
7		CLECs offer tariffed?
8	Α	Yes. These services are tariffed by CLECs. Please refer to the CLEC
9		tariffs attached to Mr. Anvin's testimony for examples.
10		
11	Q.	Do these same competitors provide business High Capacity
12		Exchange Access Line service at comparable rates, terms and
13		conditions?
14	A.	Yes.

PLEXAR SERVICE

2

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Q. What is business Plexar Service?

- 4 A. Plexar is a central office based communications system that allows
- 5 business customers to use SWBT's central office technology instead of
- 6 purchasing their own switching equipment. The Plexar family of services
- includes Plexar-1, Plexar Express, Plexar II and Plexar-Custom.
- 8 A business customer has no capital outlay since Plexar switching
- equipment is provided, housed and maintained in SWBT central offices.
- The industry often refers to this service as "Centrex".

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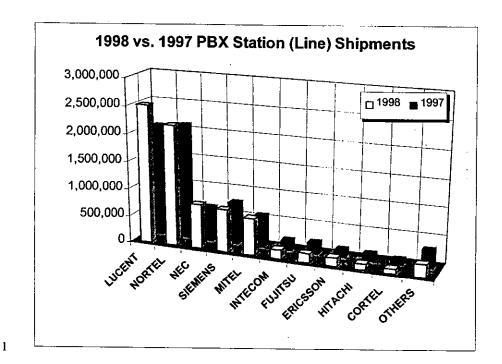
- The Plexar system and station features are changeable by SWBT and optionally, with some Plexar offers, by the customer. Plexar service
- provides basic call processing capabilities, such as call hold, call transfer,
- and three-way calling. Additionally, some Plexar services also offer
- advanced voice and data call handling, such as Basic Rate Interface (BRI)
- and Integrated Service Digital Network (ISDN) capabilities.

18

- Q. What types of competition exist for business Plexar Service?
- 20 A. As I previously mentioned, business customers for decades have had
- competitive alternatives to the business services provided by SWBT. One

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of the earliest examples of competitive alternatives to SWBT's services 1 was key telephone systems and PBXs. Key telephone systems and 2 PBXs were developed and offered to replace some of the central office 3 based offerings for larger business customers. Over time, the prices for PBX systems have been driven down by competition and by advances in 5 switch technology. PBXs and key telephone systems continue to be an 7 attractive alternative for business customers that choose to "own" their voice system. New "IP" technology is quickly energizing the PBX market. 8 The convergence of voice and data is one of the telecommunication's 9 10 industry's leading issues as business customers continue to search for 11 economic solutions for their voice and data needs. 12 Q. Who are some of the major Plexar competitors SWBT faces? 13 A. Nationwide, as of 1998, the major current competitors for Plexar were: 14 Lucent (Key & PBX) 15 Northern Telecom (NTI) (Key & PBX) 16 17 Toshiba (Key) Rolm/Siemens (PBX) 18



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Additionally, CLECs such as KMC Telecom II, Inc and Birch Telecom of Missouri Inc. have tariffed central office based Centrex offerings in Missouri that are similar to Plexar. KMC's tariff specifies that they provide service across the state.

7

Q. Is it your opinion that a PBX is the functional equivalent to Plexar?

9 A. Yes. Like Plexar, a PBX is a telephone system that switches calls
10 between users on station lines while allowing all users to share a certain
11 number of local exchange access lines.

Most state-of-the art PBXs today use digital switching technology rather than analog. A PBX generally includes the following: 2 PBX trunk lines provided by the local exchange service provider. 3 A premises-based PBX switch (computer) that manages the 4 switching of the station calls (intercom) within the PBX system and calls to and from the PSTN. 6 7 The inside wiring between the PBX switch and individual PBX stations. 8 Usually a console (switchboard for attendant service). Direct Inward Dialing (DID) provided by the local exchange service 10 provider. 11 Often, customers have requested a proposal from SWBT for both a Plexar 12 solution and a PBX solution. 13 14 15 Q. How do CLECs provide business Plexar Service? A. Resellers purchase SWBT Plexar service at wholesale prices and then 16 sell the service to end user customers. Facility-based providers provide 17 Plexar-like service and features through their own switching equipment. 18 19 Is there any functional difference between SWBT's Plexar Service 20 Q

and that of a reseller of SWBT's business Plexar Service?

1	Α.	No, there is not. A reseller uses SWBT's network to provide service.
2		SWBT resells its telecommunications services to the CLEC at a discount
3		off of its retail rate. The CLEC bills the customer directly for services
4		purchased by the end user customer.
5		
6	Q.	Are there business Plexar-like services that CLECs offer under tariff?
7	A.	Yes. For example, Birch Telecom offers Plexar-like service through its
8		tariff.
9		
10	Q.	Do these tariffs demonstrate that CLECs offer services that are
11		functionally equivalent to or substitutable for SWBT's Plexar
12		services?
13	A.	Yes.
14		
15	Q.	Do you have other examples of CLECs that provide functionally the
16		equivalent or substitutable business Plexar Service?
17	A.	Competitors' Centrex services generally provide the same features and
18		service as SWBT's Plexar service. For example, Birch Telecom's
19		"Centrex Express" service provides the same features as SWBT's "Plexar
20		Express" (Call Forwarding-Busy-Line-All Calls, Call Forwarding-Don't-
21		Answer-All Calls, Call Forwarding-Variable, Call Hold, Call Pickup, Call

Transfer-All Calls, Direct Inward Dialing (DID), Direct Outward Dialing 1 (DOD), Hunting-Basic, Station-to-Station (Intercom dialing), Three-Way 2 Calling, Touch-Tone Dialing). 3 4 Do these same competitors provide business Plexar service at Q. 5 comparable rates, terms and conditions? 6 Α. Yes. Rates, terms and conditions are comparable. 7 8 Do non-CLEC competitors provide alternatives functionally the same 9 Q. or substitutable to SWBT's Plexar service? 10 A. As I have previously mentioned, business customers may purchase PBX 11 or key telephone systems from many vendors. These vendors provide 12 service that is substitutable for SWBT's Plexar service. In addition, the 13 vendors install and maintain the equipment for the customers. 14 15 16 Do non-CLEC providers provide business Plexar service or their 17 Q. functional equivalent at comparable rates, terms and conditions? 18 Plexar-like prices are comparable to PBX prices, but the purchase Α. 19 decision criteria is business-specific, based on the business' cash 20 position, asset ownership philosophy, etc. 21

2	Q.	Do SWBT and other telecommunications providers have the ability to
3		utilize Customer Specific Pricing (CSP) for Plexar-type services?
4	A.	Yes. Pursuant to Section 392.200.8 RSMo 2000 SWBT and other carriers
5		have the ability to utilize CSP pricing. Clearly the Missouri legislature felt
6		there was sufficient competition for Plexar that it granted CSP pricing.
7		The intent was to allow open competition and reclassifying Plexar as
8		competitive would give Missouri business customers more choices.
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CONCLUSION

- 2 Q. Should the Commission find that there are alternative providers
- 3 providing functionally equivalent of substitutable services to
- 4 SWBT's business access services?
- 5 A. Definitely. I have provided strong evidence supporting that there are
- 6 numerous CLECs providing functionally equivalent and substitutable
- services throughout SWBT's Missouri exchanges. Additionally, there are
- 8 several non-traditional alternatives for Missouri customers needing
- 9 business access services, including CPE equivalents.
 - Q. How will customers benefit from a competitive declaration on these
- 12 SWBT services?

10

- 13 A. SWBT's competitors adjust prices without regulatory constraint. The
- reason they frequently adjust their prices is due to Customer demands.
- SWBT's competitors are able to adjust their prices in response to the
- market, thereby capturing the opportunity. Their price adjustments are
- neither tied to an index nor limited to a certain percentage increase per
- year. Thus there is no "barrier" to quickly responding to marketplace
- demands. The pricing constraints placed on SWBT limit our ability to price
- services in response to the market. For example, competitors are able to
- restructure their service offerings and re-price as needed. Structuring

new pricing plans that can differ from SWBT's existing rate structure gives l 2 them considerable marketing advantages over SWBT. 3 Giving SWBT the same ability to match new pricing plans on business 4 access services, will provide Missouri business customers with more 5 choices and more choices will deliver a better priced offer. A competitive 6 classification would provide Missouri customers with the full benefits of an 7 already competitive marketplace. 8 9 It is not just the better priced offers that Missouri customers will receive -10 giving SWBT pricing flexibility will stimulate newer, more innovative 11 business packaging solutions. 12 13 14 Q. Why should this Commission declare these products/services to be competitive? 15 Α. In addition to the customer benefits that flow from a fully competitive 16 market, SWBT faces pricing constraints that its competitors do not face. 17 In fact, some of the competitive alternatives to SWBT's business core 18 19 services are not even under the jurisdiction of the Commission (PBX, key telephone systems, and IP telephony). Even those providers such as 20 CLECs and IXCs that are under the jurisdiction of the Commission, do not 21

have pricing constraints on their business services. The Commission should take the final evolutionary step envisioned by Missouri legislators 2 3 by letting regulation give way to market forces in Missouri's exchanges. Clearly, business core services is an appropriate place to let a competitive 4 market function fully and freely. 5 6 Q. Please summarize your testimony. 7 Α. I have provided strong evidence that for many years SWBT's Missouri 8 business customers have many alternatives when choosing business 9 10 access services. The alternatives are traditional, such as CLECs, and non-traditional, such as wireless service. The evidence proves these 11 alternatives are functionally equivalent or substitutable to SWBT's 12 services. 13 14 15 In my testimony and the supporting schedules, there is evidence of the fact that these alternatives are provided at comparable rates, terms and 16 conditions. The evidence shows that the Commission should recommend 17 18 that SWBT business access services be declared competitive. 19 Some of the alternative providers in Missouri offer their substitutable 20 services under tariffs - however, they are not subject to the same 21

Direct Testimony of Sylvia Acosta Fernandez Southwestern Bell Telephone Case No. TO-2001-467

regulatory restrictions as SWBT; the Missouri business customer is denied the benefits of a fully competitive marketplace. 2 Robust alternatives for business access services, line-related services, High Capacity Exchange Access Line services and Plexar services exists in all of the 160 Missouri exchanges. The fact that effective competition 6 7 exists demands pricing flexibility be granted. Missouri customers will greatly benefit from the Commission's recommendation to find SWBT's 8 business core services competitive through the increased competition that 10 will result. 11 Does this conclude your testimony? Q. 12 Yes it does. 13 14

Direct Testimony of Sylvia Acosta Fernandez Southwestern Bell Telephone Case No. TO-2001-467

SCHEDULES

2

- 3 Schedule 1 SWBT's Business Products Description
- 4 Schedule 2 CLECs Offering Business Services in SWBT Missouri Exchanges
- 5 Schedule 3 Local Service Alternatives
- 6 Schedule 4 Various Advertisements
- 7 Schedule 5 Southwestern Bell Exchange Maps
- 8 Schedule 6 Monthly Rate Comparison
- 9 Schedule 7 Cisco Advertisement
- Schedule 8 Allegiance Advertisement
- 11 Schedule 9 ISDN PRI Competitive Pricing

FERNANDEZ

Schedule 1

Southwestern Bell Telephone's (SWBT's) Core Business Product Descriptions

SWBT offers the following basic business services.

Business Access Line (BAL) is a line that provides business customers the ability to make and receive telephone calls. These lines can be used to make voice telephone calls or to transmit data to or from the public switched network. Access lines are sold individually or can be set up with multiple access lines that "hunt." The hunting feature enables a call to "roll over" to the next available line when the called line is busy.

Customers may opt to purchase flat rate BALs where all the local usage is included in the monthly charge, or they may purchase measured BALS where local usage may be charged for outgoing calls based on call duration, time of day and distance. Additionally, message rate service is available in some areas. Customers who purchase message rate service are charged on a per call basis. Both measured and message rate customers pay a small monthly recurring fee in addition to applicable usage fees.

Reserve Line is a measured BAL that provides flat rate business customers with a lower cost additional access line. Reserve Line is a way for a small business with one to four telephone lines to add a business line without having to pay the full cost of a regular line. Because Reserve Line is a measured service, customers pay a low monthly recurring rate and pay for the minutes used each month. BALs, Measured BALs, Reserve Line can be used to make voice telephone calls or to transmit data to or from the public switched telephone network (PSTN). Optional features can be added to access lines to increase their functionality. These features are often referred to as Call Management Features or Vertical Features. Examples include Caller ID, Call Forwarding and Call Return. The Vertical Features will be described in more detail later.

Payphone Exchange Access Service – two-way, or optionally, one-way originating only business access line composed of the serving central office line equipment, all outside plan facilities needed to connect the serving central office with the customer's premises and the network interface. 1+900 call restriction is provided at no additional charge.

Analog Trunks/ MultiLine Service allow for connection from the central office to a Private Branch Exchange (PBX) or "key system" located on the customer's premise. A PBX is customer owned and managed equipment (customer premises equipment or CPE) that acts as a switch - providing the connectivity for inbound and outbound calls to the public switched network (PSTN). A key system is similar to a PBX, but is designed for smaller customers. Key systems typically come in fixed configurations (such as eight lines in and sixteen user stations, to give one example). The customer selects the number of serving trunks that are required to provide the desired grade and volume of service. Trunks can be set up in hunting and have some network "vertical services" or "Custom Calling Features" available.

<u>Direct Inward Dialing (DID) - DID</u> trunks are trunks from the Central Office (CO) that pass the digits of the dialed DID number to the PBX or key system (with the standardized signal) which number was dialed by the caller. The PBX or key system then directs the call to the corresponding station.

<u>Digital Loop Service</u> provides customers with digital access to and from the PSTN for circuit switch "voice" and circuit switched "data." This service is delivered on a DS1 facility and provides up to 24 line terminations. Each digital loop arrangement can contact both direct inward dialing (DID) and Non -DID line terminations.

SuperTrunks offer a direct T1 connection from SWBT's digital switch to the customers' premises as an option of Digital Loop Service. Each SuperTrunk provides 24 exchange channels and will allow all channels to receive and make calls. However, SuperTrunks do not allow for line side features such as Caller ID. PBXs with direct connect capability are what is generally used with Super Trunks.

Access Advantage Plus (AA+) is a high-capacity line, which provides 24 channels to connect the customer business variety of telecommunications services, all through a single circuit (DS1). With AA+, customers are able to make calls, fax, access e-mail and Internet, and transport data - all over one conduit connecting to our Central Office. Equipment the customer needs to provide includes: CSU/DSU, 1/0 multiplexer, D4 channel bank, and router. The D4 channel bank is required to retain any line-side Custom Calling Features or "Vertical Services" such as Call Waiting, Call Return, or Three-way Calling.

Plexar®/Centrex is a central office based communications system, which allows business customers to use SWBT'S central office technology

instead of purchasing their own switching equipment. The industry often refers to this service as "Centrex".

Plexar service provides basic call processing capabilities, such as call hold, call transfer, and three-way calling. Additionally, some Plexar services also offer advanced voice and data call handling, such as Basic Rate Interface (BRI) and Integrated Service Digital Network capabilities (ISDN). Today, there are multiple vendors in Missouri offering PBX equipment and key systems that are comparable to Plexar service. SWT offers four Plexar offerings:

Plexar®-I is a communications system arrangement for business customers that combines two or more individual local exchange access lines into a Plexar-1 group. This service offers the small business market an alternative to key telephone service using standard telephone sets with touch-tone.

Plexar® Express is a communications system for small and medium sized business customers that offers a standard and optional feature array comparable to a Key Telephone System (KTS) or a small Private Branch Exchange (PBX) system. Plexar Express stations are designed for each user at the business location based on the needs of the customer's business.

Plexar®-II is a business communications system that offers standard and optional features comparable to most medium-sized KTS and PBX systems. Plexar-II stations are designed for each user at the business location based on needs of the customers business. Plexar-II has a wide variety of optional features available, including Automatic Call Distributor (ACD) and Basic Rate Interface Integrated Service Digital Network (ISDN) to meet any size customer's needs.

Plexar-Custom is a communications system that is comparable to a state-of-the-art PBX system. The minimum station size is 75 or more stations within any serving central office. Plexar-Custom stations are designed for each user at the business location based on the needs of the business. Further, Plexar-Custom like PBX has a wide variety of optional features available, including ACD, Station Message Detail Recording (SMDR) and BRI, to meet any size customer's needs. Plexar Custom prices are developed using the Customer Specific Pricing (CSP) process.

SWBT also offers a variety of line-related services or "vertical services." In SWBT territory they are also referred to as EasyOptions® Services. These

services can be added to an existing business line to give the customer more "utility" out of the line. These services may be purchased individually or as part of a "package" of other services. These products include:

<u>Call Waiting</u> - Alerts a customer using their telephone that another caller is trying to reach them.

Call Waiting ID - Displays name and/or number of additional caller when a customer is already on a telephone call. Must have compatible cpe.

<u>Call Waiting ID Options</u> - Using compatible CPE, a customer can choose how to handle an additional telephone call:

- Provide caller with a busy announcement
- Forward the call to a "wait a minute" or "call me back" message
- Route the new call to a voice mailbox (must subscribe to voice mail)
- Allow the new caller to join the conversation in progress.

<u>Call Forwarding</u> - Customer can transfer all incoming calls to another telephone number.

<u>Three-way calling</u> - Customer can add a third party to an existing call without operator assistance.

Speed Calling - (Classified as competitive effective May 14, 1993.)
Customer can place calls to other telephone numbers by dialing a code rather than a complete telephone number. Speed Call 30 (residence) and Speed Call 8 (business) have been grandfathered to existing customers in Missouri.

<u>Call Return</u> - Customer can automatically redial the telephone number of the last incoming call. If returned number is busy, the telephone company's equipment keeps trying to call the number being redialed for a maximum of 30 minutes in order to establish the call.

Auto Redial - Customer can redial the last outgoing telephone number. If recalled number is busy, SWBT equipment will keep trying to call the number for a maximum of 30 minutes.

<u>Priority Call</u> - Provides the customer with a distinctive ring or call waiting tone when the customer is being called from pre-selected telephone numbers. The customer can construct and modify a list of pre-selected numbers by dialing a unique code.

Call Blocker - Customer can block calls from pre-selected telephone numbers and/or the last incoming call. The customer builds a screening list and can add numbers by entering a code.

<u>Call Trace</u> - Enables customer to initiate a trace of the origin of the last incoming call by dialing an activation call. SWBT equipment will record incoming call information.

<u>Selective Call Forwarding</u> - Enables the customer to forward incoming calls from pre-selected telephone numbers to another telephone number. The customer can construct and modify a list of pre-selected telephone numbers by dialing an activation code.

Simultaneous Call Forwarding - Gives the customer the ability to forward multiple incoming calls simultaneously to another telephone number designated by the customer.

<u>Call Forwarding – Busy Line</u> -When the customer's phone is busy, incoming calls are forwarded to another telephone number designated by the customer.

<u>Call Forwarding – Don't Answer</u> - Allows incoming calls that are not answered after a pre-determined number of rings to be automatically forwarded to a pre-designated telephone number.

Call Forwarding – Busy Line/Don't Answer - Allows incoming calls that encounter a busy condition or are not answered after a pre-determined number of rings to be automatically forwarded to a pre-designated telephone number.

Remote Access to Call Forwarding - Provides a customer that subscribes to Call Forwarding service the ability to activate/deactivate, or change the Call Forwarding feature from a remote location by dialing a remote access number provided by SWBT.

<u>Personalized Ring</u> - Allows a customer to establish up to three telephone numbers on the same local exchange access line and distinguish calls to each number by a distinctive ring.

Caller ID Service (two types)

- Calling Number Delivery Provides customer with Calling Party Number (CPN), that can be read and shown by compatible CPE.
- Calling Name Delivery Provides the name associated with CPN to customer, and can be read by compatible CPE.

Anonymous Call Rejection - Allows the customer to automatically reject calls that have been blocked or marked anonymous by the calling party.

<u>Call Transfer Disconnect</u> - Enables the customer to add another line to an established call, creating a three-way call. The subscriber may then disconnect from the three-way call, freeing their line and allowing the remaining two parties' conversation to continue.

Privacy Manager - Allows the customer to intercept incoming calls that are identified as anonymous, out-of-area, unavailable, or private before the telephone rings. The caller is played a recording that indicates the number they have dialed does not accept calls from unidentified telephone numbers. At the tone, the caller is asked to record his name or the company he represents. If the caller complies, the call is completed. If not, the call is disconnected.

Internet Caller ID Service - Allows the customer to be notified of an incoming call via a pop-up dialog box on their personal computer while logged on to the Internet.

AreaWide Networking – is a service that improves the interlocation networking capabilities of customers connected to SWBT central offices. AreaWide Networking allows a customer having multiple locations and or multiple telecommunication systems to establish a uniform dialing environment and/or remote access to network facilities.

Advanced Intelligent Network (AIN) Services offer a family of services designed to provide customers with more flexibility in their use of the PSTN.

<u>Disaster Routing ServiceSM</u> – enables customers to forward incoming telephone calls placed to multiple telephone numbers at one customer location, en masse, to alternative multiple telephone numbers at one or more alternate locations of the same customer, based on one of three predetermined destination options being activated.

Intelligent RedirectSM – enables customers to forward incoming telephone numbers placed to multiple telephone numbers at one customer location, en masse, to alternative multiple telephone numbers at one or more alternative locations of the same customer, based upon predetermine options. Intelligent Redirect offers the following four routing features: Time-of-Day/Day-of-Week; Specific Date Routing; Percentage Allocation Routing; Originating Location Routing

Positive ID – enables business customers to restrict illegal or unauthorized entry into their computer systems or voice networks. The service allows business customers to electronically screen incoming calls to either the telephone network or the computer network by specifying on a screening list the telephone numbers from which calls will be accepted. Authorized callers may also access computer networks or telephone networks with customer-defined Access Codes or Personal Identification Numbers (PIN).

Outgoing Call Control – allows customers to selectively restrict certain types of calls from originating from their telephone line.

IntelliNumber – provides a single telephone number for business customers with multiple locations. Incoming calls to this single number are routed to the appropriate customer location based upon the caller's zip code and/or routing option. The customer may select one or a combination of routing options: Time-of-Day/Day-of-Week routing; Specific Date Routing; Allocation Routing; and Shared Trade Areas.

SWBT also offers Integrated Services Digital Network (ISDN) based services.

ISDN (Integrated Services Digital Network) is an architecture that maximizes the transmission capability of existing copper wires, letting customers send both voice and data over a single twisted pair connection. Used for telecommuting, screen sharing, desktop video conferencing, large file transfer and Internet access. ISDN has two interfaces. They include: Basic Rate ISDN (BRI) and Primary Rate ISDN (PRI).

<u>Digiline Service®</u> is a BRI ISDN service which offers two 64 Kilo bits per second (Kbps) B channels and one 16 Kbps D channel. One or both B channels may be configured for circuit switching or packet switching. Calls over a B channel configured for circuit switching may be either voice or data. The D channel carry out of band signaling for the B channel(s) and may also be configured for packet switching. DigiLine, when configured for circuit switching, provides access to and from the PSTN. DigiLine, when configured for packet switching, provides access to SWBT's Public Packet Switched Network (PPSN) -- often referred to as the Internet cloud.

SmartTrunksm Service provides access to and from the PSTN for circuit switched voice (CVS) and circuit switched data (CSD) communications via a PRI interface. SmartTrunk can also be configured to provide packet switched data (PSD) capability. This capability provides access to

SWBT's PPSN or the Internet cloud. SmartTrunk employs a 1.544 Mbps facility divided into 23 B channels and one D channel. B channels are used for voice and data communications while the D channel provides out-of-band signaling.

SelectVideo® Plus is an intraLATA dial-up multi-rate switched digital data service provisioned via a fully configured PRI interface. SelectVideo Plus will provide digital connections ranging from 64 Kbps to 1536 Kbps (synchronous) in 64 Kbps increments of bandwidth via the PSTN. The specific rate is user-selectable on a per call basis.

FERNANDEZ

Schedule 2

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FERNANDEZ

Schedule 3

LOCAL SERVICE COMPANIES LISTED IN SWBT CALL GUIDE PAGES

SWBT Directory	Communities Included	Companies Listed
Adrian Area	Adrian	BarTel Communications
	Archie	Comm South
		Ionex
	1.	Intermedia
	1	MaxCom
•		Max-Tel
		Navigator
		PCS
	•	QCC
•	1	1-800-Reconex
		Southwest TeleConnect
		TALK.com
		Universal Telephone
Boonville/	Armstrong	BarTel Communications
Fayette Area	Boonville	Comm South
	Fayette	Ionex
	Glasgow	Intermedia
	New Franklin	MaxCom
		Max-Tel
		Navigator
		PCS
		(QCC
		1-800-Reconex
)	Southwest TeleConnect
	1	TALK.com
		Universal Telephone
		McLeod USA
Southern Bootheel	Arbyrd	BarTel Communications
Area	Braggadocio	Comm South
	Cardwell	Ionex
	Caruthersville	Intermedia
	Deering	MaxCom
	Dunklin County	Max-Tel
	Hayti	Navigator
	Holcomb	PCS
	Homersville	occ
	Kennett	1-800-Reconex
	Marston	Southwest TeleConnect
	New Madrid	TALK.com
	Pemiscot County	Universal Telephone
,	Portageville	•
	Senath	
	Wardell	
Bowling Green/	Annada	BarTel Communications
Louisiana Area	Ashburn	Comm South
	Ashley	Ionex
	Bowling Green	Intermedia
	Clarksville	MaxCom
	Curryville	Max-Tel
	Cyrene	Navigator
	Edgewood	PCS
	Eolia	QCC
	Frankford	1-800-Reconex
	Louisiana	Southwest TeleConnect
	New Hartford	TALK.com
	Paynesville	Universal Telephone
		Offiversal refebblishe
		· [
	St. Clement	

Cape Girardeau Area	Advance	BarTel Communications
Cape Ghardead Area	Allenville	
•		Comm South
	Altenburg-Frohna	Ionex
	Arbor	Intermedia
	Bell City	MaxCom
	Benton	Max-Tel
i		
	Blomeyer	Navigator
	Brownwood	PCS
,	Burfordville	QCC
•	Cape Girardeau	1-800-Reconex
1	Chaffee	Southwest TeleConnect
į		
	Commerce	TALK.com
1	Crump	Universal Telephone
İ	Daisy	·
	Delta	
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*	Dongola	4
1	Dutchtown	
	Egypt Mills	
	Farrar	•
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	Friedheim	
i	Frohna	
Į.	Fruitland	·
	Glenallen	
}	Gordonville	
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	Gravel Hill	
	Greenbrier	
	Illmo	:
•	Jackson	
	Kelso	
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	Leemon	
	Loeora	
	Lutesville	
į.	Marble Hill	
	Millersville	
	Morley	
	Neelys Landing	,
	New Wells	
	Oak Ridge	
	Old Appleton	
1		
	Oran	
	Oriole	
1	Painton	
	Patton	
1	Perkins	
	Pocahontas	
1		,
1	Randles	
	Scott City	
}	Sedgewickville	
	Shawneetown	
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	Tilsit	1
	Whitewater	
1	Zalma	1
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Chillicothe Area	Avalon	BarTel Communications
Omintonio Ai ca	Bedford	Comm South
		1
1	Breckenridge	Ionex
	Brimson	Intermedia
	Brookfield	MaxCom
1	Bucklin	Max-Tel
1	Chillicothe	Navigator
	- C1 - 1	naa
	Chula	PCS
	Dunlap	QCC

Chillicothe Area (cont.)	Farmersville	Southwest TeleConnect
(Fountain Grove	TALK.com
	Galt	Universal Telephone
	Jamesport	McLeod USA
	Laclede	
	Laredo	
	Linneus	
	Lock Spings	\ .
	Marceline	ļ
	Meadville	Į į
	Mooresville	
1	Purdin]
	Sampsel	
\	Spickard	
Į.	Sumner	
	Tindall	į
<u>'</u>	Trenton	
	Utica	
	Wheeling	
Elsberry Area	Elsberry	BarTel Communications
	Hillcrest Heights	Comm South
1	Marina	Ionex
. '		Intermedia
1	1	MaxCom
		Max-Tel
!		Navigator
		PCS
		QCC
	}	1-800-Reconex
	1	Southwest TeleConnect
		TALK.com
		Universal Telephone
Excelsior Springs/	Camden	BarTel Communications
Richmond Area	Derick	Comm South
	Elmira	Ionex
	Excelsior Springs	Intermedia
	Fleming	MaxCom
	Hardin	Max-Tel
	Henrietta	Navigator
	Kearney	PCS
	Kingston	QCC
	Knoxville	1-800-Reconex
	Lawson Marabile	Southwest TeleConnect TALK.com
	Mosby	Universal Telephone
	Orrick	Oniversal relephone
	Polo	
	Rayville	1
}	Richmond	
	Vibbard	
	Wood's Height	
Greater Franklin County Area	Allenton	BarTel Communications
	Anaconda	Comm South
	Beaufort	Ionex
	Boles Fire District	Intermedia
	Campbellton	MaxCom
	Catawissa	Max-Tel
	Clover Bottom	Navigator
	Dundee	PCS
	Eureka	QCC
	Gerald	1-800-Reconex
	Gray Summitt	Southwest TeleConnect
	Grubville	TALK.com
	Jeffriesburg	Universal Telephone
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Greater Franklin County Area	Labadie	
Croates I samula County 11ton	Leslie	ļ
	Lonedell	
	Luebbering	
	Moselle	
	New Haven	}
	Neier	
	Pacific	
	Parkway Village	
	Port Hudson	
	Robertsville	
	Saint Albans	ì
	Saint Clair	l l
	Sullivan	
	Union	,
	Villa Ridge	i
	Vienna Wood	
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	Washington	
Fulton Area	Fulton	BarTel Communications
		Comm South
		lonex
		Intermedia
		MaxCom
		Max-Tel
		1
	1	Navigator
	<u> </u>	PCS
	1	QCC
	Į.	1-800-Reconex
		Southwest TeleConnect
		TALK.com
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,		Universal Telephone
Hannibal	Center	BarTel Communications
	Frankford	Comm South
	Hannibal	Ionex
·	Marion	Intermedia
	Monroe City	MaxCom
		Max-Tel
	New London	1
	Oakwood	Navigator
	Palmyra	PCS
	Rensselaer	QCC
	Saverton	1-800-Reconex
	Spalding	Southwest TeleConnect
	- L	TALK.com
		Universal Telephone
Constant Legs	<u> </u>	D.T.I.C.
Greater Jefferson	Antonio	BarTel Communications
County Area	Arnold	Comm South
	Barnhart	Ionex
	Byrnes Mill	Intermedia
	Cedar Hill	MaxCom
	Cedar Hill/Lake Village	Max-Tel
1		Navigator
	Crystal City	
	De Soto	PCS
1	Dittmer	QCC
]	Fenton	1-800-Reconex
<u>{</u>	Festus	Southwest TeleConnect
	Goldman	TALK.com
1	Grubville	Universal Telephone
	Hematite	
		Gabriel
	Herculaneum	Mpower.
	High Ridge	Ren-Tel Communication
<u> </u>	Hillsboro	Ţ.
	House Springs]
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Greater Jefferson	Imperial	, , , , , , , , , , , , , , , , , , , ,
County Area	Kimmswick	,
,	Mapaville)
	Morse Mill	
	Murphy	
	Oermann	
	Olympian Village	
	Otto	j ,
	Pevely	·
	Richwoods	
	Rock Community	
	Scotts Dale	
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	Shady Valley	
	Valle Mines	,
	Victoria	
	Vineland	
•	Ware	·
	Weber Hill	<u> </u>
Greater Kansas City Area	Avondale	Birch
	Basehor, KS	Brooks Fiber Comm.
	Belton	BarTel Communications
•	Bethel, KS	Comm South
	Birmingham	e-spire
•	BlueSprings	Gabriel
	Blue Summit District	Intermedia Comm.
	Bonner Springs, KS	lonex
1	Buckner	MaxCom
	Claycomo Village	Max-Tel
	Countryside, KS	Mpower
	Desoto, KS	Navigator Telecomm.
	Desoto, KS Drexel	
		The Pager Company
	Edwardsville, Ks	PCS
•	Excelsior Springs	QCC
	Fairway, KS	1-800-Reconex
,	Farley	2 nd Century
	Ferrelview	Southwest TeleConnect
	Gardner	TALK.com
	Gladstone	Universal Telephone
	Glenaire	ļ
	Grain Valley	(
	Grandview	[
	Greenwood	Ĺ
	Harrisonville	Į.
!	Houston Lake	<u> </u>
	Independence	1
	Kansas City	1
	Kearney	1
	Lake Lotawana	ļ
	Lake Quivira, KS	ļ
·	Lake Tapawingo	[
	Lake Waukomis	
	Lake Winnebago	
	Leawood, KS	1
	Leawood, KS Lee's Summit	(
	Lenexa, KS	1
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	Liberty VS	
	Merriam, KS	
	Mission Hills, KS	
	Mission, KS	
	Mission Woods, KS	[
	Nashua	1
}	North Kansas City	1
1	Northmoor	1
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•	Oakview Village Oakwood	

Greater Kansas City Area	Oakwood Park	
(continued)	Olathe, KS	
	Overland, Ks	
	Parkville	
•	Peculiar	
	Platte City	
	Platte Woods	
	Pleasant Hill	
	Pleasant Valley	
'	Prairie Village, KS	
1	Randolph, KS	
}	Raymore	
1	Raytown	
	River Bend, KS	
	Riverside	
	Roeland Park, KS	
Ì	Shawne, KS	
	Smithville	ľ
	Spring Hill	
	Stanley, KS	
	Stidwell, KS	ŀ
	Sugar Creek	
	Tiffany Springs	
	Tonganoxie, KS	
	Tracy	
	Unity Village	
	Village of Oaks	į
	Weatherby Lake	
	Weston	
	Westwood Hills, KS	
	Westwood	ļ
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Kirksville/Edina/	Adair	Rar Tel Communications
Kirksville/Edina/	Adair	BarTel Communications
Kirksville/Edina/ Lancaster Area	Arbela	Comm South
	Arbela Baring	Comm South Ionex
	Arbela Baring Bible Grove	Comm South Ionex Intermedia
	Arbela Baring Bible Grove Boynton	Comm South Ionex Intermedia MaxCom
	Arbela Baring Bible Grove Boynton Brashear	Comm South Ionex Intermedia MaxCom Max-Tel
	Arbela Baring Bible Grove Boynton Brashear Coatsville	Comm South Ionex Intermedia MaxCom Max-Tel Navigator
	Arbela Baring Bible Grove Boynton Brashear Coatsville Connelsville	Comm South Ionex Intermedia MaxCom Max-Tel Navigator PCS
	Arbela Baring Bible Grove Boynton Brashear Coatsville Connelsville Edina	Comm South Ionex Intermedia MaxCom Max-Tel Navigator PCS QCC
	Arbela Baring Bible Grove Boynton Brashear Coatsville Connelsville Edina Gibbs	Comm South Ionex Intermedia MaxCom Max-Tel Navigator PCS QCC 1-800-Reconex
	Arbela Baring Bible Grove Boynton Brashear Coatsville Connelsville Edina Gibbs Glendale	Comm South Ionex Intermedia MaxCom Max-Tel Navigator PCS QCC 1-800-Reconex Southwest TeleConnect
	Arbela Baring Bible Grove Boynton Brashear Coatsville Connelsville Edina Gibbs Glendale Graysville	Comm South Ionex Intermedia MaxCom Max-Tel Navigator PCS QCC 1-800-Reconex Southwest TeleConnect TALK.com
	Arbela Baring Bible Grove Boynton Brashear Coatsville Connelsville Edina Gibbs Glendale Graysville Green Castle	Comm South Ionex Intermedia MaxCom Max-Tel Navigator PCS QCC 1-800-Reconex Southwest TeleConnect
	Arbela Baring Bible Grove Boynton Brashear Coatsville Connelsville Edina Gibbs Glendale Graysville Green Castle Green City	Comm South Ionex Intermedia MaxCom Max-Tel Navigator PCS QCC 1-800-Reconex Southwest TeleConnect TALK.com
	Arbela Baring Bible Grove Boynton Brashear Coatsville Connelsville Edina Gibbs Glendale Graysville Green Castle Green City Greensburg	Comm South Ionex Intermedia MaxCom Max-Tel Navigator PCS QCC 1-800-Reconex Southwest TeleConnect TALK.com
	Arbela Baring Bible Grove Boynton Brashear Coatsville Connelsville Edina Gibbs Glendale Graysville Green Castle Green City Greensburg Greentop	Comm South Ionex Intermedia MaxCom Max-Tel Navigator PCS QCC 1-800-Reconex Southwest TeleConnect TALK.com
	Arbela Baring Bible Grove Boynton Brashear Coatsville Connelsville Edina Gibbs Glendale Graysville Green Castle Green City Greensburg Greentop Hartford	Comm South Ionex Intermedia MaxCom Max-Tel Navigator PCS QCC 1-800-Reconex Southwest TeleConnect TALK.com
	Arbela Baring Bible Grove Boynton Brashear Coatsville Connelsville Edina Gibbs Glendale Graysville Green Castle Green City Greensburg Greentop Hartford Hitt	Comm South Ionex Intermedia MaxCom Max-Tel Navigator PCS QCC 1-800-Reconex Southwest TeleConnect TALK.com
	Arbela Baring Bible Grove Boynton Brashear Coatsville Connelsville Edina Gibbs Glendale Graysville Green Castle Green City Greensburg Greentop Hartford Hitt Hurland	Comm South Ionex Intermedia MaxCom Max-Tel Navigator PCS QCC 1-800-Reconex Southwest TeleConnect TALK.com
	Arbela Baring Bible Grove Boynton Brashear Coatsville Connelsville Edina Gibbs Glendale Graysville Green Castle Green City Greensburg Greentop Hartford Hitt Hurland Kirksville	Comm South Ionex Intermedia MaxCom Max-Tel Navigator PCS QCC 1-800-Reconex Southwest TeleConnect TALK.com
	Arbela Baring Bible Grove Boynton Brashear Coatsville Connelsville Edina Gibbs Glendale Graysville Green Castle Green City Greensburg Greentop Hartford Hitt Hurland Kirksville Lancaster	Comm South Ionex Intermedia MaxCom Max-Tel Navigator PCS QCC 1-800-Reconex Southwest TeleConnect TALK.com
	Arbela Baring Bible Grove Boynton Brashear Coatsville Connelsville Edina Gibbs Glendale Graysville Green Castle Green City Greensburg Greentop Hartford Hitt Hurland Kirksville Lancaster La Plata	Comm South Ionex Intermedia MaxCom Max-Tel Navigator PCS QCC 1-800-Reconex Southwest TeleConnect TALK.com
	Arbela Baring Bible Grove Boynton Brashear Coatsville Connelsville Edina Gibbs Glendale Graysville Green Castle Green City Greensburg Greentop Hartford Hitt Hurland Kirksville Lancaster La Plata Lemons	Comm South Ionex Intermedia MaxCom Max-Tel Navigator PCS QCC 1-800-Reconex Southwest TeleConnect TALK.com
	Arbela Baring Bible Grove Boynton Brashear Coatsville Connelsville Edina Gibbs Glendale Graysville Green Castle Green City Greensburg Greentop Hartford Hitt Hurland Kirksville Lancaster La Plata Lemons Livonia	Comm South Ionex Intermedia MaxCom Max-Tel Navigator PCS QCC 1-800-Reconex Southwest TeleConnect TALK.com
	Arbela Baring Bible Grove Boynton Brashear Coatsville Connelsville Edina Gibbs Glendale Graysville Green Castle Green City Greensburg Greentop Hartford Hitt Hurland Kirksville Lancaster La Plata Lemons	Comm South Ionex Intermedia MaxCom Max-Tel Navigator PCS QCC 1-800-Reconex Southwest TeleConnect TALK.com

T.C. 1 (2) (17)		
Kirksville/Edina/Lancaster Area	Memphis	,
(cont)	Milan	\
	Mystic	1
•	Novinger	
	Pollock	
• •	Queen City	
	Rutlegde	
	South Gifford	
	Spring Lake	
	Tobin Creek	
	Unionville	
	Winigan	
	Worthington	
Lake of the Ozarks	Barnett	BarTel Communications
	Brumley .	Comm South
•	Camdenton	Ionex
	Climax Springs	Intermedia
	Coffman Bend	
	ľ	MaxCom
	Decaturville	Max-Tel
,	Deer Creek	Navigator
	Edwardsville, KS	PCS
	Eldon	QCC
•	Etterville	1-800-Reconex
	Four Seasons	Southwest TeleConnect
	Gravois Mills	TALK.com
	Greenview	Universal Telephone
	Ivy Bend	
	Kaiser	
	Laurie	
·	1	
	Linn Creek	
	Macks Creek	•
· ·	Montreal	
	Mt. Pleasant	
	Olean	
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	Osage Beach	,
	Roach	
	Rocky Mount	
	Sunrise Beach	
	Tuscumbia	
	Ulman	
 	Versalles	
Linn Area	Argyle	BarTel Communications
	Babbtown	Comm South
ţ	Bonnots Mills	Ionex
	Dixon	Intermedia
{	Freeburg	MaxCom
		1
	Koelztown	Max-Tel
	Linn	Navigator
	Loose Creek	PCS
1	Meta	QCC
ľ	Rich Fountain	1-800-Reconex
}		1
	Saint Thomas	Southwest TeleConnect
İ	Vienna	TALK.com
	Westphalia	Universal Telephone
	1 .	
Marshall/Caroliton/Slater Area	Arrow Rock	BarTel Communications
	Blackwater	Comm South
1))
	Bogard	Ionex
)	Bosworth	Intermedia
1	Brunswick	MaxCom .
	Caroliton	Max-Tel
!	DeWitt	Navigator
}	Gilliam	PCS
	Grand Pass	QCC
<u></u>	Malta Bend	1-800-Reconex
		

Marshall/Caroliton/Stater Area	Marshall	Southwest TeleConnect
(cont.)	Marshall Junction	TALK.com
	Miami	Universal Telephone
	Mt. Leonard	•
•	Napton	
	Nelson	
	Norborne	1
	Slater	
	Tina	
	Wakenda	}
,	Waverly	}
Mexico/	Auxvasse	BarTel Communications
Montgomery City Area	Bellflower	Comm South
Wontgomery City Area		Intermedia
	Benton City Buell	Ionex
	I - · -	1
	Danville	MaxCom
	Laddonia	Max-Tel
	Martinsburg	Navigator
	Mexico	PCS
	Middletown	QCC
	Mineola	1-800-Reconex
	Montgomery City	SouthWest TeleConnect
	New Florence	TALK.com
	Olney	Universal Telephone
	Rush Hill	
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	Farmington	TALK.com
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St. Louis Area	Affton	Birch Telecom
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	Arnold	Frontier Communications
	Ballwin	Gabriel Communications
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	Bel-Nor	Ionex
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	Bella Villa	Max-Tel
	Bellefontaine Neighbors	McLeod USA
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	Berkeley	Nextlink
	Beverly Hills	PCS
,	Black Jack	QCC
	Black Walnut	1-800-Reconex
	Breckenridge Hills	Ren-Tel
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St. Louis Area (cont.)	Northwoods	•
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Springfield/Branson	Abesville	Alltel
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	Aurora	Comm South
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	Blue Eyes	Intermedia
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\	Bolivar	MaxCom
	Branson	Max-Tel
	Branson West	McLeod USA
1	Brighton	Navigator
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	Bruner	PCS
	Buffalo	QCC
}	Cape Fair	1-800-Reconex
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1	Diggins	ĺ
	Eagle Rock	
	Ebenezer	1
	Elkland	
	Elsey	į
	Eudora	
}	Everton	
j	Fair Grove	
	Fordland	
1		
	Forsyth	
	Friestatt	
1	Galena	
	Garrison	
	Golden	i
	Halfway	
	Halltown	j
	Highlandville	
	Hilda	į
	Hollister	
	Hurley	j
	Jamesville	
	Kimberling City	
	Kirbyville]
	Lampe	1
	Linden	\
	Logan-Rogersville	Į .
	Mano	1
	Marionville	
	Marshfield	1
	McKinley	<u> </u>
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	Miller	
	Monett)
1	Morrisville	<u> </u>
	Mount Vernon	\
	Nixa	[
	Northview	
	Ozark	1
	,	1
	Pennsboro	
	Phelps	1
	Pierce City	
	Pleasant Hope	
	Pleasant View	
	Reeds Spring	
	Republic	(
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	Ridgedale	

Area (cont.) Rogersville Sacville Seymour Shell Knob	ļ
Seymour Shell Knob	ł
Shell Knob	
Cilora Dallas Citas	
Silver Dollar City	
Sparta	
Spokane	
Springfield	ì
Stoneridge	
Stafford	
Taneyville	
Tauria	
Union City	
Viola	
Walnut Grove	
Walnut Shade	
West Republic	
Willard	
Wishart	
Stanberry Stanberry BarTel Communications	
Standerry Standerry Barrer Communications Comm South	i
Intermedia	
	į
lonex MaxCom]
Max-Tel	ŀ
Navigator	
PCS	
QCC	
1-800-Reconex	
SouthWest TeleConnect	
TALK.com	
Universal Telephone	
St. Joseph Agency Birch	
Clarksdale BarTel Communications	
Cosby Comm South	
Dearborn Intermedia	
DeKalb Ionex	
Easton MaxCom	
Elwood, Ks Max-Tel	
Faucett Navigator	
Rushville PCS	
San Antonio QCC	
Saint Joseph 1-800-Reconex	
Stewartsville SouthWest TeleConnect	
TALK.com	
Universal Telephone	
Tri-State Alba BarTel Communications	
Arcola Comm South	
Arma, KS Dial US	
Asbury Intermedia	
Asoury Internedia Ionex	
Beulah, KS MaxCom	
Boulder City Max-Tel	
Blue Jacket, Ok McLeod USA	
Blue Jackel, Ok McLeod USA Blazilton, KS Navigator	
Carthage QCC	
Cardin, Ok 1-800-Reconex	
Cherokee, KS SouthWest TeleConnect	
Commerce, Ok TALK.com	
Carona, KS Universal Telephone	
Crestline, KS	
Carl Junction Croweburg, Ks	

Tri-State (cont.)	Carterville	-
	Diamond	
	Dotyville, OK	
·	Dudenville	
	Duenweg	
	Englevale, KS	,
;	East Pittsburg	,
, I	Franklin,KS	
1	Fairland, OK	
	Frontenac, Ks	
	Fairview	
	Galena, KS	
		·
	Golden City	
	Goodman	
	Girard, Ks	
	Greenfield	
	Galesburg	
	Granby	
	Greenbush, KS	
	Hallowell, KS	
	Hockerville, OK	
	Iantha	
· ·	Irwin	
	Jasper	
	Joplin	
_	Kenricktown	
, ,		
	Kenoma	
	Lemar	
	La Russel	
<u> </u>	Lawton, KS	
	Longview	٠
,	Lockwood	,
	Lowell, KS	
	McCune, KS	ļ
	Melrose, KS	Į į
	Miami, Ok	
	Milford	
	Mindemines	
	Maplegrove	ŀ
	Mulberry, KS	
	Narcissa, OK	
	Neosho	<u>'</u>
,	North Miami, OK Nashville	
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	Newtonia	· '
·	Newport	
\	Opolis, KS	1
i	Oronogo	•
	Picher, OK	·
	Pittsburg, Ks	
(Peoria, Ok	Į i
	Pierce City	
	Purcell	
	Pyramid Corners, OK	
1	Quapaw, Ok	
	Reeds	
	Rocky Comfort	
1	Ringo, Ks	1
1	Roseland, KS	1
}	Ritchey	j
1	Riverton, KS	\$
	Saginaw	1
	Scammon, Ks	
	Sarcoxie	1
<u></u>	Seneca	
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Tri-State Area (cont.)	Sherwin, KS	
	Stark City	
	Simcoe	Ì
	Smithfield	}
	Spring	
,	Stotts City)
-	Stella	
	Stippville, KS	
	Sweetwater	
	Treece, KS	
	Twin Grove	
	Webb City	
	Welch, OK	
	West Mineral, KS	
	Weir City, KS	
·	Westworth	
	Wyandotte, OK	

Local Service Alternatives

You now have a choice of local telephone service providers. At the time this directory was published, the following companies, in addition to Southwestern Bell, offer local service in the Adrian Area and requested that their listings appear in the Southwestern Bell directory.

Detailed information about the availability of local service from companies other than Southwestern Bell may be obtained directly from these companies.

BETC Services Residence Services Customer Service Repair Service Corporate Offices	1-800-417-5500 1-888-490-0055 1-888-742-0055	COMM South Establishing or Changing Repair Service Billing Information	1-800-936-5223 1-800-936-5223 1-800-936-5223
intermed COMMUNICAT Business Customers Repair Service	1-800-250-9999 1-800-250-9999	Pio	ne number serves all business needs. 1.800.860.8401. Next business needs. 2.000.860.8401.
Max Com Business Office Business Services	1-800-888-3/157/	Max-Tel Communication, Inc Residential Services Business Service Customer Service Repairs	817-427-2149 1-800-583-2289 1-800-583-2289
Navigator Telecommuni Business Office Business Service Residence Service Repair Service	ications, LLC 1-686-662-8835 1-888-662-8835 1-888-562-8835	Business Office Business Service Residence Service Repair Service	i-800-555-1414 i-800-477-1992 i-800-909-6939

Local Service Alternatives

/ Jcc

Business Office

Residential Business

Service and Repair

Business Office

New Sales Customer Service 1-800-732-6639 1-800-275-8223

TeleConnect

Frepaid Residential Servicesi Ries. Sales & Cwt. serv. 1-800-550-7540

(Para Español Llame Gratis Al)

Repair Services 1-800-550-7540

Customer Service web address

1-888-988-6988 www.talk.com

Universal Telephone

Business Office

Residential Services Repair Service

I-888-522-5224

1-800-696-6079

I-800-696-8079

1-600-454-9695

i-888-522-5224

manadeld\com

Local Service Alternatives

You now have a choice of local telephone service providers. At the time this directory was published, the following companies, in addition to Southwestern Bell, offer local service in the **Beonville**/ Fayette Area and requested that their listings appear in the Southwestern Bell directory.

Detailed information about the availability of local service from companies other than Southwestern Bell may be obtained directly from these companies.

III BTC		COMM South	
Residence Services Customer Service Repair Service Corporate Offices	1-800-417-5500 1-888-490-0055 i-888-742-0055	Establishing or Changing Repair Service BillingInformation	I-800-936-5223 I-800-936-5223 I-800-936-5223
intermec COMMUNICA Business Customers Repair Service	1-800-250-9999 1-800-250-9999	Pio	ne number serves all our business needs. 1.800.860.8401. 1.800.munications
MaxCon	}	Max-Tel Communication, Inc	
Business Office Business Services	1-800-888-3157	Residential Services Business Service Customer Service Repairs	817-427-2149 -800-583-2289 -800-583-2289
McLeod	USA.	Navigator Telecommun	ications, LLC
Business Office Business Services Residence Services	I-800-743-0321 i-800-743-0321 I-800-743-0321	Business Office Business Service Residence Service Repair Service	I-888-662-8835 1-888-662-8835 i-888-562-8835

www.swbell.com