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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) Case No. TO-2001-467
Competition in the Exchanges of Southwestern Bell)
Telephone Company.)

AFFIDAVIT OF SYLVIA ACOSTA FERNANDEZ

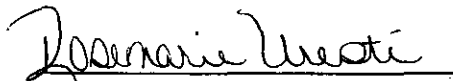
STATE OF TEXAS)
) SS
CITY OF SAN ANTONIO)

I, Sylvia Acosta Fernandez, of lawful age, being duly sworn, depose and state:

1. My name is Sylvia Acosta Fernandez. I am presently Director – Regional Product Marketing - Core Voice for Southwestern Bell Telephone Company.
2. Attached hereto and made a part hereof for all purposes is my direct testimony.
3. I hereby swear and affirm that my answers contained in the attached testimony to the questions therein propounded are true and correct to the best of my knowledge and belief.


Sylvia Acosta Fernandez

Subscribed and sworn to before this 11 day of June, 2001


Notary Public

My Commission Expires: 4-27-03

DIRECT TESTIMONY OF SYLVIA ACOSTA FERNANDEZ

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CASE NO. TO-2001-467
SOUTHWESTERN BELL TELEPHONE COMPANY
DIRECT TESTIMONY OF SYLVIA ACOSTA FERNANDEZ

INTRODUCTION

Q. What is your name and business address?

A. My name is Sylvia Acosta Fernandez and my business address is 530 McCullough, San Antonio, Texas 78215.

Q. By whom are you employed and in what position?

A. I am employed by SBC Management Services Inc. My title is Director-Regional Product Marketing, Core Voice Services. My primary responsibilities include the development of promotions within Southwestern Bell Telephone Company's ("SWBT's") five-state territory for:

- business exchange access line products,
- central office based services,
- enhanced services such as voice messaging and
- the customer premises equipment (CPE) that complements these business voice services.

Q. What is your relevant employment and educational background?

1 A. I have been employed in various capacities for SWBT since 1988, with the
2 majority of my 13 years in business marketing. I started with SWBT in St.
3 Louis, Missouri where I lived and worked for nine of the 13 years I have
4 been employed by SWBT.

5
6 Prior to my current position, I was the Director of Channel Marketing,
7 responsible for creation and execution of marketing programs specifically
8 targeted to small businesses. Previously, I have held a variety of
9 marketing positions in the company, such as a Market Research analyst,
10 Small Business Market Manager, and Product Manager for core voice
11 CPE. I was also responsible for SWBT's business user group, the Forum
12 on Creative User Solutions (F.O.C.U.S.). F.O.C.U.S. is a large user
13 group, spanning all 13 SBC states, and covering all business products,
14 voice as well as data. In this capacity I became very familiar with the
15 telecommunications needs of small and medium sized businesses.

16
17 I hold a Master of Business Administration degree from St. Mary's
18 University, San Antonio, Texas. I have also completed several
19 telecommunications and marketing courses over the past 13 years.
20

1 **Q. Have 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

OVERVIEW

Q. What products and services will you be discussing in your testimony?

A. I will be discussing the various services our business customers use to make and receive calls over the Public Switched Telephone Network (PSTN). These services include:

a. basic business access services including exchange access lines, analog trunks, Basic Rate ISDN (DigiLinesm Service), and other line-related services

(2) channeled High Capacity Exchange Access Line Services, including Digital Loop Service, SuperTrunk and Primary Rate ISDN (SmartTrunksm) Service, and

(3) Plexar ® or Centrex Service

Please refer to Schedule 1, Business Products Description, for a more detailed description of the core business services currently offered by SWBT.

1 **Q. What are the main points that the Commission should understand**
2 **about your testimony?**

3 A. The Commission should consider the following points when evaluating
4 whether SWBT's business core services face effective competition:

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

19
20 **Q. What factors help explain why we continue to see growing**
21 **competition for business core services?**

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

10
11 Many business customers are geographically concentrated in
12 metropolitan areas. Facility-based alternative carriers are able initially to
13 reach a high concentration of high volume customers without building
14 networks that serve the entire state. These new local service providers
15 use a network infrastructure that does not mirror SWBT's statewide
16 infrastructure, allowing market entrants to serve large areas with lower
17 average levels of investment than that employed by SWBT. If a potential
18 customer is located in an area where the competitor has not yet
19 constructed facilities, the competition can rely upon resale of SWBT's
20 telecommunications services or purchase unbundled network elements
21 (UNEs) to serve the customer without having to make any additional

1 capital investments. For all these reasons, other service providers are
2 able to offer business customers comparable service alternatives at
3 generally lower prices. Unlike SWBT, they do not have to balance
4 revenue and contribution sources between an embedded base of lower
5 margin residence and rural customers against higher margin business
6 customers.

7
8 **Q. Generally describe the competitive environment of your services.**

9 A. SWBT faces a very competitive market for all of its business core
10 services. SWBT's business core services face competition from:

- 11 ▪ CLECs that are facilities based as well as non facilities based;
- 12 ▪ CPE alternatives such as PBXs and key telephone systems;
- 13 ▪ Non-traditional alternatives such as wireless, Internet or IP telephony,
14 electronic mail; and
- 15 ▪ Bypass – businesses that choose to build their own private voice
16 networks

17
18 **Q. Is the competitive nature of the business market a recent**
19 **development?**

20 A. The business market, especially the large business market, has been
21 competitive for years – even before the existence of CLECs. For

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

13
14 **Q. What are some of the alternatives Missouri customers can choose**
15 **for basic voice communications services?**

16 **A.** The Missouri marketplace has seen a dramatic increase in the number of
17 CLECs since passage of the Telecommunications Act of 1996 ("the Act").
18 The CLECs provide an array of telecommunications services (1) from their
19 own facilities, (2) through UNEs purchased from SWBT and (3) through
20 resale of SWBT's retail telecommunications services. Regardless of
21 whether a competitor is facility- based or a reseller, the Missouri business

1 customers have a variety of choices for most basic voice services as well
2 as for the more complex voice services.
3

4 Please refer to Schedule 2, which shows there are a minimum of 40
5 CLECs in every SWBT exchange in Missouri that have filed tariffs offering
6 business core voice services. Additionally, Schedule 3, Local Service
7 Alternatives, shows the alternative providers that have provided customer
8 contact information in the "Call Guide" sections of Missouri SWBT White
9 Pages directories.
10

11 These alternative providers offer a variety of basic business access
12 services that are combined with business long distance services as well
13 as vertical features and other services (data services, Internet services,
14 etc.).
15

16 **Q. Are there CLECs listed in every SWBT White Page directory in**
17 **Missouri?**

18 **A.** Yes. There are CLECs listed in every White Page directory throughout
19 SWBT exchanges. Furthermore, the identified White Page directories
20 cover all of SWBT's exchanges.
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
11 telephone calls or to connect to data networks through the public switched
12 telephone network (PSTN). Customers may purchase one or more
13 access lines, business trunks or DigiLinesm Service. Analog Trunks allow
14 the customer to connect its PBX or key telephone system to the PSTN.
15 DigiLine uses a single copper line and offers two 64 Kilobits per second
16 (Kbps) B channels and one 16 Kbps D channel. One or both B channels
17 may be configured for circuit switching or packet switching. Calls over a B
18 channel configured for circuit switching may be either voice or data. The
19 D channel carries out of band signaling for the B channel(s) and may also
20 be configured for packet switching.

1

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
4 basis or in combination with a usage plan and/or line-related service.
5

6 **Q. You mention that customers can purchase line-related services with
7 their access lines. What do you mean by line-related services?**

8 A. Line-related or "vertical" services are services a customer may add to their
9 access line and which provide additional functionality. Examples of line-
10 related services include services such as, Call Waiting, Return Call,
11 Three-Way Calling, Call Forwarding, Caller ID, Speed Calling.
12

13 **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
19 (e-mail), electronic commerce (e-commerce), and instant messaging.
20

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

1 **Q. How do CLECs provide business access line services?**

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

13
14 Many other CLECs choose to be facilities-based providers either through
15 constructing their own network and/or by purchasing UNEs from SWBT.
16 By using UNEs, CLECs can minimize their infrastructure investment while
17 maximizing their revenue potential.

18
19 **Q. What types of non-traditional competition exist for business access**
20 **line services?**

Springfield News-Leader, Kansas City Business Journal, or St. Louis Post-Dispatch.

1 A. Missouri customers have the option of utilizing "non-traditional" services
2 such as wireless service, cable modems, and Internet based telephony or
3 IP Telephony and e-mail.

4
5 *Wireless service* is widely available throughout SWBT's exchanges in
6 Missouri.. Increasingly, the business customer is choosing to reduce the
7 number of wireline business access lines for wireless services. Besides
8 the obvious applications for "mobile" users such as salespeople and real
9 estate agents, many diverse small businesses have adopted wireless
10 service as their only means to stay in contact with their customers. For
11 example, a landscaper can work on jobs and still be able to receive calls
12 allowing him/her to schedule additional jobs. Wireless service is
13 particularly attractive to business customers because the service often
14 includes long distance calling at no charge.

15
16 *Cable modems* offered by cable TV companies and DSL offered by
17 telecommunications companies eliminate the need for additional access
18 lines. Through line sharing, alternative carriers are able to provide high
19 speed data services over the same line used to provide the customer with
20 voice services.

1 *The Internet* is now pervasive and accessible to all business customers in
2 SWBT's exchanges, and the various Internet-related capabilities such as
3 E-commerce, e-mail, web pages, and Internet-based or IP telephony
4 provides even more alternatives to SWBT's business access line services.

5 The explosive growth of the Internet and e-commerce applications has
6 also provided interesting business voice choices. There are an
7 increasing number of e-tailers that allow visitors to click on an icon on
8 their web site to use the IP network to complete a voice call, thereby
9 reducing the demand for traditional business access services.

10
11 Use of the Internet has also become an alternative for business
12 customers' communication needs. As more and more businesses utilize
13 the Internet for e-commerce applications, the number of traditional
14 telephone lines needed to conduct their business is reduced.

15
16 **Q. What types of competition exist for business line-related services**
17 **such as vertical services?**

18 **A. CLECs offer their customers the same line related services as those**
19 **offered by SWBT. Additionally, CPE provides a substitute for business**
20 **line-related services. CPE will perform the same functions as many of**
21 **SWBT's line-related services. For instance, Call Forwarding is available**

1 on CPE and automatic redial is programmed on most telephone handsets
2 currently available at the retail level. This feature is comparable to
3 SWBT's Auto Redial service that allows the last outgoing number to be
4 redialed. Some business telephones have a conferencing feature that
5 allows the users to conduct a conference call without operator assistance.
6 This feature is comparable to SWBT's Three-way Calling feature.

7
8 **Q. Is there any functional difference between SWBT's business access**
9 **line and line-related services and that of a reseller of SWBT's access**
10 **line and line-related services?**

11 **A.** No, there is not. A reseller uses SWBT's network to provide service.
12 SWBT, as the underlying carrier, sells its services to the reseller at a
13 discount off of its retail rate. The CLEC bills the customer directly for
14 services purchased by the end user customer. For examples
15 demonstrating that CLECs reselling SWBT's services provide the same
16 services as SWBT, please refer to the CLEC tariffs provided in the direct
17 testimony of SWBT witness Tom Anvin.

18
19 **Q. When SWBT loses an access line to a competitor, does it also lose**
20 **the line-related (e.g., verticals) services that were on that line?**

21 **A.** Yes.

1

2 **Q. How do CLECs that do not resell SWBT business access and line-**
3 **related services provide business access and line-related services in**
4 **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.

8

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

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

18

19 **Q. Do these tariffs demonstrate that CLECs offer services that are**
20 **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.

1 A. Yes. For example, McLeod's local exchange tariff, which is attached to
2 the direct testimony of SWBT witness Tom Anvin, describes the types of
3 access line services that it provides. As you can see, McLeod provides a
4 basic access line that provides the same functionality as SWBT's basic
5 access line (i.e., basic telephone service).

6
7
8 **Q. Do these CLECs provide business access and line-related features at**
9 **comparable rates?**

10 A. Yes. Schedule 6 provides a sample price comparison between some of
11 SWBT, McLeod and Birch Telecom's business services in Missouri.

12
13 **Q. Do CLECs offer their services under terms and conditions that are**
14 **comparable to SWBT's terms and conditions for similar services?**

15 A. Yes. In fact, most CLECs that choose to resell SWBT's services have
16 clauses in their tariffs that indicate they concur in SWBT's terms and
17 conditions meaning they provide service under the exact same terms and
18 conditions as SWBT. One example of such language can be found in
19 Section 1 of McLeod's tariff which is attached to Mr. Anvin's direct
20 testimony.

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

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

16
17 **Q. One component of access line services is the local calling scope**
18 **that is offered with the access line service. Are the local calling**
19 **scopes offered by CLECs similar to SWBT's local calling scopes?**

20 A. Local calling scopes can vary between providers and that is one of the
21 benefits of competition – *customer choice* among differing alternatives.

1 However, as a general rule, CLECs local calling scopes typically match or
2 exceed SWBT's local calling scopes.

3

4 **Q. Are the alternatives you have described available in all of SWBT's**
5 **exchanges?**

6 A. 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
8 there are more than 60 CLECs with tariffs indicating that they are able to
9 provide business services. Additionally, the non-traditional alternatives
10 that I have described are generally available in all of SWBT's exchanges.

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.

1 **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

1 AT&T, Birch Telecom, MCI Worldcom, Sprint and Allegiance. PRI and
2 Digital Trunking services are purchased predominantly by large business
3 and Internet Service Provider (ISP) customers. PRI and Digital Trunking
4 services are standard products for CLECs selling to the large business
5 PBX market or the ISP inbound dial access networking market. CLECs
6 are SWBT main competitors in these markets. CLECs have been
7 reselling SWBT's retail products like SuperTrunk and SmartTrunk at
8 discounted rates to customers since the passage of the Act.

9
10 In addition to resale, CLECs commonly provide High Capacity Exchange
11 Access services as a facility based provider (total bypass).

12 A facility based provider with col-location and purchasing UNE's
13 CLECs can, and generally do, take advantage of economics of critical
14 customer mass and buy their own PRI-equipped switches. CLECs can
15 and often do buy all network components as UNEs from SWBT,
16 particulaly outside the metropolitan areas. This eliminates the need for
17 any up front capital investment.

18
19 High Capacity Exchange Access Line services are designed for large
20 business customers, with high volumes of telecommunication traffic.

21 Generally these are customers with a need for twelve or more access

1 line/trunks. Large PBX business customers are lucrative targets for
2 CLECs. CLECs also compete directly and effectively with SWBT in the
3 ISP dial up access market.
4

5 **Q. What types of competition exist for High Capacity Exchange Access**
6 **Line services?**

7 A. Most, if not all, CLECs who compete for large business and ISP sales
8 offer equivalent services to SmartTrunk, SWBT's ISDN PRI service.
9 CLECs also offer equivalent services to SuperTrunk and Digital Loop
10 Service, which are digital. Examples of comparable CLEC High Capacity
11 Exchange Access Services may be found in Section 7 of AT&T's tariff that
12 is provided as an attachment to the direct testimony of SWBT's witness
13 Tom Anvin.
14

15 PRI is a mature technology and non-regulated substitutions are emerging
16 and competing for customer share in the High Capacity Exchange Access
17 Line market. Increases in sales of Voice over IP, Voice over ATM, DSL
18 are beginning to replace some demand for PRI in the PBX market. To
19 see a good example of these alternatives, please refer to Schedule 7.
20

Q Is there any functional difference between SWBT's High Capacity Exchange Access Line service and that of a reseller of SWBT's business High Capacity Exchange Access Line service?

A Digital Trunking Services from CLEC's and SWBT's DS-1 based Digital Trunking Services are functionally the same. There is no functional difference between SmartTrunk (ISDN PRI) and a CLECs PRI. The number and types of switch features (i.e., PRI 2 B-channel transfer) may vary from CLEC to CLEC and between CLECs and SWBT, but the basic products provide the same functionality to customers.

There is however, a functional difference between the way CLECs are able to offer Integrated Access products and the way SWBT is able to offer them. CLECs are not bound by the same regulatory restrictions to which SWBT must adhere. CLECs can and do offer integrated access products which allow customers to use the same local DS-1 access facility for dedicated access to Frame Relay, the Internet, and long distance services as well as local switched telephone services. SWBT's offering, Access Advantage Plus, is limited to offering local access to SWBT's local switched and dedicated private line services. (Please refer to Schedule 8, Allegiance Advertisement for Integrated Access).

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 A 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.

1 **PLEXAR SERVICE**

2
3 **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
7 includes Plexar-1, Plexar Express, Plexar II and Plexar-Custom.

8 A business customer has no capital outlay since Plexar switching
9 equipment is provided, housed and maintained in SWBT central offices.
10 The industry often refers to this service as "Centrex".

11
12 The Plexar system and station features are changeable by SWBT and
13 optionally, with some Plexar offers, by the customer. Plexar service
14 provides basic call processing capabilities, such as call hold, call transfer,
15 and three-way calling. Additionally, some Plexar services also offer
16 advanced voice and data call handling, such as Basic Rate Interface (BRI)
17 and Integrated Service Digital Network (ISDN) capabilities.

18
19 **Q. What types of competition exist for business Plexar Service?**

20 A. As I previously mentioned, business customers for decades have had
21 competitive alternatives to the business services provided by SWBT. One

1 of the earliest examples of competitive alternatives to SWBT's services
2 was key telephone systems and PBXs. Key telephone systems and
3 PBXs were developed and offered to replace some of the central office
4 based offerings for larger business customers. Over time, the prices for
5 PBX systems have been driven down by competition and by advances in
6 switch technology. PBXs and key telephone systems continue to be an
7 attractive alternative for business customers that choose to "own" their
8 voice system. New "IP" technology is quickly energizing the PBX market.
9 The convergence of voice and data is one of the telecommunication's
10 industry's leading issues as business customers continue to search for
11 economic solutions for their voice and data needs.

12
13 **Q. Who are some of the major Plexar competitors SWBT faces?**

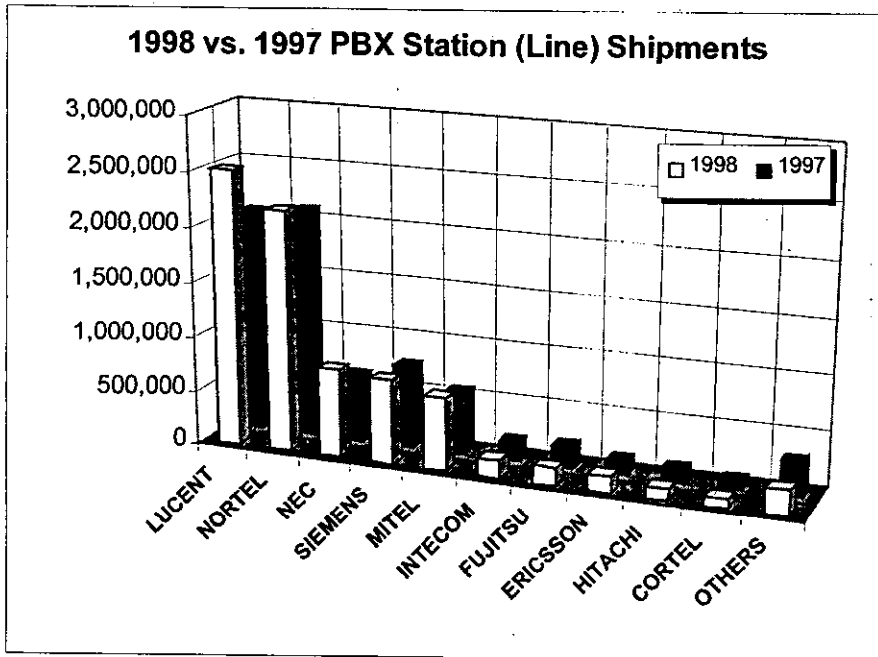
14 **A. Nationwide, as of 1998, the major current competitors for Plexar were:**

15 Lucent (Key & PBX)

16 Northern Telecom (NTI) (Key & PBX)

17 Toshiba (Key)

18 Rolm/Siemens (PBX)



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8

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 between users on station lines while allowing all users to share a certain number of local exchange access lines.

10

11

12

1 Most state-of-the art PBXs today use digital switching technology rather
2 than analog. A PBX generally includes the following:

- 3 • PBX trunk lines provided by the local exchange service provider.
- 4 • A premises-based PBX switch (computer) that manages the
5 switching of the station calls (intercom) within the PBX system and
6 calls to and from the PSTN.
- 7 • The inside wiring between the PBX switch and individual PBX
8 stations.
- 9 • Usually a console (switchboard for attendant service).
- 10 • Direct Inward Dialing (DID) provided by the local exchange service
11 provider.

12 Often, customers have requested a proposal from SWBT for both a Plexar
13 solution and a PBX solution.

14
15 **Q. How do CLECs provide business Plexar Service?**

16 A. Resellers purchase SWBT Plexar service at wholesale prices and then
17 sell the service to end user customers. Facility-based providers provide
18 Plexar-like service and features through their own switching equipment.

19
20 **Q Is there any functional difference between SWBT's Plexar Service**
21 **and that of a reseller of SWBT's business Plexar Service?**

1 A. 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

1 Transfer-All Calls, Direct Inward Dialing (DID), Direct Outward Dialing
2 (DOD), Hunting-Basic, Station-to-Station (Intercom dialing), Three-Way
3 Calling, Touch-Tone Dialing).

4
5 **Q. Do these same competitors provide business Plexar service at**
6 **comparable rates, terms and conditions?**

7 **A. Yes. Rates, terms and conditions are comparable.**
8

9 **Q. Do non-CLEC competitors provide alternatives functionally the same**
10 **or substitutable to SWBT's Plexar service?**

11 **A. As I have previously mentioned, business customers may purchase PBX**
12 **or key telephone systems from many vendors. These vendors provide**
13 **service that is substitutable for SWBT's Plexar service. In addition, the**
14 **vendors install and maintain the equipment for the customers.**
15
16

17 **Q. Do non-CLEC providers provide business Plexar service or their**
18 **functional equivalent at comparable rates, terms and conditions?**

19 **A. Plexar-like prices are comparable to PBX prices, but the purchase**
20 **decision criteria is business-specific, based on the business' cash**
21 **position, asset ownership philosophy, etc.**

1

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.

9

1 **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
7 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.

10
11 **Q. How will customers benefit from a competitive declaration on these**
12 **SWBT services?**

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

1 new pricing plans that can differ from SWBT's existing rate structure gives
2 them considerable marketing advantages over SWBT.

3
4 Giving SWBT the same ability to match new pricing plans on business
5 access services, will provide Missouri business customers with more
6 choices and more choices will deliver a better priced offer. A competitive
7 classification would provide Missouri customers with the full benefits of an
8 already competitive marketplace.

9
10 It is not just the better priced offers that Missouri customers will receive -
11 giving SWBT pricing flexibility will stimulate newer, more innovative
12 business packaging solutions.

13
14 **Q. Why should this Commission declare these products/services to be**
15 **competitive?**

16 **A.** In addition to the customer benefits that flow from a fully competitive
17 market, SWBT faces pricing constraints that its competitors do not face.
18 In fact, some of the competitive alternatives to SWBT's business core
19 services are not even under the jurisdiction of the Commission (PBX, key
20 telephone systems, and IP telephony). Even those providers such as
21 CLECs and IXC's that are under the jurisdiction of the Commission, do not

1 have pricing constraints on their business services. The Commission
2 should take the final evolutionary step envisioned by Missouri legislators
3 by letting regulation give way to market forces in Missouri's exchanges.
4 Clearly, business core services is an appropriate place to let a competitive
5 market function fully and freely.

6
7 **Q. Please summarize your testimony.**

8 **A.** I have provided strong evidence that for many years SWBT's Missouri
9 business customers have many alternatives when choosing business
10 access services. The alternatives are traditional, such as CLECs, and
11 non-traditional, such as wireless service. The evidence proves these
12 alternatives are functionally equivalent or substitutable to SWBT's
13 services.

14
15 In my testimony and the supporting schedules, there is evidence of the
16 fact that these alternatives are provided at comparable rates, terms and
17 conditions. The evidence shows that the Commission should recommend
18 that SWBT business access services be declared competitive.

19
20 Some of the alternative providers in Missouri offer their substitutable
21 services under tariffs - however, they are not subject to the same

1 regulatory restrictions as SWBT; the Missouri business customer is denied
2 the benefits of a fully competitive marketplace.

3

4 Robust alternatives for business access services, line-related services,
5 High Capacity Exchange Access Line services and Plexar services exists
6 in all of the 160 Missouri exchanges. The fact that effective competition
7 exists demands pricing flexibility be granted. Missouri customers will
8 greatly benefit from the Commission's recommendation to find SWBT's
9 business core services competitive through the increased competition that
10 will result.

11

12 **Q. Does this conclude your testimony?**

13 **A. Yes it does.**

14

SCHEDULES

- 1
- 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
- 10 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 plant 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.

Direct Inward Dialing (DID) - DID 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.

Digital Loop Service 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:

Call Waiting - 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.

Call Waiting ID Options - 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.

Call Forwarding - Customer can transfer all incoming calls to another telephone number.

Three-way calling - 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.

Call Return - 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.

Priority Call - 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.

Call Trace - 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.

Selective Call Forwarding - 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.

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

Call Forwarding – Don't Answer - 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.

Personalized Ring - 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.

Call Transfer Disconnect - 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.

Disaster Routing ServiceSM – 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).

Digiline Service® 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.

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Schedule 2

CLECS OFFERING BUSINESS SERVICES IN SOUTHERN MISSOURI EXCHANGES

Business CLECs' Service Area (Source: Missouri PSC website & CLEC Tariffs)		Exchange Name		Number of CLECs	
		ADRIAN	48	1	1
		ADVANCE	49	1	1
		AGENCY	48	1	1
		ALTENBURG-FROHNA	49	1	1
		ANTONIA	52	1	1
		ARCHIE	51	1	1
		ARGYLE	48	1	1
		ARMSTRONG	48	1	1
		ASH GROVE	50	1	1
		BEAUFORT	49	1	1
		BELL CITY	49	1	1
		BENTON	49	1	1
		BILLINGS	49	1	1
		BISMARCK	49	1	1
		BLOOMFIELD	49	1	1
		BLOOMSDALE	50	1	1
		BONNE TERRE	49	1	1
		BOONVILLE	48	1	1
		BOWLING GREEN	49	1	1
		BROOKFIELD	48	1	1
		CAMDENTON	50	1	1
		CAMPBELL	49	1	1
		CAPE GIRARDEAU	48	1	1
		CARDWELL	49	1	1
		CARL JUNCTION	48	1	1
		CARROLLTON	48	1	1
		CARTHAGE	49	1	1
		CARTHERSVILLE	49	1	1
		CEDAR HILL	51	1	1
		CENTER	49	1	1
		CHAFFEE	49	1	1
		CHARLESTON	49	1	1
		CHESTERFIELD	55	1	1
		CHILLICOTHE	48	1	1
		CLARKSVILLE	48	1	1
		CLEVER	49	1	1
		CLIMAX SPRINGS	50	1	1
		DERING	49	1	1
		DEKALB	48	1	1
		DELTA	49	1	1
		DESOTO	51	1	1
		DEXTER	49	1	1
		DOWNING	48	1	1
		EAST PRAIRIE	49	1	1
		EDINA	48	1	1
		ELDON	50	1	1
		ELSBERRY	49	1	1
		ESSEX	49	1	1
		1-800-Rconex (All)	1	1	1
		2nd Century (All)	1	1	1
		Accutel (All)	1	1	1
		Adelphia (KC only)	1	1	1
		Allegiance (StL Metro)	1	1	1
		ALLTEL (Springfld)	1	1	1
		Am Comm (KC MCA-1 & 2)	1	1	1
		AT&T (All)	1	1	1
		Bartel Comm (All)	1	1	1
		Birch (All)	1	1	1
		Brooks (Springfld & KC)	1	1	1
		BTI (All)	1	1	1
		Camarato (All)	1	1	1
		Central MO Telecom (Lake of the Ozarks)	1	1	1
		Ciera (All)	1	1	1
		Computer Bus Sci (All)	1	1	1
		Connect (All)	1	1	1
		Delta Phone (All)	1	1	1
		DMJ Comm (All)	1	1	1
		dPI-Teleconnect (All)	1	1	1
		Everest (All)	1	1	1
		EZ Talk (All)	1	1	1
		Gabriel (StL, KC & Springfld Metro)	1	1	1
		Global Crossing Telemgt. (All)	1	1	1
		Global Crossing Local Svcs. (StL & KC Metro)	1	1	1
		HJN (All)	1	1	1
		Intermedia (StL Metro)	1	1	1
		Ionex (All)	1	1	1
		KMC Telcom (All)	1	1	1
		LDD (All)	1	1	1
		Level 3 (StL Metro)	1	1	1
		Logix (StL, KC & Springfld Metro) Tariff shows statewide	1	1	1
		MAXCOM, Inc. (KC & Springfield)	1	1	1
		Max-Tel (All)	1	1	1
		MCi Worldcom (StL, KC & Springfld Metro)	1	1	1
		MCimetro (StL, KC & Springfld Metro)	1	1	1
		McLeod (All)	1	1	1
		MO Comm South (All)	1	1	1
		MO Telecom (Select exchanges)	1	1	1
		Mpower Comm (Select Exchanges)	1	1	1
		Navigator (All)	1	1	1
		Net-Tel (All)	1	1	1

Schedule 2

Business CLECs' Service Area (Source: Missouri PSC website & CLEC Tariffs)

6/15/01

CLECS OFFERING BUSINESS SERVICES IN SWBT MISSOURI EXCHANGES

Business CLECs' Service Area (Source: Missouri PSC website & CLEC Tariffs)			
Exchange Name	Number of CLECs		
STANBERRY	48	1-800-Rconex (All)	
STE GENEVIEVE	48	2nd Century (All)	
TRENTON	48	Accutel (All)	
TUSCUMBIA	50	Adelphia (KC only)	
UNION	48	Allegiance (StL Metro)	
VALLEY PARK	34	ALLTEL (Springfld)	
VERSAILLES	50	Am Comm (KC MCA-1 & 2)	
VIENNA	48	AT&T (All)	
WALNUT GROVE	50	BarTel Comm (All)	
WARDEN	49	Birch (All)	
WASHINGTON	50	Brooks (Springfld & KC)	
WEBB CITY	48	BTI (All)	
WESTPHALIA	48	Camarato (All)	
WYATT	48	Central MO Telecom (Lake of the Ozarks)	
		Ciera (All)	
		Computer Bus Sci (All)	
		Connect (All)	
		Delta Phone (All)	
		DMJ Comm (All)	
		dPI-Teleconnect (All)	
		Everest (All)	
		EZ Talk (All)	
		Gabriel (StL, KC & Springfld Metro)	
		Global Crossing Telemgt. (All)	
		Global Crossing Local Svcs. (StL & KC Metro)	
		HJN (All)	
		Intermedia (StL Metro)	
		Ionex (All)	
		KMC Telecom (All)	
		LDD (All)	
		Level 3 (StL Metro)	
		Logix (StL, KC & Springfld Metro)Tariff shows statewide	
		MAXCOM, Inc.(KC & Springfield)	
		Max-Tel (All)	
		MCI Worldcom (StL, KC & Springfld Metro)	
		MCImetro (StL, KC & Springfld Metro)	
		McLeod (All)	
		MO Comm South (All)	
		MO Telecom (Select exchanges)	
		Mpower Comm (Select Exchanges)	
		Navigator (All)	
		Net-Tel (All)	

CLECS OFFERING BUSINESS SERVICES IN SWBT MISSOURI EXCHANGES

Business CLECS' Service Area (Sou																												
Exchange Name																												
		NOW Comm (All)	Omniplex (All)	Payroll Advance (ALL)	Phones for All (All)	Primary Network (All)	QCC (All)	Quick-Tel (All)	Quintelco (All)	Qwest (All)	Ren-Tel Comm (All)	Simply Local Svc (All)	Smoke Signal (All)	SouthWest Teleconnect (All)	Sprint (StL & KC Metro)	Suretel (All)	TCG Kansas (KC only)	TCG St. Louis (St. Louis & East Out State)	Tel Com Plus (All)	Teligent (StL & KC Metro)	Tel-Link (All)	The Cube (All)	The Pager Co (All)	TranStar (All)	Winstar (StL & KC Metro)	WorkNet (All)	XO Missouri (StL Metro & Vicinity)	Z-Tel (All)
ADRIAN		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
ADVANCE		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
AGENCY		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
ALTENBURG-FROHNA		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
ANTONIA		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
ARCHIE		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
ARGYLE		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
ARMSTRONG		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
ASH GROVE		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
BEAUFORT		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
BELL CITY		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
BENTON		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
BILLINGS		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
BISMARCK		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
BLOOMFIELD		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
BLOOMSDALE		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
BONNE TERRE		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
BOONVILLE		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
BOWLING GREEN		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
BROOKFIELD		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
CAMDENTON		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
CAMPBELL		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
CAPE GIRARDEAU		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
CARDWELL		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
CARL JUNCTION		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
CARBOLLTON		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
CARTHAGE		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
CARTHERSVILLE		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
CEDAR HILL		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
CENTER		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
CHAFFEE		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
CHELSTON		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
CHESTERFIELD		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
CHILLCOTHE		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
CLARKSVILLE		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
CLEVER		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
CLIMAX SPRINGS		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
DEERING		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
DEKALB		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
DELTA		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
DESOTO		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
DEXTER		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
DOWNING		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
EAST PRAIRIE		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
EDINA		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
ELDON		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
ELSBERRY		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
ESSEX		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1

CLECS OFFERING BUSINESS SERVICES IN SWBT MISSOURI EXCHANGES

Business CLECS Service Area (Sou																												
Exchange Name		NOW Comm (All)	Omniplex (All)	Payroll Advance (ALL)	Phones for All (All)	Primary Network (All)	QCC (All)	Quick-Tel (All)	Quintelco (All)	Qwest (All)	Ren-Tel Comm (All)	Simply Local Svc (All)	Smoke Signal (All)	SouthWest Teleconnect (All)	Sprint (StL & KC Metro)	Suretel (All)	TCG Kansas (KC only)	TCG St. Louis (St. Louis & East Out State)	Tel Com Plus (All)	Teligent (StL & KC Metro)	Tel-Link (All)	The Cube (All)	The Pager Co (All)	TranStar (All)	Winstar (StL & KC Metro)	WorkNet (All)	XO Missouri (StL Metro & Vicinity)	Z-Tel (All)
EUREKA	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
EXCELSIOR SPRING	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
FARLEY	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
FARMINGTON	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
FAYETTE	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
FENTON	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
FESTUS-CRYSTAL CITY	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
FISK	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
FLAT RIVER	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
FRANKFORD	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
FREDERICKTOWN	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
FREEBURG	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
FULTON	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
GIDEON	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
GLASGOW	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
GRAVOIS MILLS	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
GRAIN VALLEY	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
GRAYSLIMIT	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
GREENWOOD	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
HANNIBAL	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
HARVESTER	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
HAYTI	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
HERCULANEUM-PEVELY	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
HIGBEE	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
HIGH RIDGE	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
HILLSBORO	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
HOLCOMB	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
HORNERSVILLE	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
IMPERIAL	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
JACKSON	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
JASPER	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
JOPLIN	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
KANSAS CITY	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
KENNETT	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
KIRKSVILLE	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
KNOB NOSTER	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
LAKE OZARK-OSAGE BEACH	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
LAMAR	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
LAMONTE	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
LANCASTER	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
LEADWOOD	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
LEBOURN	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
LINN	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
LOCKWOOD	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
LOUISIANA	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
MACCS CREEK	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
MALDEN	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
MANCHESTER	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1

Business CLECs' Service Area (Sou

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Business CLECs' Service Area (Sou

WYATT

FERNANDEZ

Schedule 3

LOCAL SERVICE COMPANIES LISTED IN SWBT CALL GUIDE

PAGES

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

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

Chillicothe Area (cont.)	Farmersville Fountain Grove Galt Jamesport Laclede Laredo Linneus Lock Spings Marceline Meadville Mooreville Purdin Sampsel Spickard Sumner Tindall Trenton Utica Wheeling	Southwest TeleConnect TALK.com Universal Telephone McLeod USA
Elsberry Area	Elsberry Hillcrest Heights Marina	BarTel Communications Comm South Ionex Intermedia MaxCom Max-Tel Navigator PCS QCC 1-800-Reconex Southwest TeleConnect TALK.com Universal Telephone
Excelsior Springs/ Richmond Area	Camden Derick Elmira Excelsior Springs Fleming Hardin Henrietta Kearney Kingston Knoxville Lawson Marabile Mosby Orrick Polo Rayville Richmond Vibbard Wood's Height	BarTel Communications Comm South Ionex Intermedia MaxCom Max-Tel Navigator PCS QCC 1-800-Reconex Southwest TeleConnect TALK.com Universal Telephone
Greater Franklin County Area	Allenton Anaconda Beaufort Boles Fire District Campbellton Catawissa Clover Bottom Dundee Eureka Gerald Gray Summitt Grubville Jeffriesburg Krakow	BarTel Communications Comm South Ionex Intermedia MaxCom Max-Tel Navigator PCS QCC 1-800-Reconex Southwest TeleConnect TALK.com Universal Telephone

Greater Franklin County Area	Labadie Leslie Lonedell Luebbering Moselle New Haven Neier Pacific Parkway Village Port Hudson Robertsville Saint Albans Saint Clair Sullivan Union Villa Ridge Vienna Wood Washington	
Fulton Area	Fulton	BarTel Communications Comm South Ionex Intermedia MaxCom Max-Tel Navigator PCS QCC 1-800-Reconex Southwest TeleConnect TALK.com Universal Telephone
Hannibal	Center Frankford Hannibal Marion Monroe City New London Oakwood Palmyra Rensselaer Saverton Spalding	BarTel Communications Comm South Ionex Intermedia MaxCom Max-Tel Navigator PCS QCC 1-800-Reconex Southwest TeleConnect TALK.com Universal Telephone
Greater Jefferson County Area	Antonio Arnold Barnhart Byrnes Mill Cedar Hill Cedar Hill/Lake Village Crystal City De Soto Dittmer Fenton Festus Goldman Grubville Hematite Herculaneum High Ridge Hillsboro House Springs Horine	BarTel Communications Comm South Ionex Intermedia MaxCom Max-Tel Navigator PCS QCC 1-800-Reconex Southwest TeleConnect TALK.com Universal Telephone Gabriel Mpower. Ren-Tel Communication

Greater Jefferson County Area	Imperial Kimmswick Mapaville Morse Mill Murphy Oermann Olympian Village Otto Pevely Richwoods Rock Community Scotts Dale Shady Valley Valle Mines Victoria Vineland Ware Weber Hill	
Greater Kansas City Area	Avondale Basehor, KS Belton Bethel, KS Birmingham BlueSprings Blue Summit District Bonner Springs, KS Buckner Claycomo Village Countryside, KS Desoto, KS Drexel Edwardsville, Ks Excelsior Springs Fairway, KS Farley Ferrelview Gardner Gladstone Glenaire Grain Valley Grandview Greenwood Harrisonville Houston Lake Independence Kansas City Kearney Lake Lotawana Lake Quivira, KS Lake Tapawingo Lake Waukomis Lake Winnebago Leawood, KS Lee's Summit Lenexa, KS Liberty Merriam, KS Mission Hills, KS Mission, KS Mission Woods, KS Nashua North Kansas City Northmoor Oakview Village Oakwood	Birch Brooks Fiber Comm. BarTel Communications Comm South e-spire Gabriel Intermedia Comm. Ionex MaxCom Max-Tel Mpower Navigator Telecomm. The Pager Company PCS QCC 1-800-Reconex 2 nd Century Southwest TeleConnect TALK.com Universal Telephone

Greater Kansas City Area (continued)	Oakwood Park Olathe, KS Overland, KS Parkville Peculiar Platte City Platte Woods Pleasant Hill Pleasant Valley Prairie Village, KS Randolph, KS Raymore Raytown River Bend, KS Riverside Roeland Park, KS Shawnee, KS Smithville Spring Hill Stanley, KS Stidwell, KS Sugar Creek Tiffany Springs Tonganoxie, KS Tracy Unity Village Village of Oaks Weatherby Lake Weston Westwood Hills, KS Westwood	
Kirksville/Edina/ Lancaster Area	Adair 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 Luray Martinstown	BarTel Communications Comm South Ionex Intermedia MaxCom Max-Tel Navigator PCS QCC 1-800-Reconex Southwest TeleConnect TALK.com Universal Telephone

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

Marshall/Carrollton/Slater Area (cont.)	Marshall Marshall Junction Miami Mt. Leonard Napton Nelson Norborne Slater Tina Wakenda Waverly	Southwest TeleConnect TALK.com Universal Telephone
Mexico/ Montgomery City Area	Auxvasse Bellflower Benton City Buell Danville Laddonia Martinsburg Mexico Middletown Mineola Montgomery City New Florence Olney Rush Hill Shamrock Vandiver	BarTel Communications Comm South Intermedia Ionex MaxCom Max-Tel Navigator PCS QCC 1-800-Reconex SouthWest TeleConnect TALK.com Universal Telephone
Missouri Parkland Area	Arcadia Belgrade Bellevue Bismarck Bonne Terre Caledonia Catherine Place Cherokee Pass Coffman Desloge Doe Run Farmington Fredericktown French Village Iron Mountain Lake Irondale Irontown Jewett Knob Lick Leadington Leadwood Marquand Middle Brook Millcreek Mineral Point Mine La Motte Park Hills Potosi Roselle Saco Terre Du Lac Valle Mines Zion	BarTel Communications Comm South Ionex Intermedia MaxCom Max-Tel Navigator PCS QCC 1-800-Reconex Southwest TeleConnect TALK.com Universal Telephone
Moberly Area	Cairo Higbee Huntsville Moberly Renick	BarTel Communications Comm South Ionex Intermedia MaxCom

Moberly Area (cont)		Max-Tel Navigator PCS QCC 1-800-Reconex Southwest TeleConnect TALK.com Universal Telephone
Nevada	Horton Milo Moundville Nevada Sheldon	BarTel Comm South Intermedia Ionex MaxCom Max-Tel McLeod USA Navigator PCS QCC 1-800-Reconex SouthWest TeleConnect TALK.com Universal Telephone
Perryville	Altenburg Belgique Bloomsdale Brazeau Crosstown Farrar Friedheim Frohna Kaskaskia Kinsey Lake Forest Longtown McBride New Wells Old Appleton Ozora Perryville Pocahontas Rocky Ridge Ste. Genevieve Saint Mary's Uniontown Weingarten Zell	BarTel Communications Comm South Intermedia Ionex MaxCom Max-Tel Navigator PCS QCC 1-800-Reconex SouthWest Teleconnect TALK.com Universal Telephone
Sikeston		BarTel Communications CommSouth Intermedia Ionex MaxCom Max-Tel Navigator PCS QCC 1-800-Reconex SouthWest Teleconnect TALK.com Universal Telephone
Sedalia	Green Ridge Hughesville Knob Noster LaMonte Nelson	BarTel Communications Comm South Intermedia Ionex Max Com

Sedalia (cont.)	Sedalia Smithton Whiteman Air Force Base	Max-Tel McLeod USA Navigator PCS QCC 1-800-Reconex SouthWest TeleConnect TALK.Com Universal Telephone
Poplar Bluff	Bernie Bloomfield Campbell Clarkton Dudley Essex Fisk Gideon Malden Parma Poplar Bluff Puxico Qulin Risco	BarTel Communications Comm South Intermedia Ionex MaxCom Max-Tel Navigator PCS QCC 1-800-Reconex SouthWest TeleConnect TALK.com Universal Telephone
St. Louis Area	Affton Allenton Antonia Arnold Ballwin Barnhart Bel-Nor Bel-Ridge Village Bella Villa Bellefontaine Neighbors Bellerive Berdell Hills Berkeley Beverly Hills Black Jack Black Walnut Breckenridge Hills Brentwood Bridgeton Bridgeton Terrace Burke City Byrnes Mill Byrnesville Cohokia, IL Calverton Park Carsonville Castlewood Catawissa Cedar Hill Champ Charlack Chesterfield Clarkson Valley Clayton Concord Village Cool Valley Cottleville Country Club Hills Country Life Acres Crescent Crestwood Creve Coeur Beach	Birch Telecom BarTel Communications Comm South Frontier Communications Gabriel Communications Intermedia Ionex MaxCom Max-Tel McLeod USA Mpower Navigator Nextlink PCS QCC 1-800-Reconex Ren-Tel SouthWest TeleConnect TALK.com TCG Universal Telephone World Com

St. Louis Area (cont.)

Creve Coeur
Crystal Lake Park
Dellwood
Des Peres
De Soto
Dittmer
East Saint Louis, IL
Edmundson
Ellisville
Eureka
Fenton
Ferguson
Fern Glen
Festus
Flordell Hills
Florissant
Foristell
Frontenac
Fulton
Gardenville
Glasgow
Glen Echo Park
Glencoe
Glendale
Goldman
Grantwood
Greendale
Grover
Grubville
Hanley Hills
Harvester
Hazelwood
Hematite
Herculaneum
High Ridge
Hillsboro
Hillsdale
Horine
House Springs
Huntleigh
Imperial
Jennings
Kimmswick
Kinloch
Kirkwood
Ladue
Lakeshire
Lakeside
Lemay
Machens
Mackenzie
Manchester
Mapaville
Maplewood
Marlborough
Maryland Heights
Meacham Park
Mehlville
Moline
Moline Acres
Morse Mill
Murphy
National City, IL
New Melle
Normandy

St. Louis Area (cont.)

Northwoods
 Norwood Court
 Oakland
 Oakville
 O'Fallon
 Old Monroe
 Olivette
 Olympian Village
 Otto
 Overland
 Pacific
 Pagedale
 Pasadena Hills
 Pasadena Park
 Peerless Park
 Pevely
 Pine Lawn
 Pond
 Pertage De Sioux
 Richmond Heights
 Riverview
 Robertson
 Robertville
 Rock Community
 Rock Hill
 Saint Ann
 Saint Charles
 Saint John
 Saint Louis
 Saint Peters
 Sappington
 Schuermanm Heights
 Shady Valley
 Sherman
 Shrewsbury
 Spanish Lake
 Springdale
 Sunset Hills
 Sycamore Hills
 Times Beach
 Town and Country
 Twin Oaks
 Univesity City
 Uplands Park
 Valley Park
 Velda City
 Velda Village
 Velda Village Hills
 Vanita Park
 Vanita Terrace
 Ware
 Warson Woods
 Webster Groves
 Weldon Springs
 Wellston
 Wentzville
 West Alton
 West Overland
 Westwood
 Wentsville
 Westwood
 Wilbur Park
 Wildwood
 Winchester
 Woodson Terrace

Springfield/Branson	Abesville Ash Grove Aurora Battlefield Billings Blue Eyes Bois D'Arc Bolivar Branson Branson West Brighton Brookline Bruner Buffalo Cape Fair Chadwick Charity Chesapeake Clever Crane Diggins Eagle Rock Ebenezer Elkland Eisey Eudora Everton Fair Grove Fordland Forsyth Friestatt Galena Garrison Golden Halfway Halltown Highlandville Hilda Hollister Hurley Jamesville Kimberling City Kirbyville Lampe Linden Logan-Rogersville Mano Marionville Marshfield McKinley Miller Monett Morrisville Mount Vernon Nixa Northview Ozark Pennsboro Phelps Pierce City Pleasant Hope Pleasant View Reeds Spring Republic Ridgedale	Alltel BarTel Communications Comm South Dial US Gabriel Communications Intermedia Ionex MaxCom Max-Tel McLeod USA Navigator The Pager Company PCS QCC 1-800-Reconex SouthWest TeleConnect TALK.com Universal Telephone
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Springfield/Branson Area (cont.)	Rockaway Beach Rogersville Sacville Seymour Shell Knob Silver Dollar City Sparta Spokane Springfield Stoneridge Stafford Taneyville Tauria Union City Viola Walnut Grove Walnut Shade West Republic Willard Wishart	
Stanberry	Stanberry	BarTel Communications Comm South Intermedia Ionex MaxCom Max-Tel Navigator PCS QCC 1-800-Reconex SouthWest TeleConnect TALK.com Universal Telephone
St. Joseph	Agency Clarksdale Cosby Dearborn DeKalb Easton Elwood, Ks Faucett Rushville San Antonio Saint Joseph Stewartsville	Birch BarTel Communications Comm South Intermedia Ionex MaxCom Max-Tel Navigator PCS QCC 1-800-Reconex SouthWest TeleConnect TALK.com Universal Telephone
Tri-State	Alba Arcola Arma, KS Asbury Avilla Beulah, KS Boulder City Blue Jacket, Ok Blazilton, KS Baxter Springs, KS Carthage Cardin, Ok Cherokee, KS Commerce, Ok Carona, KS Crestline, KS Carl Junction Croweburg, Ks	BarTel Communications Comm South Dial US Intermedia Ionex MaxCom Max-Tel McLeod USA Navigator PCS QCC 1-800-Reconex SouthWest TeleConnect TALK.com Universal Telephone

Tri-State (cont.)	Carterville Diamond Dotyville, OK Dudenville Duenweg Englevale, KS East Pittsburg Franklin, KS 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 Lawton, KS Longview Lockwood Lowell, KS McCune, KS Melrose, KS Miami, Ok Milford Mindemines Maplegrove Mulberry, KS Narcissa, OK Neosho North Miami, OK Nashville Newtonia Newport Opolis, KS Oronogo Picher, OK Pittsburg, Ks Peoria, Ok Pierce City Purcell Pyramid Corners, OK Quapaw, Ok Reeds Rocky Comfort Ringo, Ks Roseland, KS Ritchey Riverton, KS Saginaw Scammon, Ks Sarcoxie Seneca	
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Tri-State Area (cont.)	Sherwin, KS Stark City Simcoe 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	
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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**.

 BTC <small>BarTel Communications, Inc.</small> Residence Services Customer Service 1-800-417-5500 Repair Service 1-888-490-0055 Corporate Offices 1-888-742-0055	 COMM SOUTH Establishing or Changing 1-800-936-5223 Repair Service 1-800-936-5223 Billing Information 1-800-936-5223
 intermedia <small>COMMUNICATIONS</small> Business Customers 1-800-250-9999 Repair Service 1-800-250-9999	 One number serves all your business needs. 1.800.860.8401. ionex <small>telecommunications</small> <i>Clearly Connected</i>
 MaxCom Business Office Business Services 1-800-888-3157	Max-Tel Communication, Inc. Residential Services Business Service 817-427-2149 Customer Service 1-800-583-2289 Repairs 1-800-583-2289
Navigator Telecommunications, LLC Business Office Business Service 1-888-662-8835 Residence Service 1-888-662-8835 Repair Service 1-888-662-8835	 KTS Business Office Business Service 1-800-555-1414 Residence Service 1-800-477-1992 Repair Service 1-800-909-6939

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Local Service Alternatives

<p><small>Qcc, Incorporated</small>  Business Office Residential 1-800-696-6079 Business 1-800-696-8079 Service and Repair 1-800-454-9885</p>	<p>1-800-RECONEX <i>Because Everybody Needs A Phone.</i> Business Office New Sales 1-800-732-6639 Customer Service 1-800-275-8223</p>
<p>SouthWest  TeleConnect Prepaid Residential Services Res. Sales & Cwt. serv. 1-800-550-7540 (Para Español Llame Gratis Al) Repair Services 1-800-550-7540</p>	<p>TALK.com™ Customer Service 1-888-988-6988 web address www.talk.com</p>
<p>Universal Telephone Business Office Residential Services 1-888-522-5224 Repair Service 1-888-522-5224</p>	

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 **Boonville/** 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.

 BTC <small>BayTel Communications, Inc.</small> Residence Services Customer Service 1-800-417-5500 Repair Service 1-888-490-0055 Corporate Offices 1-888-742-0055	 COMM SOUTH Establishing or Changing 1-800-936-5223 Repair Service 1-800-936-5223 Billing Information 1-800-936-5223
 intermedia <small>COMMUNICATIONS</small> Business Customers 1-800-250-9999 Repair Service 1-800-250-9999	 One number serves all your business needs. 1.800.860.8401. ionex <small>telecommunications</small>
 MaxCom Business Office Business Services 1-800-888-3157	Max-Tel Communication, Inc. Residential Services Business Service 817-427-2149 Customer Service 1-800-583-2289 Repairs 1-800-583-2289
 McLeodUSA Business Office Business Services 1-800-743-0321 Residence Services 1-800-743-0321 Internet Services 1-800-743-0321	Navigator Telecommunications, LLC Business Office Business Service 1-888-662-8835 Residence Service 1-888-662-8835 Repair Service 1-888-662-8835