

Exhibit No:

Issues: Residential Access Lines and Relate Line Services

Witness: Fite

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

Aimee M. Fite

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 AIMEE M FITE

STATE OF TEXAS)
) SS
CITY OF SAN ANTONIO)

I, Aimee M. Fite, of lawful age, being duly sworn, depose and state:

1. My name is Aimee M. Fite. I am presently Associate Associate Director – Core Products – Consumer Marketing, a unit of SBC Management Services, Inc.
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.

Aimee M. Fite
Aimee M. Fite

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

Rosemarie Urresti
Notary Public

My Commission Expires: 4-27-03

Southwestern Bell Telephone Company

Direct Testimony of Aimee M. Fite

Q. What is your name and business address?

A. My name is Aimee M. Fite and my business address is 112 E. Pecan, 2-R-09, San Antonio, TX 78205.

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

A. I am Associate Director – Core Products – Consumer Marketing, with SBC Management Services, Inc. I currently collaborate with the Central Marketing team in the development of product plans, campaign/program calendars and implementation of annual promotion plans. I also coordinate with the Regional Sales Operations Team for operational deliverables such as methods and procedures, job aids, etc.

Q. What is your relevant employment and educational background?

A. I hold a Bachelor's Degree in Business Administration from the University of Texas at San Antonio. I have been employed by affiliates of SBC Communications in various marketing capacities since January 1981. For the past 10 years, I have held positions related to marketing of services as well as providing regulatory support for Public Communications.

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. My testimony supports Southwestern Bell Telephone Company's**
7 **(SWBT's) efforts to gain a competitive classification for residential access**
8 **lines and line-related services such as vertical services.**
9

10 **Q. How will your testimony support the efforts to gain competitive**
11 **classification for residential access lines and line-related services.**

12 **A. My testimony will:**

- 13 • Describe residential services available from SWBT, including
14 residence access lines and line-related services such as vertical
15 services;
- 16 • Show the availability of services from alternative providers in Missouri
17 exchanges, thus demonstrating that effective competition exists for
18 these services;
- 19 • Demonstrate that the services of the alternative providers in the
20 exchanges are functionally equivalent or substitutable at comparable
21 rates, terms and conditions; and
- 22 • Explain how customers will benefit from a declaration that SWBT's
23 services are competitive.

1
2 **Q. It appears as though you have grouped the services into two**
3 **categories: residential access lines and line-related services. Will**
4 **your testimony address each of these categories?**

5 A. Yes, I will be discussing these two categories of residential services.
6 Residential access lines including dial tone and local usage, and line-
7 related services including CLASS and Custom Calling features (CCF)
8 (e.g. Call Waiting, Three Way Calling, Caller ID). A description of these
9 services is attached as Schedule 1, entitled "Residential Service
10 Definitions and Line-Related Services".
11

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

14 A. The Commission should understand the following points:
15

- 16 • There are alternative providers providing substitutable services for
17 SWBT's residential services;
- 18 • While the obvious competitors to SWBT's residential services include
19 Competitive Local Exchange Carriers (CLECs), there are also non-
20 traditional forms of communication that are substitutable for or
21 functionally equivalent to SWBT's services such as wireless service,
22 Internet-based telephony, DSL, email, and customer premises
23 equipment (CPE).

- 1 • SWBT faces pricing constraints that do not apply to its competitors.
- 2 • Customers are not receiving the full benefit of a competitive market
- 3 because SWBT's existing pricing constraints limit its ability to respond
- 4 to changing customer demands and a changing competitive
- 5 marketplace.

6

7 As a result of these points, the Commission should find that effective

8 competition exists for SWBT's residential services.

9

10 **GENERAL OVERVIEW OF THE COMPETITIVE MARKET**

11

12

13 **Q. What are the different types of competition that SWBT faces?**

14 **A.** As more fully explained in the direct testimony of SWBT witness Mr.

15 Thomas Anvin, the most recognizable forms of competition come from

16 CLECs providing the same types of residential access lines, and line-

17 related services that SWBT provides.

18 We are also experiencing increased competition from the prepaid

19 communications market, as the result of falling monthly and per-minute

20 rates, a troubled economy and cost-conscious consumers. Several years

21 ago, higher payphone rates made way for prepaid calling cards. Now

22 we're seeing a transition from prepaid calling cards to prepaid dial tone

23 and prepaid wireless.

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The prepaid dial tone and prepaid wireless markets are expected to expand as rates keep falling. With lower rates for prepaid cards for prepaid cell phones, it will be much more economical for consumers to change to a prepaid cell phone to rid themselves of a costly annual contract. Prepaid Internet service is also coming onto the scene.

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Customers want a bundling of all their services when it comes to prepaid services. Consumers will be more likely to look for a one-stop shop for their local, Internet, long distance and mobile phone service combined into one package for a fixed fee.

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SWBT also faces competition from some of the non-traditional service providers, as explained in the direct testimony of Mr. Anvin. Increasingly, consumers are opting to substitute their wireless service for traditional wireline service. Wireless phone service can more efficiently meet the multifaceted needs of our growing population of technologically savvy consumers. Wireless providers have come up with several creative marketing initiatives that encourage increased wireless usage, leading to further landline displacement. Some usage plans allow customers to carry unused minutes over to the next month. "Group/Family plans" allow families or groups to share minutes, encouraging groups of customers to subscribe to service together. Wireless service usually offers much larger local calling scopes than SWBT provides.

1 There is not only competition from mobile wireless phones but from fixed
2 wireless providers who deliver local access services by installing a
3 transceiver, about the size of 2 or 3 stacked pizza boxes, mounted on or
4 next to a house. When a customer makes a telephone call or accesses
5 the Internet, the voice, data or video signals travel over the building's
6 internal wiring to the transceiver. The signal is transmitted to an antenna
7 on another building or radio tower where the signal can enter the public
8 switched network or be sent to the Internet. Fixed wireless providers can
9 provide residential service without having to invest in copper loops. If a
10 customer chooses to change service providers, the wireless equipment
11 can be removed and utilized by a new customer at a new location.

12 Internet access has gone mainstream. According to a recent article
13 (attached as Schedule 2) entitled, "Broadband Internet Access Becomes
14 the Norm in Kansas City Mo", 60% of American households will have
15 access to the Internet this year.

16 Internet service providers offer web-based services like email and instant
17 messaging, that allow users to stay connected while on-line. With instant
18 messaging the user can communicate instantly and privately with users
19 on their buddy list. A user can keep track of friends by creating a buddy
20 list. They will know instantly when someone on their buddy list is on-line
21 and have the ability to enjoy live conversations online. Instant messaging
22 is substitutable for SWBT's services because it provides the user with a
23 multifaceted communication tool while on their computer, eliminating the

1 need for a second phone line. The user will not miss important calls from
2 friends and family members. They can chat freely and endlessly from any
3 point A to point B without incurring additional charges for the installation
4 and monthly rate of an additional phone line. Many of these instant
5 messaging services are free and allow the user access from any web-
6 enabled device. AOL, a top Internet service provider that offers instant
7 messaging service, has had over 100 million registrations for its service.

8
9 There are also free email services that allow the user to send and receive
10 messages. Two of the big names in free Web-based email are Hotmail
11 and Yahoo! Mail, offering free email with no need to utilize special
12 software or settings to access messages, just a computer connected to
13 the Internet and a browser. Users can access the office email from these
14 free services. Hotmail has over 30 million users of its free services
15 worldwide, and these services allow the consumer to check his or her
16 email without the aid of a phone line.

17 Cable broadband service provides a high-speed data connection over the
18 same line as the cable television line. Providing Internet access at least
19 20 times faster than a standard-speed, phone line based dial modem,
20 cable modem service can be up to 100 times faster if the provider so
21 chooses. By attaching a headset or handset to a PC, and accessing a
22 service provider like Net2phone, a cable modem consumer can place a
23 call next door or around the world for either a small fee or for free.

1 Net2phone uses virtual calling cards -- customers buy credits using a
2 credit card. Users then connect to the Internet and access the Net2phone
3 website, allowing them to dial across the street or around the world. Cable
4 providers are now selling digital phones that connect to the television
5 cable and works just like a traditional phone.

6
7 Competitors are also installing their own equipment in SWBT's central
8 offices and selling DSL service which allows both voice and data over a
9 single line. Residential users can use these services to talk and surf the
10 Net simultaneously.

11 12 **RESIDENTIAL ACCESS LINE SERVICES**

13 **Q. What are residential access line services?**

14 **A.** Residential access line services are those services that provide basic
15 voice access to the telecommunications network. For residential service,
16 the most typical is flat rate telephone service. Additionally, there are other
17 forms of access including measured service and message rate service.

18
19 **Q. What types of competition exist for residential access line services?**

20 **A.** The most well-known type of competition for residential access line
21 services is from certificated CLECs providing tariffed services that are
22 available and directly substitutable for SWBT's residential access line
23 services. But as mentioned above, there are several other non-traditional

1 providers including wireless, Internet-based telephone, DSL, email, CPE,
2 cable phones and modems, and even satellite.

3
4 **Q. How do CLECs provide residential access line services?**

5 A. There are three different types of platforms that allow CLECs to provide
6 residential access line service. Competitors may be resellers, UNE
7 based or total facilities-based providers. Many CLECs provide service
8 through resale and UNE-P (the unbundled network element platform),
9 allowing them to offer service in all SWBT exchanges with little or no
10 capital investment. CLECs utilizing resale and UNE-P do not have to
11 invest in their own infrastructure. Resellers purchase services from
12 SWBT at a discount and in turn sell the service to their customers often at
13 a discount from SWBT's retail price. Other CLECs are using UNE-P
14 which allows them to purchase unbundled network elements from
15 SWBT, and to completely duplicate the services offered by SWBT.
16 CLECs opting for this means of provisioning service are also able to
17 avoid capital investment in their own infrastructure. Other CLECs may
18 choose to provide service by combining UNEs purchased from SWBT
19 with their own facilities. By purchasing a UNE loop, the CLEC can reach
20 the end user without having to invest in the last mile infrastructure. When
21 CLECs lease certain elements of SWBT's network, they form their own
22 virtual network arrangement allowing them to expand faster with less
23 investment.

1 **Q. Are the residential access line services that these CLEC competitors**
2 **offer tariffed?**

3 A. Yes. CLECs file tariffs with the Commission that identify their services
4 including terms, conditions and prices.

5

6 **Q. Do these tariffs demonstrate that CLECs are offering the same types**
7 **of residential access line services that SWBT provides?**

8 A. Yes, the Missouri Local Exchange Services Tariffs for AT&T and LDD
9 have been presented in Mr. Thomas Anvin's testimony. The AT&T Tariff
10 Section 6 describes the Local Service provided by the AT&T Integrated
11 Offering as "the furnishing of voice grade communication necessary for
12 the communication between specified exchange areas, etc". Similarly,
13 the LDD tariff, section 5.5 describes the following: "Basic Local
14 Exchange service provides the customer with a single, analog, voice-
15 grade telephonic communications channel which can be used to place or
16 receive one call at a time". The descriptions provided are consistent with
17 the description provided by SWBT for its Local Exchange Service as
18 provided in Schedule 1 entitled, "Residential Service Definitions and Line-
19 Related Services". Section 6 of the AT&T tariff lists various service
20 offerings with descriptions, which demonstrate that AT&T's Line-Related
21 services like Call Waiting, Call Forwarding, Caller ID etc., are comparable
22 to and substitutable for the services offered by SWBT. Additionally
23 Section 3 of the AT&T tariff shows that its services are available in the

1 same exchanges that SWBT offers its local exchange services. Schedule
2 3 shows that CLECs are offering their services in the exchanges that
3 SWBT offers its service. While CLECs offer basic local service, they also
4 offer package deals. For example, Schedule 4 is an AT&T offer that
5 provides a package of services to Missouri consumers who subscribe to
6 its Digital Phone service that includes unlimited local calls, single or
7 multiple lines, competitive rates on long distance (local and state to
8 state), convenient calling features, like Caller ID, Call Waiting and 3-Way
9 Calling and additional lines at savings.

10
11 **Q. Are the residential access line services provided by these CLECs**
12 **substitutable for or functionally equivalent to SWBT's residential**
13 **access line services?**

14 **A.** Yes. As can be seen from the CLEC tariffs of AT&T and LDD, the
15 residential access line services and line-related services provided by
16 these competitors provide the same type of access to the network that
17 SWBT's services provides. Whether the customer is purchasing the
18 service from SWBT or from a CLEC, the customer is receiving the ability
19 to access the telecommunications network.

20
21 **Q. Are the prices that CLECs are charging for residential access line**
22 **services generally comparable to the prices charged by SWBT?**

1 A. Yes. Schedule 5 provides additional examples which reflect that rates
2 are comparable. The matrix shows certain CLECs, namely LDD and
3 McLeod USA, that have rates and services comparable to those that are
4 offered by SWBT.

5
6 **Q. Are the local calling scopes offered by CLECs comparable to**
7 **SWBT's local calling scopes?**

8 A. Yes. At a minimum, CLECs typically match SWBT's local calling scopes.

9
10 **Q Other than tariffs, what evidence is there that the products of these**
11 **CLECS are substitutes for SWBT's local services and that**
12 **competitors are effectively serving residential customers today?**

13 A. The marketing efforts of these competitors throughout the state of
14 Missouri reflect that CLECs are competing with SWBT. I am providing
15 examples of advertisements that appeared in SWBT's exchanges
16 targeting residential customers as Schedule 6. These offers makes it
17 clear that CLECs are advertising these services as substitutes for SWBT's
18 services because these advertisements are trying to entice customers to
19 disconnect SWBT's residential service and purchase the CLEC's service
20 instead.

21
22 **Q. Earlier you mentioned that SWBT also faces competition for**
23 **residential access line services from non-traditional sources such as**

1 **wireless service. Please explain how wireless services are**
2 **substitutable for SWBT's residential access line services.**

3 A. Please refer to Schedule 7 a direct mail piece for AT&T Wireless phone
4 service that was mailed to Missouri consumers. It encourages customers
5 to use wireless service in lieu of wireline service. Other ads from wireless
6 providers (Schedule 8) also show the substitutability of their services.
7 Several wireless providers are offering plans with no roaming charges and
8 no domestic long distance charges, and include free Caller ID, and free
9 Call Waiting. Digital wireless service offers the same ability to make and
10 receive calls that SWBT offers, including line-related services services
11 like Call Waiting and Caller ID.

12 There are three types of customers who use wireless service as a
13 substitute for SWBT's residential services: (1) those that completely
14 replace landline phones with wireless and use their wireless as their
15 primary phones, (2) those who purchase wireless phones instead of
16 additional landline phones, and (3) those who migrate some of their
17 landline minutes of use to their wireless phones. Wireless service may
18 be priced higher, but many packages include unlimited off peak calling.
19 Many also include a certain number of toll minutes. Additionally, wireless
20 carriers offer payment plans that do not require a significant deposit for
21 younger customers without established credit histories.

22 In a survey conducted of 900 households that have wireless phone users,
23 36.4% reported using their wireless phones while at home and 26.2%

1 reported using their wireless phones while at work. Additionally, over 12%
2 of the respondents reported making their most recent wireless phone
3 purchase instead of installing additional landline telephone service.
4 Displacement of landline voice minutes in the U.S. is expected to grow
5 over the next five years, potentially accounting for 41% of all voice
6 minutes by the year 2005, up from 6.5% in 1999. See Schedule 9
7 Yankee Group Wireless/Mobile Services Report and Schedule 10 a
8 bulletin entitled "Replacing Landline with Wireless- How Far Can It Go"?
9 by analyst Callie Nelsen. Clearly, customers are becoming more
10 comfortable using their wireless service as a substitute for SWBT's
11 residential access line services.

12

13 **Q. What advertising do these wireless providers use?**

14 A. Evidence can be found in direct mailing pieces, radio spots, ads in local/
15 regional/ national newspapers and other publications. By observing how
16 aggressively the competitors are pursuing customers, it is possible to gain
17 some insight into the market. A variety of marketing effort examples is
18 apparent in the Missouri marketplace today. Competitors make offers to
19 residential customers by utilizing direct mail, radio, TV, print advertising,
20 door-to-door and websites. See Schedule 8 for samples.

21

22 **Q. Are wireless providers regulated by the Commission?**

1 A. No. Wireless providers are not under the jurisdiction of the Commission.
2 They do not receive certification from the Commission, they do not file
3 tariffs with the Commission, and the Commission does not regulate their
4 prices.

5
6 **Q. You mention that wireless providers' prices are not regulated by the**
7 **Commission. Are their prices regulated by the Federal**
8 **Communications Commission (FCC)?**

9 A. No. There are typically a few wireless providers in each market area and
10 they are free to price their services however they deem appropriate in the
11 market.

12
13
14 **Q. You mentioned other non-traditional sources of competition for**
15 **SWBT's residential access line services. Please explain how these**
16 **technologies are substitutable for SWBT's residential access line**
17 **services.**

18 A. Cable phones, which use the cable wiring traditionally used to provide
19 cable television, are a direct substitute for the SWBT local telephone line.
20 This form of telephony provides the same service and basic features as
21 traditional phone service. This includes the use of a traditional style
22 handset. Cable modems use this same connection as the cable phone.
23 The connection of the cable modem to the Internet via the cable service is

1 a direct substitute for a second phone line that can be used to access the
2 Internet via dial-up access. More importantly, cable phones, cable
3 modems, and in-home cable television can be used concurrently. By
4 using a headset attached to a computer, the cable modem can be used to
5 make calls across the street or around the world using a service provider
6 like Net2phone. DSL service can be added to an existing line, again
7 removing the need for an extra phone line, and can be used in the same
8 manner as the cable modem to make phone calls via the Internet.
9

10 **Q. You have demonstrated that several forms of alternative providers**
11 **exist and that they provide substitutable services for SWBT's**
12 **residential access line services in Missouri. Do these various forms**
13 **of competitors exist in all the SWBT exchanges in which SWBT is**
14 **seeking a competitive classification for residential access line**
15 **services?**

16 **A.** Yes. With respect to CLEC competitors, many CLEC tariffs indicate that
17 they provide residential access line services in all of SWBT exchanges.
18 Please see Schedule 3 which summarizes the exchanges for which the
19 various CLECs have filed tariffs offering residence service. Schedule 11
20 is a map demonstrating the number of CLECs which have filed residence
21 service tariffs in SWBT's exchanges.
22

1 With respect to the non-traditional alternatives, such as wireless service
2 and Internet based offerings, they are also available to customers
3 throughout the state in which SWBT is seeking a competitive classification
4 for consumer residential access line services.
5

6 **LINE-RELATED SERVICES SUCH AS VERTICAL SERVICES**

7

8 **Q. What are vertical services?**

9 A. Vertical services are line-related services offering features that can be
10 added to residential access lines to make the line more functional. The
11 typical line related services are the numerous vertical services that SWBT
12 provides, but it also includes things like hunting which allows calls to
13 "hunt" from a busy line to another line that is not busy.
14

15 **Q. What vertical services does SWBT offer?**

16 A. The vertical services offered by SWBT are called EasyOptions® Services
17 and include the vertical and Custom Calling features (CCF). These
18 include, but are not limited to, services such as, Call Waiting, Auto Redial,
19 Three Way Call, Call Blocker, CallerID with Name Delivery, CallerID with
20 Number Delivery, Speed Dial 8, and Call Waiting ID.
21

1 **Q. Explain the impact of residential access line loss and how it affects**
2 **line-related services.**

3 A. The basic residential access line and our additional access line products
4 are point of entry products, meaning that the customer must retain their
5 residential access line to have any of our vertical services. When a
6 customer disconnects their line and goes to a competitor, SWBT not only
7 loses the recurring line revenue, but it also loses the opportunity for any
8 recurring revenue from the line-related services to which they have
9 subscribed.

10

11 **Q. What types of competition exist for vertical services?**

12 A. The most obvious type of competition is from CLECs that resell SWBT
13 service or offer comparable services via their own network/platform.

14

15 Consumers also substitute their wireless service for wireline, and they
16 may then obtain vertical services from their wireless provider. Most, if not
17 all, of the Easy Option Services and CCF vertical services offered by
18 SWBT are available from wireless service providers.

19

20 There is also the opportunity to obtain CPE that will perform the same
21 functions as some of our vertical services. For instance, a redial feature is
22 programmed on most telephone handsets currently available in retail
23 stores. This feature is comparable to our Auto Redial service that allows

1 the last outgoing number to be redialed. Some consumer telephones
2 have a conferencing feature that allows the users to conduct a conference
3 call without operator assistance if the subscriber has 2 lines. This feature
4 is comparable to our 3-Way calling feature. The customer pays a one-time
5 charge for outright purchase of the CPE which eliminates the need to pay
6 additional monthly fees for vertical services added to the telephone line.
7 Many telephone sets also allow consumers to program frequently dialed
8 numbers, which is comparable to SWBT's speed dialing features.

9
10 For customers that want to stay connected while on the Internet, Internet
11 Service Providers (ISPs) are now offering Call Waiting, CallerID and Voice
12 Mail via their own network. This eliminates the need for customers to
13 subscribe to SWBT's vertical services so they will not miss calls while
14 surfing the net.

15
16 **Q. Are the vertical services that the CLEC competitors offer tariffed?**

17 **A. Yes.**

18
19 **Q. Do these CLEC tariffs demonstrate that CLECs are providing the**
20 **same types of vertical services that SWBT provides?**

21 **A. Yes.** For example, McLeod resells SWBT's residential services. It
22 provides services in the same exchanges that SWBT's services are
23 offered. McLeod's General Exchange Tariff shows that it offers the same

1 vertical services (Easy Options) as listed in SWBT's General Exchange
2 Tariff.

3
4 **Q. Are the prices charged by CLECs for vertical services generally**
5 **comparable to the prices charged by SWBT?**

6 A. Yes, generally speaking, prices are comparable. In Schedule 5, I provide
7 several examples demonstrating that prices charged by CLECs for vertical
8 services generally compare to the prices charged by SWBT. Several
9 examples exist, but specifically, McLeod's tariff shows that the monthly
10 rate for Call Forwarding is \$2.85. The monthly rate that SWBT charges for
11 this service is \$3.24. Additionally, McLeod offers Call Blocker for \$2.85
12 while SWBT offers this service for \$3.00. LDD offers Call Blocker and
13 Call Forwarding for the same price as McLeod.

14
15 **Q. Earlier, you mentioned that SWBT also faces competition for vertical**
16 **services from non-traditional sources such as wireless service. Do**
17 **you have examples of marketing efforts by wireless providers that**
18 **shows they offer vertical services similar to SWBT's vertical**
19 **services?**

20 A. I have demonstrated earlier in my testimony that customers are
21 increasingly using wireless service as a substitute for SWBT's residential
22 access services, and wireless providers are also offering substitutable
23 vertical services.

1

2

As shown in Schedule 12, MCI Worldcom wireless service offers a consumer package which includes voice mail, Call Waiting, 3 Way Calling, a free phone with missed call indicator, and Last Number redial.

5

6

AT&T Wireless offered their PCS voicemail with message waiting indicator, free Call Waiting, Caller ID and a free executive headset.

7

8

Schedule 12 also "Wireless Advertising of Vertical Services" provides examples of wireless advertisements that demonstrate that wireless providers offer vertical services that are the same as SWBT's vertical services.

10

11

12

13

Q. You have demonstrated that several forms of alternative providers exist and that they provide substitutable services for SWBT's vertical services in Missouri. Do these various forms of competitors exist in all of SWBT's exchanges?

14

15

16

17

A. Yes.

18

19

Q. You also mentioned earlier that SWBT faces competition of its vertical services from providers of CPE, do you have examples that would support this?

20

21

22

A. Yes, I have examples of ads attached as Schedule 13 featuring CPE that offer the redial feature that is built into the equipment, eliminating the

23

1 need for a consumer to purchase the vertical feature from SWBT. The
2 CPE is competitively priced and widely available. Additionally, for
3 consumers that have two or more lines, they can obtain a two line phone
4 which will give them the ability to a conference call without ordering 3 Way
5 Calling or without operator assistance. 3 Way Calling is very popular
6 among households with teenagers and those with someone working at
7 home. Many kinds of CPE also include pre-programmable speed dialing
8 buttons.

9
10 **Q. Are these CPE products available in all the exchanges that SWBT**
11 **offers vertical services for comparable prices?**

12 A. Yes, manufacturers generally make their CPE products widely available
13 through national and local retailers, mail houses and through Internet
14 websites.

15
16 **Q. Why should this Commission declare SWBT residential access lines**
17 **and line related services competitive?**

18 A. Considering both function and price, many competitors in Missouri are
19 providing comparable products and services in the consumer market
20 related to residential access line services and line-related services like
21 vertical services. The growth in the number of competitors, the breadth of
22 comparable alternatives and competitor marketing efforts support SWBT's
23 position that comparable alternatives exist throughout all of SWBT's

1 exchanges in Missouri. The time for competitors to have a regulatory-
2 imposed advantage has ended. The Commission should permit the
3 statute to work as intended and grant a competitive classification for
4 SWBT's residential access line and line-related services.
5

6 **Q. What impact would it have on the market if these products/services**
7 **are declared competitive? How will customers benefit?**

8 A. As touched on earlier, flexibility in pricing encourages the introduction of
9 new technologies into the market. Entrepreneurs are looking for the
10 opportunity to provide products or service to buyers where there is an
11 ability to earn profits. These new technologies will meet customers' needs
12 for new services, helping to improve the quality of their life. It is important
13 to remember that SWBT, as a business, acts as an entrepreneur.
14 Customers will benefit by allowing SWBT to be more innovative and take
15 more risks. For example, a new product could be introduced at a low
16 price to give customers the opportunity to try it.
17

18 **Q. Please summarize your testimony.**

19 A. I have demonstrated that there are alternative providers providing
20 services that are substitutable for or functionally equivalent to SWBT's
21 residential access line and line-related services. Not only do these
22 alternative providers include the CLECs competing against SWBT, but the
23 alternative providers also utilize a group of diverse technologies such as

1 wireless and Internet-enabled communication such as Internet telephony,
2 email and instant messaging. SWBT is seeking a competitive
3 classification for its residential access line and line-related services so it
4 can compete on more equal terms with its competitors..

5

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

7 **A. Yes, it does.**

FITE

Schedule 1

Residential Service Definitions and Line Related Services

Flat Rate Service is an Exchange Service furnished for a specified sum without regard to the amount of use. (General Exchange Tariff Sect 8)

A flat rated line that provides residence 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.

Measured Service is a class of service for which a charge is made in part on the basis of network access and, in part, on the basis of four local usage pricing elements, number of local messages, the duration of the message, the distance of the message within the local area and the time of day the message was placed. (General Exchange Tariff Sect 8)

A usage rated line that provides residence 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.

Message Rate Service is a class of Exchange Service, not including coin box service, for which charge is made wholly or in part on the basis of amount of use. (General Exchange Tariff Sect 8)

Customers contracting for message rate service are billed monthly at rates specified in the Local Exchange Tariff plus charges for local messages in excess of the message allowance, if any, used during the preceding month.

EAS (Extended Area Service)

A local exchange service that is provided between two or more contiguous exchange areas. (General Exchange Tariff Section 8)

Extended Area Service is a non-optional arrangement whereby customers in one exchange can call customers in contiguous exchanges, thereby expanding the local calling scope without paying toll charges for each call.

Vertical Services

Caller ID provides for the transmission of Calling Party Number (CPN) and Calling Name Delivery information to the subscriber's access line. Caller ID customers must provide and connect their own compatible premises equipment (CPE) to process the information.

Call Waiting alerts a customer that another caller is trying to reach him. Customers also have the ability to temporarily deactivate their Call Waiting

services for the duration of one call. Call Waiting is automatically re-activated for the next originating or terminating call.

Call Forwarding enables a customer to transfer their incoming calls to another phone number.

Three-Way Calling enables a customer to add a third party to an existing call, thereby establishing a conversation between three different parties.

Call Return enables a customer to redial the number of their last incoming call. If the number is busy, the Telephone Company's equipment will attempt to re-dial the number for up to 30 minutes. The subscriber will be signaled via a special ring when the call is no longer busy and can be successfully completed.

Auto Redial enables a customer to automatically redial the last outgoing telephone number that was dialed. If the re-dialed telephone number is busy, the Telephone Company's equipment will attempt to re-dial the number for up to 30 minutes. The subscriber will be signaled via a special ring when the call is no longer busy and can be successfully completed.

Priority Call provides the subscriber with a distinctive ring or Call Waiting tone (if the customer has subscribed to Call Waiting) when incoming calls are placed from previously designated phone numbers. The subscriber constructs his own screening list of telephone numbers by dialing a unique code.

Call Blocker enables the customer to block calls that originate from preselected telephone numbers and/or the last incoming call (without actually knowing the number). To block certain numbers, the subscriber creates a screening list. The telephone number of the last incoming caller can be added to the screening list by dialing a special code.

Call Forwarding Busy Line allows incoming calls that encounter a busy condition to be automatically forwarded to a pre-designated telephone number.

Call Forwarding Don't Answer allows incoming calls that are not answered after a pre-selected number of rings to be automatically forwarded to a pre-designated telephone number.

Selective Call Forwarding enables the customer to forward incoming calls that originate from pre-selected telephone numbers to another telephone number. The subscriber constructs a screening list by dialing a specific activation code.

Anonymous Call Rejection allows customers to automatically reject calls that have been blocked or marked anonymous by the calling party.

Privacy Manager enables a customer to manage incoming calls that have been identified as "anonymous", "out of area", "unavailable" or "private" before their phone rings. These types of calls are intercepted and an announcement is played informing the caller to either record their name, temporarily unblock the delivery of their phone number or enter a by-pass code.

Internet Caller ID allows a customer to be notified of an incoming call via a pop-up dialog box on their personal computer while logged onto the internet. The subscriber will see the Caller ID information of the incoming caller and has several call disposition options to choose from.

Hunting

Customers with more than one line and one-party service where facilities exist may have this service.

Rotary Hunt - The hunt for an idle line starts with the called line in a prearranged group and ends with the last line in the group, completing the call to the first idle line encountered. Unless the first line is called, only a portion of the group is hunted.

Circle Hunt - This feature permits a complete hunt sequence over all the lines in a prearranged group. If no idle line is encountered, the hunt will continue until it reaches the line that was originally called.

Preferential Hunt: Some or all of the lines in a hunt group may have an associated preferential hunt list. This hunt list permits a pre-hunt over a subset or preferential group of lines before hunting through the multiline hunt group.

FITE

Schedule 2

Broadband Internet Access Becomes the Norm in Kansas City, Mo.

Ted Sickinger

04/02/2000

KRTBN Knight-Ridder Tribune Business News: The Kansas City Star - Missouri
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ON THE INFORMATION SUPERHIGHWAY, Alan Grimes is the cure for road rage.

Grimes is a telephone technician, and he spends his days crisscrossing the metropolitan area, tool belt in tow, delivering high-speed Internet access to speed-starved Web surfers.

If you haven't heard, high-speed Internet access -- also referred to as broadband or high-bandwidth service -- has gone mainstream. **Myriad companies, from telephone and cable operators to Internet service providers, are peddling different flavors, each saying its is the latest and greatest.**

The market is ripe. According to a recent study from market research company Cahners In-Stat, 60 percent of American households will access the Internet this year. And, by one estimate, they will collectively waste 2.5 billion hours waiting for Web pages to download to their computers.

Carriers are betting that once consumers experience life in the Internet fast lane, they'll settle for nothing less.

With high-speed access, Web pages pop up. Video and music files are delivered with speed and quality. Unlike a dial-up modem, the service is always on, with no busy signals.

Moreover, consumers who already are paying each month for a second phone line and for a dial-up Internet service often find that they can purchase high-speed service with no increase in their monthly outlay.

What you won't hear as you sift through the broadband hype, however, is that these are the early days. Each service has inherent strengths and weaknesses, and the carriers are still learning how to deliver and support them.

Moreover, on high-speed services -- phone or cable -- your Internet speed is only as fast as the computer server that's sending you data. So popular Web sites can still appear slowly on your screen at home, and experienced users say speeds are generally a fraction of the advertised potential, but still acceptably fast.

Complaints abound about incompetent customer service, service outages and protracted installations. Most important, the services aren't universally available yet, so you may not be able to get one.

"It's seems like a simple service until you try to put it together," said

Grimes, who works for Southwestern Bell. "Sometimes the pieces don't fit. It's an adventure every time."

With that in mind, here is an overview of the largest providers and their options for residential users in the area.

Time Warner Cablevision's Road Runner is the most established broadband service in the area, with about 10,000 subscribers.

Introduced last spring, Road Runner is available everywhere Time Warner has upgraded its cable network for two-way service. That leaves out the bulk of Johnson County, which the company plans to upgrade by year's end.

Road Runner runs \$40 a month and provides a high-speed data connection over the same line as your cable television. If you don't take cable, you can still get Road Runner, but it costs a bit more.

Theoretically, cable modems can provide faster service than phone-based alternatives. But to economize on its connections to the Internet, Road Runner says it chokes back customers' speed to 2 megabits per second.

That's still blazing, to be sure, 70 times faster than a standard-speed modem. But the other caveat is that cable networks provide shared service, meaning that as more users in your neighborhood hop on the network, it slows down.

Dale Bishop, a computer consultant and one of the company's early-bird testers, says his download speeds using Road Runner varied from breathtakingly fast to interminably slow. There was little pattern he could discern. Because of repeated e-mail outages and his inability to get technical questions answered by customer service, however, Bishop decided to bail out last month in favor of the phone company's offering.

Other users say they're perfectly happy with Road Runner. Most important, it's widely available, and the company typically can hook it up three days after you call.

Brian Goldberg, general manager for Road Runner services in Kansas City, acknowledges that the company has had some growing pains since its launch and that customer service sometimes lacks the technical wherewithal to satisfy the requests of power users. But he says the company is revamping its processes and hopes to have those issues ironed out soon.

He also notes that any issues with speed have nothing to do with the cable network, but with Road Runner's ability to buy enough high-speed capacity from backbone providers, which link the cable network to the Internet. Those providers haven't kept pace with Road Runner's demands, Goldberg said.

"I think we've rounded that corner now," he said.

COMING SOON: the merger of Time Warner and AMERICA ONLINE, if federal regulators approve. The deal could bring Road Runner subscribers a host of AOL content and features, and current AOL subscribers could get a convenient means to get high-speed service and AOL.

Phone-based broadband was slower coming than cable. But the empire is striking back, with Southwestern Bell making aggressive promotional offers, spending a fortune on advertising and billions to extend its service -- called digital subscriber lines -- to 80 percent of its customers by the end of 2003.

Unlike cable companies, Bell also is required to open its network to competitors, which install their own equipment in phone company offices and sell DSL service by running a second phone line into a home.

Bell also resells DSL through independent Internet service providers, which can add features to better compete with the phone company.

DSL from Southwestern Bell and its partners runs over your existing phone line, so you can talk and surf the Net simultaneously. It provides download speeds that range from 144 kilobits per second to 6 megabits per second, depending on how much you're willing to pay.

Bell guarantees speeds, but that commitment covers only the span between your computer and its central office -- not all the way to the Internet.

DSL comes in many types and prices. The garden variety is asymmetric DSL, or ADSL, which receives data many times faster than it sends.

The distinction isn't critical for casual users. But users who regularly send large files back and forth from work or want good-quality videoconferencing may want to pop for enhanced ADSL, at about five times the price of the basic service.

Or there is symmetric service, called SDSL. It sends and receives data at the same speed. It is often referred to as "business class" DSL because business users tend to do more heavy-duty sending of information. Providers such as Birch Telecom and Grapevine.net also dress up the service with a variety of features and equipment that meet business users' needs.

Whatever your preferred provider, availability can be a problem. To get it, you have to live within three miles of one of the phone companies' central offices. That's cable feet, not as the crow flies. Houses across the street from a central office are often several thousand cable feet away.

Even customers who live within the prescribed range can have problems getting DSL. Some lines have equipment on them that interferes with a digital signal. If Bell has to send a technician down a manhole to remove the offending gear, the cost to you can be as much as \$900.

SDSL providers say they can provide service slightly farther than three miles. And Southwestern Bell is laying new cable and building remote stations to extend its DSL umbrella. It's not clear how widely or quickly that will rectify matters.

Coming soon: Line-sharing regulations that will force Bell to give competitors access to the DSL portion of their customers' primary voice lines. Without running a second line into a home, competitors can slash the cost of service. One competitor's estimate: ADSL for \$19.95 a month by next year, down \$20 a month from the current rate.

Craig Bartholomaeus is one of the maiden voyagers on Sprint's Integrated On-Demand Network, or ION, a DSL-based service the Westwood company started offering in January in Kansas City, Denver and Seattle.

Technicians are still tweaking the service and working through installation issues. The company calls it a "slow roll," meaning pioneers such as Bartholomaeus are still getting it free and keeping their regular phone lines while Sprint puts the service through its paces.

The marketers describe ION as an "everything all at once broadband plus" service. For \$160 a month, you get the works: four voice lines, local phone service, 750 minutes of long-distance and two high-speed data lines.

Customers control the bandwidth smorgasbord with a point-and-click control center on their computer. The "dashboard" lets them allocate bandwidth between computers, order a steady data stream for videoconferencing, check their long-distance use, or turn calling features on and off.

Other carriers are headed in the same direction. But most are waiting for vendors to get the kinks worked out of the equipment. Sprint claims to have a lead in the area because of technology it developed in-house.

Bartholomaeus says his control center still isn't fully operational. And a fellow ION tester in Raytown, K.J. Turner, says Sprint technicians were virtually camped at his house for two weeks trying to get his voice lines working, which they eventually did. Both say, however, that Sprint's customer service and technical support have been first class.

"I don't have any problem with the hardware or the network going down occasionally," Bartholomaeus said. "It's a new service. I just want someone to listen to me when I have a problem."

ION is expensive, but it packs a lot more than standard DSL and cable service. Sprint is counting on selling it to folks such as Bartholomaeus, who was already spending \$200 a month for multiple phone lines, Internet access and long-distance.

Coming soon: A general rollout of ION. Also, an ION-light version with a smaller bucket of long-distance minutes and two voice lines.

FITE

Schedule 3

COINTEGRATING CRYPTOCURRENCIES OFFERING RESIDENCE SERVICE IN MISSOURI SWBT EXCHANGES

[illegible]

Schedule 3

CLECS OFFERING RESIDENCE SERVICE IN MISSOURI'S WBTEXCHANGES

[illegible]

CLECS OFFERING RESIDENCE SERVICE IN MISSOURI SWBT EXCHANGES

[illegible]

CCLECS OFFERING RESIDENCE SERVICE IN MISSOURI SWBT EXCHANGES

[illegible]

FITE

Schedule 4

Get everything you want in local phone service. And more.



More savings—get FREE installation* and a FREE month of local phone service.**

With the extra assurance of our 30-Day Satisfaction Guarantee, there's no better time to get connected.

More service—in a single, simple connection.

Now, through the power of broadband technology, AT&T brings you local and long distance phone service to keep your family connected. AT&T Digital Phone Service brings you the future of calling with the clarity and reliability of digital technology. Upgrade your home today and get:

- A choice of single- or multi-line packages at great rates
- Unlimited local calling
- Great rates on state-to-state and in-state long distance calls from home
- Convenient calling features: Caller ID¹, Call Waiting and 3-Way Calling

More flexibility—for all the ways you communicate.

Sometimes one line simply isn't enough to handle your family's calling needs. That's why we've made it easy and affordable for you to get the lines you need, to communicate the way you want.

*Not available in all areas. Not valid with any other offer. Enrollment ends 2/10/01. †Include wiring charges that may apply. **Free month of service is equal to the monthly recurring charge for the package to which you subscribe. Phone will be delivered at time of installation. Cost of phone offer equivalent available. ††Requires Caller ID equipment. Available on a one time basis to first-time AT&T Digital Phone Service customers only. AT&T will credit your bill \$100 toward the cost of porting service to your previous local phone service provider. You must contact AT&T within 30 days of installation. Call for details. ©2001 AT&T All Rights Reserved.

More value—and now get a FREE Caller ID Phone¹.

- Easy to use and read Caller ID display
- 99 Name and Number Caller ID log
- Flash feature for easy Call Waiting use

Your free Caller ID Phone lets you take advantage of the convenient calling features included with your service. Now, Caller ID and Call Waiting work together to put you in control—so you can see who's calling even while you're on the phone.



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crease your lines of
communication.
Starting with a
free one.

FREE Installation*
One FREE month of local service**
Two FREE months of Voice Mail†

Buy any 2-line package**
and the second line is FREE
for the first three months.

2-line packages starting as
low as \$31.95 a month.

Get more out of your phone service with one powerful connection for local, long distance—and more.

Now the power of Broadband makes life easier with additional lines and services that let you do more. AT&T Digital Phone Service gives you a great deal on single- or multi-line packages. Plus, convenient calling features. You're all set to get what you need today with AT&T Digital Phone Service.

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phone service.
 It's getting
more out of it.

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One connection for all the ways you communicate.

Do what you want when you want and get the lines you need to communicate. With a multi-line package, that's not a problem.

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Get FREE installation,
 one FREE month of local service**
 and two FREE months of Voice Mail.†**

Local and long distance service

Unlimited local calls

Convenient calling features

Great rates on domestic, in-state
 and state-to-state long distance calls
 from your home

Additional lines at great savings

**Plus, when you sign up now and buy any
 2-line package,† the second line is FREE
 for the first three months.**

**2-line packages starting as low
 as \$31.95 a month.**



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AT&T Digital Phone Service

St. Charles, mo 63304

Welcome to the local phone service with digital clarity and reliability.

- Single or multiple lines
- Local and long distance service
- Unlimited local calls
- Great rates on in-state and state-to-state long distance calls from home
- Convenient calling features
- Additional lines at great savings

Great rates on local, long distance and more lines. Get connected to what's next with AT&T Digital Phone Service. You'll enjoy the simplicity and value of unlimited local calls and great rates on domestic long distance calls from home. Plus, your choice of 1 to 4 lines. You can even keep your current phone number. And, as your needs change, you can easily and affordably add more lines, features, and services.

For FREE installation* and a FREE month of local phone service**

Call 1 800 443-4984 today.

Ask about our 30-day satisfaction guarantee.†

MAR 2 - 2001

Available in select neighborhoods. Call today to find out when your neighborhood is going digital.

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FS2

AT&T Digital Phone Service

Is your phone line
keeping up
with all the ways you
communicate?

AT&T Broadband brings local and long distance phone service into the future through the power of broadband technology.

Now you can get local and long distance together, with your choice of affordable single or multiple lines, plus the calling features you're looking for - all at great rates!

Call 1 800 443-4984

Get **FREE** installation,*
and a **FREE** month of
local phone service.**



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AT&T Digital Phone Service.

It's not just getting

phone service.

It's getting

more out of it.

AT&T Digital Phone Service is here — giving you more out of your phone service with one powerful connection for local, long distance — and more.

The connection for all the ways you communicate.

If you only have one line, you can be out of touch and not even know it. Think for a moment — is there someone in your family who's always online or tying up the phone when you're waiting for a call? With AT&T Digital Phone Service you can get the lines you need to keep up with the ways you communicate.

More of what you want.

Getting phone service with local and long distance from one company is only the beginning. You can get affordable single- and multi-line packages with convenient calling features. Plus, you can even keep your current phone number. What could be simpler?



One powerful connection
gives you all this:

Local and long distance service

Unlimited local calls^{AN}

Convenient calling features

Great rates on domestic,
in-state and state-to-state
long distance calls from home

Additional lines at great savings

The flexibility you need.

Customize your phone service by adding lines, services and convenient calling features. With AT&T Digital Phone Service you're all set to get what you need — whenever you need it — to stay connected.

Call today to get a great deal.

Get **FREE** installation*
One **FREE** month of local service**
Two **FREE** months of Voice Mail†

Plus, for a limited time when you sign up for any 2-line package, the second line is **FREE** the first 3 months.††

Ask about our 30-day satisfaction guarantee‡

Hurry! Offer ends 03/31/01.

Call 1 888 824-8739 today.



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now and get:**

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Free installation*

Free month of local phone service**

Free Caller ID Phone†

(No wonder this offer has everyone talking.)

CID:PG-VI-0101

Local
phone service

has never

offered
so much



AT&T Digital Phone Service

Local
phone service

has never

offered
so much.



AT&T Digital Phone Service

Get everything you want in local phone service. And more.



More service—in a single, simple connection.

Now, through the power of broadband technology, AT&T brings you local and long distance phone service to keep your family connected. AT&T Digital Phone Service brings you the future of calling with the clarity and reliability of digital technology. Upgrade your home today and get:

- A choice of single- or multi-line packages at great rates
- Unlimited local calling
- Great rates on state-to-state and in-state long distance calls from home
- Convenient calling features: Caller ID,¹ Call Waiting and 3-Way Calling

More flexibility—for all the ways you communicate.

Sometimes one line simply isn't enough to handle your family's calling needs. That's why we've made it easy and affordable for you to get the lines you need, to communicate the way you want.

Not available in all areas. Not valid with any other offer. Enrollment ends 2/10/01. Inside wiring charges may apply. Free month of service is equal to the monthly recurring charge for the package to which you subscribe. Phone will be delivered at time of installation. Cost of phone offer equivalent available. Requires Caller ID equipment. Available on a one-time basis to first-time AT&T Digital Phone Service customers only. AT&T will credit your bill \$100 toward the cost of switching back to your previous local phone service provider. You must contact AT&T within 30 days of installation. Call for details. ©2001 AT&T All Rights Reserved.

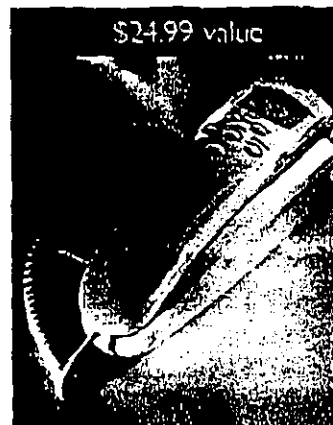
More savings—get **FREE** installation* and a **FREE** month of local phone service.**

With the extra assurance of our 30-Day Satisfaction Guarantee,[†] there's no better time to get connected.

More value—and now get a FREE Caller ID Phone.[‡]

- Easy to use and read Caller ID display
- 99 Name and Number Caller ID log
- Flash feature for easy Call Waiting use

Your free Caller ID Phone lets you take advantage of the convenient calling features included with your service. Now, Caller ID and Call Waiting work together to put you in control—so you can see who's calling even while you're on the phone.



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FITE

Schedule 5

RESIDENCE SERVICE COMPARISON MATRIX

Access Line	McLeodUSA Tariff Residential Rates			LDD Residence Tariffed Rates for Missouri			SWBT Residence Tariffed Rates for Missouri		
	Flat	Message	Measured	Flat	Message		Flat	Message	Measured
I-Party Rate Group A	\$7.17	\$5.37	\$3.94	\$7.17	\$5.37		\$7.48	\$5.60	\$4.11
I-Party Rate Group B	\$8.65	\$6.18	\$4.75	\$8.64	\$6.17		\$9.02	\$6.44	\$4.95
I-Party Rate Group C - Principal	\$9.60	***	\$5.42	\$9.59	***		\$10.01	N/A	\$5.65
I-Party Rate Group C - Metropolitan Calling Area 1	\$11.40	***	\$6.25	\$10.83	***		\$11.30	N/A	\$6.19
I-Party Rate Group D - Principal	\$10.78	\$7.75	\$5.94	\$10.78	\$7.37		\$11.25	\$7.68	\$6.19
I-Party Rate Group D - Metropolitan Calling Area 1	\$11.85	***	\$6.50	\$11.26	***		\$11.74	N/A	\$6.44
I-Party Rate Group D - Metropolitan Calling Area 2	\$12.50	***	\$6.90	\$11.87	***		\$12.39	N/A	\$6.84
Vertical Features Prices									
Caller ID (Name or Number)	Monthly rate			Monthly Rate			Monthly Rate		
Call Waiting	\$6.18			\$6.17			\$7.00		
Call forwarding	\$7.60			\$7.60			\$8.00		
Call Return	\$2.85			\$2.85			\$3.24		
Auto Redial	\$3.33 + \$0.5per call			\$3.32			\$3.78		
Priority call	\$2.85 + \$0.5per call			\$2.85			\$3.24		
Call blocker	\$2.85			\$2.85			\$3.00		
Call Fwd Busy/ Line Don't Answer	\$0.95			\$2.85			\$3.24		
Selective Call forwarding	\$2.85			\$0.95			\$1.00		
Three-way calling	\$2.85			\$2.85			\$3.00		
				\$2.85			\$3.24		

FITE

Schedule 6



ST. CHARLES, MO 63301
Increase your lines of
communication.
Starting with a
free one.

Sign up for AT&T Digital Phone Service. One broadband connection that lets you do more. Call today for any 2-line package¹ and the second line is **FREE** for the first three months. 2-line packages starting as low as \$31.95² a month.



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AT&T Digital Phone Service

Why just get phone service when you can get more out of it?

Like a free second line when you buy any 2-line package!*

AT&T Digital Phone Service is more than local and long distance. Once you're set up, you can add more lines, services and convenient calling features - anytime you want.

Ask about our 30-day satisfaction guarantee!

Call 1 800 832-8879.

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*Not available in all areas. Must add 2 with any other offer. Not available for certain customers. **Monthly recurring charges may apply. ***Free month of phone service is based on the monthly recurring charge of the package to which you subscribe. Monthly recurring charges will apply when this free month ends. Plans available to connect AT&T Digital Phone Service. Offer valid when you sign up between 1/1/00-12/31/01. Offer subject to approval by AT&T subject to our 30-day guarantee and conditions. The two consecutive free months of the second line are equal to the monthly recurring charge for a 2-line plan. Additional features, long and long charges not included. Taxes and surcharges may apply. Charges will apply when the free month ends. Limited to one subscription of AT&T Digital Phone Service and Digital Phone at AT&T. Promotions excluded. Monthly recurring charges will apply when the free month ends. Minimum to connect AT&T Digital Phone Service customers with AT&T will credit them \$1.00 toward the cost of connecting back to your preferred land phone service provider if you contact AT&T within 30 days of installation. ©2001 AT&T All Rights Reserved.

FREE Installation*

One FREE month of local service**

Two FREE months of Voice Mail†

Buy any 2-line package†† and the second line is FREE for the first three months.

2-line packages starting as low as \$31.95* a month.



DIGITAL PHONE

AT&T Digital Phone Service

Welcome to the local phone service *O'FAHON, mo 63366*
 with digital clarity and reliability. *APR 03 2001*

- Single or multiple lines
- Local and long distance service
- Unlimited local calls
- The option to keep your current phone number
- Great rates on in-state and state-to-state long distance calls from home
- Convenient calling features
- Additional lines at great savings

For FREE installation* and a FREE month of local phone service**

Call 1 800 451-0764 today.

Ask about our 30-day satisfaction guarantee.†

Available in select neighborhoods.

Call today to find out when your neighborhood is going digital.

Not valid with any other offer. Not available to current AT&T Digital Phone Service customers. †Outside wiring charges may apply. **Free month of service is equal to the monthly recurring charge of the package to which you subscribe. Additional features, long distance and extended metropolitan calling areas not included. Taxes and surcharges may apply. Available to first-time AT&T Digital Phone Service customers only. AT&T will credit your bill \$100 towards the cost of switching back to your previous local phone service provider if you cancel AT&T within 30 days of installation. Call for details. © 2001 AT&T All Rights Reserved.

27.



DIGITAL PHONE

AT&T Digital Phone Service



Call 1800 451-0764

AT&T Broadband brings local and long distance phone service into the future through the power of broadband technology.

Is your phone line
keeping up
with all the ways you
communicate?

Get **FREE** installation*
and a **FREE** month
of local phone service.**



DIGITAL PHONE

X71749 Multiple systems

AT&T Digital Phone Service

**Time's running out on this
great chance to get more
out of your phone service.**

Sign up now for AT&T Digital Phone Service and get:

- **FREE installation***
- **One FREE month of local service****
- **Two FREE months of Voice Mail†**
- **Plus, buy any 2-line package
and the second line is FREE for
the first 3 months.††**

Hurry, offer ends March 31, 2001.

Call 1 888 824-8695 today.

Not available in all areas or valid with any other offer. *Inside wiring charges may apply. **Free month is equal to the monthly charge of the package to which you subscribe. †Charges will apply when free trial period ends. ††Not available to current customers. Offer subject to availability. Only one 2-line package per customer. The 2 additional free months of the 2nd line are equal to the monthly charge for a basic line. Features: local toll, long distance, taxes and surcharges not included. Charges will apply when free trial period ends. Lifetime and Basic subscribers and AT&T Broadband employees excluded.

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RLP



DIGITAL PHONE

185 Inverness Dr.
Englewood, CO 80112

DIGITAL PHONE

MAR 21 2001



**RRP 99406
Current Resident
1015 N. 4th St Apt B.
Saint Charles MO 63301-2056**

AUTO



AT&T Digital Phone Service

All
good things
come to an end.
Like this **offer.**

Don't delay. Sign up by March 31, 2001 and get a
second line **FREE** for the first three months.†

FITE

Schedule 7



PO Box 90003
Bellevue, WA 98009-9003

Your wireless phone is ready
to be shipped **for delivery tomorrow!**



[REDACTED]

[REDACTED]

Saint Louis, MO 63116-2926

|||||

Call now toll-free

1 800 363-1366

You are pre-approved!

Pre-Approval Number:
N173409124

Offer Expires:
May 25, 2001

Dear [REDACTED],

If there is ever a time you need to be in touch, it's now, when your family is busier than ever -- and on the go every day. A wireless phone would be just the thing to help you keep on top of the details.

Great news! You are pre-approved for great wireless service from AT&T Wireless for your family, plus a Nokia 5165 Digital multi-network phone -- activated and ready to use -- for the next 30 days!

Just call toll-free 1 800 363-1366.

We'll even give you a **FREE Executive Headset** when you activate service.

Your Nokia 5165 wireless phone is ready now for **FREE** overnight delivery, so it can be at your door tomorrow.* Call **1 800 363-1366** to find out more. But hurry . . . this special offer expires May 25, 2001.

You can try our great service for up to 30 days when you purchase your wireless phone! There's no risk -- because if you're not completely satisfied, you can simply return your equipment for a refund within the 30-day trial period and you pay only for the charges associated with the airtime you used.*

I think this is one of the best wireless deals available.

And you are pre-approved for immediate service start-up -- with **FREE** overnight delivery of a Nokia 5165 Digital multi-network phone. This is one of the most popular phones in the country -- and it can be in your hands, all set to use, tomorrow . . . at a great value.

Just imagine how much a wireless phone could smooth out your life right now. With so many activities, your family is going to need to stay in touch more than ever. You need to keep up with the

over, please

YES! I want to try AT&T Wireless service for 30 days!



Call toll-free **1 800 363-1366**

Get a FREE Executive Headset and FREE Delivery when you activate new service with your Nokia 5165 wireless phone.

Call now!

This Special Offer for:
Pam Kadane

Offer Expires:
May 25, 2001

Pre-Approval Number:
N173409124



Schedule 7

rest of your life while you juggle game times, music lessons and school schedules.

You're pre-approved, so all you have to do is make a phone call and find out how you can get started. Call now toll-free 1 800 363-1366.

And remember, you'll have up to 30 days to make your final decision.

Once you try it, I think you're going to like having wireless service from AT&T Wireless. For one thing, you'll have the power of one of North America's largest digital wireless networks working for you.

When you call toll-free 1 800 363-1366 your AT&T Wireless Customer Service Representative will help you find exactly the right plan for your family -- including plans with no roaming charges and no domestic long distance charges.* And every AT&T Wireless calling plan offers:

- AT&T PCS VoiceMail™ with a message waiting indicator -- so you won't miss a message
- FREE AT&T Caller ID™ -- so you only take the calls you want, when you want to take them
- FREE Call Waiting™ -- so you don't miss important calls when you're already on the phone

When you call for your 30-day trial, you'll discover that you can use your wireless phone as a pager, too. A great way to stay in touch with your family and friends. You can even send and receive short text messages -- right on your new Digital multi-network phone. All this, plus a great FREE bonus and FREE delivery, right to your door.

There's never been a better time to find out whether a wireless phone for your family is what you need to make life easier and more organized. So call toll-free 1 800 363-1366 today.

Sincerely,

Will Lindsey

Will Lindsey
National Director
AT&T Wireless

P.S. This great offer expires soon. So call now, toll-free 1 800 363-1366 -- and find out how you can get FREE delivery and a FREE Executive Headset!

© 2001 AT&T Wireless.

* Next day phone delivery applies to all orders received by 4 p.m. CST, Monday through Friday. Orders received on Saturday prior to 2 p.m. CST will be delivered Monday. Orders placed on Sunday will be delivered on Tuesday.

** AT&T's 30-day trial applies when you activate new service and purchase a Digital multi-network phone. If you are not completely satisfied with your phone, you can return your equipment for a full refund within our 30-day trial period and pay only for airtime and associated usage charges. Phone must be in good condition to receive refund. Cancellation or return after the 30-day period will result in the imposition of a cancellation fee.

*** Credit card calls excluded. Domestic calls only.

**** Refers to monthly charge. Use of call waiting, call forwarding and conference calling will incur airtime, roaming and applicable long distance charges. Digital PCN features not available in all areas.

Offer valid only to addressees and only when you call the toll-free number listed in this correspondence. New activation and purchase of use of a Digital multi-network phone is required. Actual battery life will vary due to usage patterns. Limit two phones. Offer requires an actual contract and an activation fee. Airtime for each call is measured in full minutes and rounded up to the next full minute and cannot be carried over to any other month. Wireless coverage is limited and may not be available in all areas. Wireless long distance and roaming charges may apply and are set forth in your Calling Plan brochure. Other charges, surcharges and taxes may apply. Offer may not be combined with any other promotional offer. You are responsible for complying with applicable law regarding the use of your wireless equipment. See the AT&T Wireless Welcome Guide and Calling Plan brochure for full details. Other restrictions apply. Selected premiums require candidate redemption.

DISCLOSURE: We ask you to know about the terms of this pre-approved offer. You were selected to receive this special offer because you satisfied certain criteria for creditworthiness, which we have previously established. We used information we obtained from a consumer reporting agency. We may choose to withdraw this offer if we determine you do not meet the criteria used to select you for the offer or any other applicable criteria based on creditworthiness. You have the right to prohibit information contained in your credit files and this or any consumer reporting agency from being used with any credit transaction that is not initiated by you by notifying Equifax, Inc., 605 Gault Road, Atlanta, GA 30374-0123, or by calling 1 (800) 587-8686.

This is the great Nokia 5165 you've been hearing about!



Blue Indigo

That's right! The Nokia 5165 Digital multi-network phone is a small, lightweight phone with great talk and standby time.

Find out how you can get an extra color faceplate with your new phone!

Choose an extra Xpress-on™ Custom Color Faceplate to match your car... or your clothes... or your mood!



Angora Red



Turning Pink



Glacier White



Stark Silver



Bronze Armor

Faceplate color selection subject to availability.

Easy-to-use. Long-lasting.
Lightweight. Small. Fully featured.

- Up to 3 hours and 15 minutes of talk time! Or amazing standby battery time of up to 8 days!*
- Large backlit screen!
- Weighs just over 6 ounces with standard battery!
- Phone book will store up to 100 names and numbers!
- Only 5.2 inches tall, fits perfectly in your hand!
- 3 entertaining games!
- One-button Nav!™ Key guides you!
- Clock with alarm!
- On-screen help!
- Your phone is also a pager!
- Programmable ring tones for special callers!

Available when you call toll-free
1 800 363-1366 today!



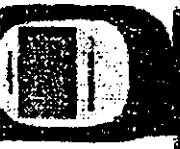
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Your World. Close at Hand.

*Actual battery life will vary due to usage patterns.

FITE

Schedule 8



HURRY IN - BONUS MINUTES OFFER ENDS SOON!

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BONUS MINUTES	BONUS MINUTES	ANYTIME MINUTES	The power to simplify
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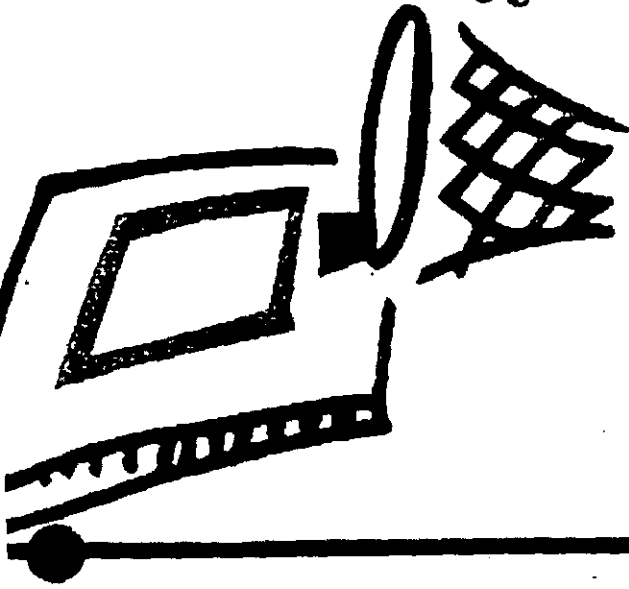
1-800-ALLTEL'S (1-800-235-8295) • Visit ALLTEL's eStore and Shop Out on it now. alltel.com

AD CODE: ALLTL-2056

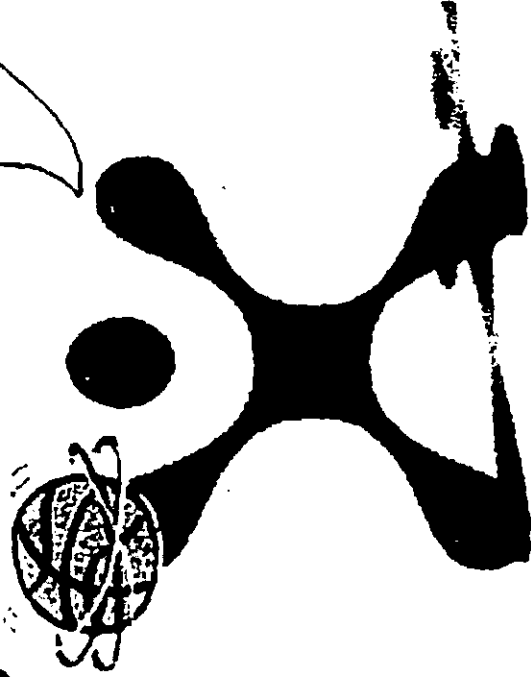
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Schedule 8

2



JACKIE
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1711 W. Battlefield
Bear's Mall, 940 S. National Ave. Ste. E
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3027 E. Independence St.
Sam's Club, 3660 E. Sunshine

NIXA

402 W. Mt. Vernon, Jct Hwy 14 & Hwy 160

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(417) 823-0300
(417) 886-1119
(417) 886-1115
(417) 866-2150
(417) 888-3081
(417) 877-9890
(417) 889-4640

REPUBLIC

1081 U.S. Hwy 60 E

(417) 724-9379
(417) 732-9854

AD CODE: CINGTL-0218

SOURCE: Springfield News-Leader-MAR 31 01

your optometrist

your real estate agent

your sister Ashley

your client

your best friend

your uncle Bob

your spouse

your housekeeper

your kid's principal

your barber

your marketing director

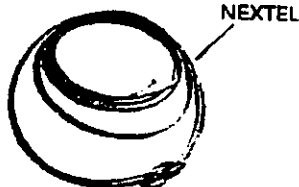
your son Danny

your boss

your sales manager

your delivery guy

your plumber



More ways than anyone to communicate with everyone:

From Nextel Direct Connect, our digital two-way radio feature, to wireless Web services, nobody has better, faster or easier ways to communicate than Nextel.

Which, considering the zillion or so people you know, is a good thing indeed.

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nextel.com

How business gets done:



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Nextel Direct Connect[®]
Two-Way Messaging
Nextel Online[™]
Wireless Web Services*

Nextel phones are manufactured by Motorola, Inc.

Promo: NXSW01-021-035

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AD CODE: NEXTTL-1680

SOURCE: Kansas City Business Journal-FEB 2 01



200 Anytime Minutes
1000 Night & Weekend Minutes
1200 Total Minutes

See store for details



From PCS
Wannabes.

**50%
Off****

See store for details.



Sprint.

Sprint PCS®



Sprint Store
The PC's Choice

STORE HOURS
Monday - Friday: 8 A.M. - 6 P.M.
Saturday: 10 A.M. - 5 P.M.
Sunday: Closed

[illegible]

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The Sprint Store At
RadioShack

SAVE \$50
on the most popular
Sprint PCS Phone.

PLUS!

Get **1500 minutes** for **\$39.99**

All with Real Nationwide Long Distance.



was ~~\$149.99~~
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(with mail-in rebate)

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Sprint PCS built the only all-digital, all-PCS nationwide network from the ground up, serving more than 300 major metropolitan areas. Hear the difference today.



The clear alternative to cellular.™

Sprint PCS®

*4/28/01. Rebate offers available to new customers only. To qualify for the \$50 mail-in rebate on a new Samsung® 3500 or 8500 phone, you must purchase between 3/3/01 and 4/28/01 and activate on a new Sprint PCS Free & Clear Plan of \$29.99. The customer's account must remain active for 30 consecutive days. Mail-in rebate certificates must be postmarked by 5/13/01. Allow 8-10 weeks for receipt of the rebate. These rebate offers may not be combined with certain other Sprint PCS purchase credits or other promotional plans. See back of rebate pad or other in-store printed materials for details. These offers may not be used in conjunction with certain other promotions, discounts, contests or options. A \$950 early termination fee while roaming off the Sprint PCS Nationwide Network, whether local or long distance. Roaming calls are charged at \$0.69 per minute or \$0.79 per minute, depending on specific local market offers. Domestic long-distance calls made while roaming Network will be charged at an additional \$0.25 per minute. ©2001 Sprint Spectrum L.P. All rights reserved. Sprint, Sprint PCS, Sprint PCS Wireless Web, Sprint PCS Phone and the diamond logo are trademarks of Sprint Communications Company L.P.

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SOURCE: Kansas City Star-Times-MAR 25 01

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as rated by Emerald Bay, an independent survey

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The DigitalChoice Plan
1250 Digital minutes
 (250 anytime minutes and
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 3 months
\$19.95 Per month
 (for the first 3 months,
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- 1-year agreement required
- Slim design, only 3.9 ounces
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LENEXA
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KANSAS CITY, KANSAS
 20th St. & Shawnee Ave.
LEE'S SUMMIT
 75th St. & Shawnee Rd.

LIBERTY
 721 Hwy. & Liberty St.
OVERLAND PARK
 Two blocks west of Overland on 119th St.
 Oak Park Mall, Kiosk, Open Service
 1450 W. 119th St.

MERRIAM (Open Sunday)
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INDEPENDENCE
 40 Hwy. & Missouri Pk.
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For the store nearest you call 1-888-466-4646.

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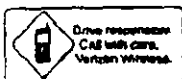
For only \$39.99, you'll get
1,400 minutes and more.

	FREE LONG-DISTANCE*		
Monthly Access	\$29 ⁹⁹	\$39 ⁹⁹	\$49 ⁹⁹
Anytime Minutes	250	400	600
Night & Weekend Minutes	1000	1000	1000
Total Minutes	1,250	1,400	1,600
FREE ACTIVATIONS			

All with new 2-year service agreement.

FREE Digital Phone

After \$50 mail-in rebate
with a new 2-year DigitalChoice
service agreement



Simple. Affordable. National. Join in.



for delivery, call
1.800.2 JOIN IN

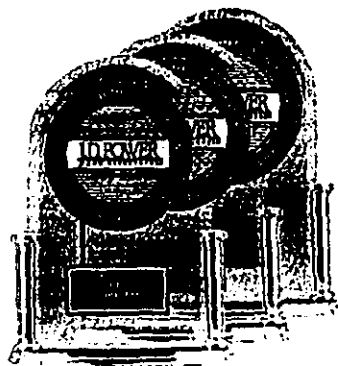
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VERIZON WIRELESS: HIGHEST OVERALL
CUSTOMER SATISFACTION AMONG
WIRELESS TELEPHONE USERS IN ST. LOUIS

AD CODE: VERITL-1906

SOURCE: St. Louis Post-Dispatch-JAN 28 01

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**Your extended
family just got
a lot bigger.**



500 local mobile-to-mobile minutes
1500 digital minutes (500 anytime minutes and 1000 weekend minutes)

2000 total minutes

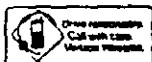
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long distance

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(For the first 3 months. ^{39¢} thereafter)



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- 1-year agreement required
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**AUTHORIZED
RETAILER**

Phones & prices may vary by location.

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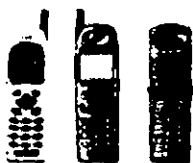
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2,250 minutes for only
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(\$29.99 monthly access for the first three months,
\$39.99 monthly access thereafter)

Digital Options	
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1,000	Night and Weekend Minutes
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All with new 2-year service agreement



Get a Championship Deal on Digital Phones.

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Drive responsibly.
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Join in.

Ask about
adding a second
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\$15 monthly
access.



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PHONE AVAILABILITY AND PRICE MAY VARY AT AGENT LOCATIONS.
For a Verizon Wireless Authorized Agent near you call 1-877-497-6247.

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(314) 897-3838

ST. ANN
352 Northwest Plaza
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(314) 344-3459

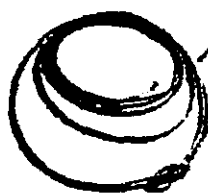
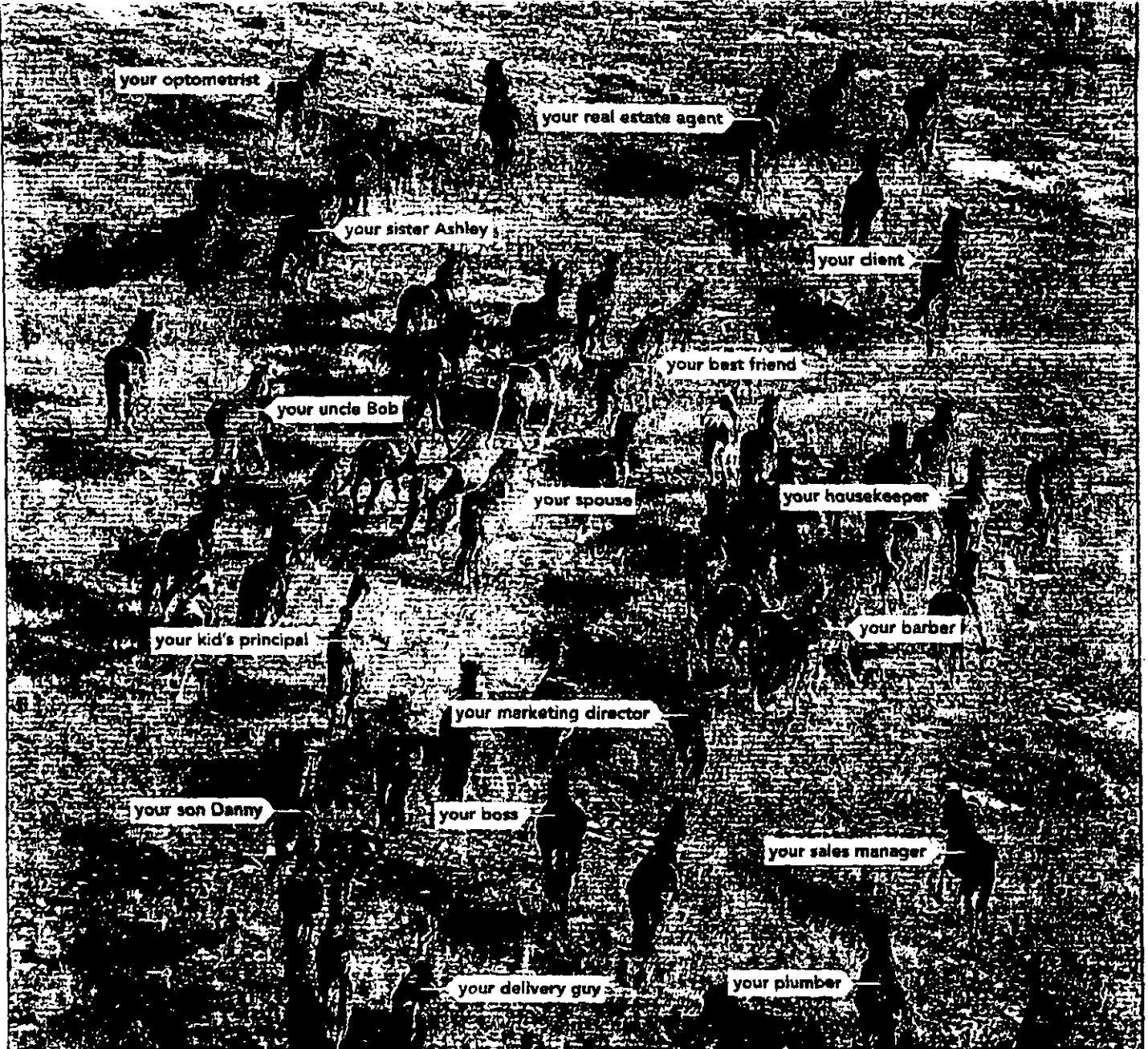
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Promo: NXSW01-021-035

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AD CODE: NEXTTL-1680

SOURCE: Kansas City Business Journal-FEB 2 01



Two new
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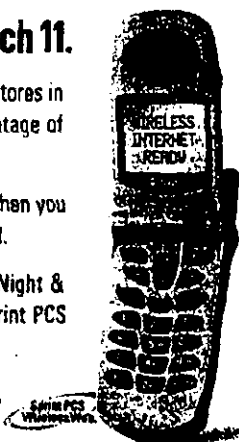
Clearly,
cause for celebration.

Stop by any Sprint Store in St. Louis before March 11.

In honor of the Sprint Store Grand Openings in Ellisville and O'Fallon, all Sprint Stores in the St. Louis area are joining the celebration. Which means you can take advantage of these great offers:

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Store Hours:
M - F 9am - 8pm
Sat. 9am - 6pm
Sun. 12pm - 5pm

O'FALLON, MO
2963 Hwy. K
Dierbergs Center

RICHMOND HEIGHTS, MO
6622 Clayton Rd.
SUNSET HILLS, MO
10738 Sunset Plaza

ELLISVILLE, MO
15631 Manchester Rd.
FAIRVIEW HEIGHTS, IL
105 Frey Ln. & Lincoln Pkwy.

Sprint PCS Kiosks:
ST. ANN
Northwest Plaza

ST. LOUIS
Galleria

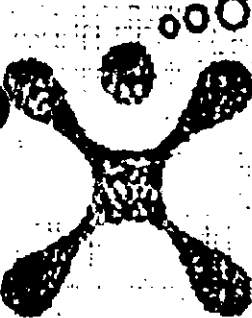
\$34.99/1,200 Minutes offer available with a signed one-year Sprint PCS Advantage Agreement.** A \$150 early termination fee applies to the Sprint PCS Advantage Agreement. \$34.99/1,200 Minutes plan is available from February 19 through May 13, 2001. A nonrefundable \$34.99 phone activation fee applies, except in select affiliate markets. All plans are subject to credit approval. Included minutes are not valid on calls made while roaming off the Sprint PCS Nationwide Network, whether local or long distance. Roaming calls are charged at \$0.69 per minute or \$0.39 per minute, depending on specific local-market offers. Domestic long-distance calls made while roaming off the Sprint PCS Nationwide Network will be charged at an additional \$0.25 per minute. Night & Weekend Minutes are Monday-Thursday 8pm-7am and Friday 8pm-Monday 7am. \$20 instant credit available with purchase of \$29.99 and higher rate plans. Offer valid on purchase of new phones only. Offer valid through March 11, 2001. Offer valid only at Sprint Stores. Long distance on the Sprint PCS Free & Clear Plan does not include international calling. ©2001 Sprint Spectrum L.P. All rights reserved. Sprint, Sprint PCS, Sprint PCS Phone and the diamond logo are trademarks of Sprint Communications Company L.P.

14

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Springfield, MO 65804
417/823-0300

Offer Requires Contract and Activation on Rate Plans of \$29.99 or Higher. Certain Restrictions Apply. See Store for Details.

AD CODE: CINGTL-0098

SOURCE: Springfield News-Leader-FEB 11 01

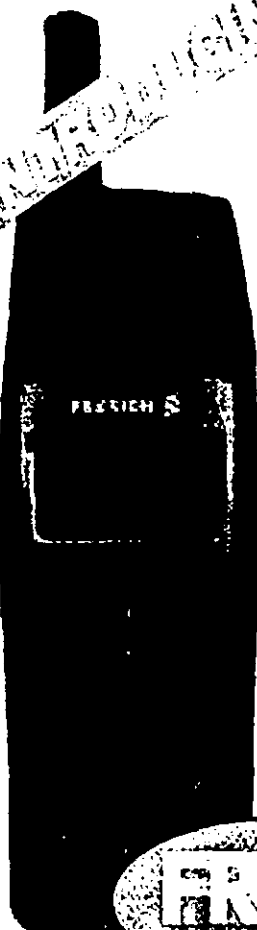
Know No Limits!

Unlimited Nights.

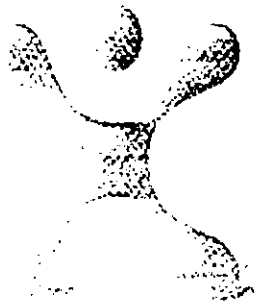
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Richardson Crossing by
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636-282-0269

BRIDGETON

CUSTOM CELLULAR
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Rock Road and Highway 70
314-770-0000

CHESTERFIELD

CINGULAR WIRELESS
1744 Clarkson Rd
in Dunbar Clarkson Plaza
636-532-1600

CINGULAR WIRELESS

227 Chesterfield Mall
by Gloria Jean Caffee
636-537-5435

CINGULAR WIRELESS

222 19th Blvd
Chesterfield Commons
by Bobbie R. U.
636-536-4200

CRESTWOOD

CUSTOM CELLULAR
10315 Watson Road
1 Black East of Lindbergh
314-821-1119

CUSTOM CELLULAR

9015 Crestwood Mall
next to the AMC Theater
314-946-0300

CREVE COEUR

CINGULAR WIRELESS
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Woodhouse Plaza
3 miles west of I-270
314-878-0980

CINGULAR WIRELESS

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behind ICG Fridays
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Flower Valley Center
314-838-8966

AN LINE

8215 N. Lindbergh
Shawnee Center
314-838-6600

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CINGULAR WIRELESS
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CINGULAR WIRELESS
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314-909-6698

MANCHESTER

CUSTOM CELLULAR
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636-727-8484

NORTH ST. LOUIS

CINGULAR WIRELESS
754 Jannetown Mall
in the mall by J.C. Penney's
314-741-4600

OTALLON

CINGULAR WIRELESS
1315 Highway K
Next to Wal-Mart
636-978-2544

SOUTH COUNTY

CINGULAR WIRELESS
5456 Telegraph
in Dunbar Telegraph Plaza
314-846-1100

AN LINE

5438 Southfield Center
Schuyls Southfield Center
314-849-7900

CINGULAR WIRELESS

#33 Groves Bluffs Center
by Lewis
636-326-9300

CUSTOM CELLULAR

70 South County Mall
in the mall by J.C. Penney's
314-845-8030

ST. ANN

CINGULAR WIRELESS
500 Northwest Plaza
Across from Kroger's Jewelry
314-798-3800

ST. LOUIS

CINGULAR WIRELESS
4477 St. Louis Galleria
Next to Famous lower level
314-727-3303

AN LINE

3533 Hampton
Across from St. Joan of Arc
314-353-2728

CUSTOM CELLULAR

4719 S. Kingshighway
Across from Applebee's
314-481-1700

ST. PETERS

CINGULAR WIRELESS
9004 Mall Rivers Mall
Lower level by the Theater
636-397-0371

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CINGULAR WIRELESS
Alton Square
in the mall by Lewis
618-465-1048

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AN LINE
2324 Troy Road
in Schuyls Plaza
618-459-9143

FAIRVIEW WIRELESS

AN LINE
620 Lincoln Road
Right across from Schuyls
618-632-7573

CINGULAR WIRELESS

St. Claire Square Mall
L. level by Victoria's Secret
618-622-9739

SWANSEA

CINGULAR WIRELESS
2623 North Illinois
Schuyls Swansea Center
618-355-0111

Unlimited time offer. Service and promotional phone offer requires a two-year service agreement and credit approval. Activation fee will apply. Unlimited mobile to mobile calling and messaging includes incoming and outgoing local calls and messages to and from other local Cingular numbers that are within the same Home Calling Area. Calls subject to taxes, roaming, universal service fee or other charges. Package minutes and unlimited night and weekend minutes apply to calls made or received within local calling area. Night hours are from 10 p.m. to 6:59 a.m., and weekend hours are from 12:01 a.m. on Saturday until 11:59 p.m. on Sunday. Airtime in excess of any package minutes will be charged at the minute rate \$0.20 to \$0.45. Digital phone and Cingular Wireless long distance are required. Unlimited long distance applies to call originating from your Cingular Wireless home calling area in any state in the U.S. Airtime not included; however package minutes and unlimited nights and weekends may apply. Calls made and received while roaming outside your home calling area are subject to applicable roaming minutes and long distance charges. Airtime and other services are rounded up to the next full minute at the end of each call for billing purposes. Unused package minutes do not carry forward to the next billing period and are forfeited. Other conditions and restrictions may apply see terms and store for details.



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IN ST. LOUIS!



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WIRELESS

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1711 W. Battlefield
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3305 S. Campbell (Close to Wal-Mart)
2037 E. Independence St
Sam's Club, 3660 E. Sunshine

(417) 887-5700
(417) 823-0300
(417) 886-1119
(417) 886-1115
(417) 866-2150
(417) 888-3081
(417) 877-9890
(417) 889-4640

2545 N. Kansas Expressway
3351 E. Sunshine

NIXA

402 W. Ml. Vernon, Jct Hwy 14 & Hwy 160

REPUBLIC

1081 U.S. Hwy 60 E

MARSHFIELD

1329 Spure Dr, Ste 180

(417) 863-6491
(417) 877-0980

(417) 724-9379

(417) 732-9854

(417) 859-0800

AD CODE: CINGTL-0202

SOURCE: Springfield News-Leader-MAR 30 01

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 FASTWAY RENTERS, 7400 Clayton Rd., 744-3479-4700
 SOUTH COUNTY EYE & Lenses, 613-2777
 THE CHASSIS 585 Highway 700, 744-3479-7538
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WILLIAM F. SCHNEC

Author's Note

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4

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CODE: CINGTL-0175

SOURCE: St. Louis Post-Dispatch-MAR 22 01


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TO CINGULAR CUSTOMERS and UNLIMITED
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NORTH KANSAS CITY
395 NW Barry Rd
Barry Rd & 149 Hwy
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SOURCE: Kansas City Star-Times-FEB 17 01

