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SOUTHWESTERN BELL TELEPHONE COMPANY

CASE NO. TO-2001-467

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DIRECT TESTIMONY

OF

Sylvia Acosta Fernandez

Exhibit No. 11
Date 9/24/01 Case No. TO-01-467
Reporter KLM

San Antonio, Texas
June, 2001

BEFORE THE PUBLIC SERVICE COMMISSION

OF THE STATE OF MISSOURI

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

AFFIDAVIT OF SYLVIA ACOSTA FERNANDEZ

STATE OF TEXAS	)	
	)	SS
CITY OF SAN ANTONIO	)	

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

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

Sylvia Acosta Fernandez

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

Notary Public

My Commission Expires: 4-27-03

DIRECT TESTIMONY OF SYLVIA ACOSTA FERNANDEZ

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

INTRODUCTION

Q. What is your name and business address?

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

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

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

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

Q. What is your relevant employment and educational background?

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

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

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

Q. Have you previously testified before the Missouri Public Service Commission (Commission)?

A. No, I have not.

Q. What is the purpose of your testimony?

A. The purpose of my testimony is to:

a) describe SWBT's core business voice services;

b) provide evidence that SWBT customers can purchase similar services from alternative providers that are functionally equivalent to or substitutable for SWBT's services at comparable rates, terms and conditions;

c) discuss the consumer benefits of the Commission classifying these core business voice services as competitive across all SWBT's 160 exchanges; and

d) recommend to the Commission that it find SWBT's business core services competitive and move these services to regulatory parity with those of SWBT's competitors in Missouri.

EFFECTIVE COMPETITION

OVERVIEW

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

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

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

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

(3) Plexar ® or Centrex Service

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

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

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

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

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

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

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

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

Q. Generally describe the competitive environment of your services.

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

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

Q. Is the competitive nature of the business market a recent development?

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

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

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

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

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

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

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

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

A. Yes. There are CLECs listed in every White Page directory throughout SWBT exchanges. Furthermore, the identified White Page directories cover all of SWBT's exchanges.

Q. What are some of the other ways CLECs have communicated with Missouri businesses?

A. While tariffs demonstrate that CLECs are available to provide service, advertisements also confirm the competitive marketplace. Please refer to Schedule 4, for examples of print advertisements of XO, Birch Telecom, NUVOX Communications (formerly Gabriel), and McLeod as they appeared in Missouri publications[1].

BUSINESS ACCESS SERVICE

Q. What is business access service?

A. Business access service gives a customer the ability to send and receive telephone calls or to connect to data networks through the public switched telephone network (PSTN). Customers may purchase one or more access lines, business trunks or DigiLine^{sm} Service. Analog Trunks allow the customer to connect its PBX or key telephone system to the PSTN. DigiLine uses a single copper line and offers two 64 Kilobits per second (Kbps) B channels and one 16 Kbps D channel. One or both B channels may be configured for circuit switching or packet switching. Calls over a B channel configured for circuit switching may be either voice or data. The D channel carries out of band signaling for the B channel(s) and may also be configured for packet switching.

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

A. Business access lines and trunks may be purchased on a stand-alone basis or in combination with a usage plan and/or line-related service.

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

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

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

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

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

Q. How do CLECs provide business access line services?

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

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

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

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

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

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

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

The Internet is now pervasive and accessible to all business customers in SWBT's exchanges, and the various Internet-related capabilities such as E-commerce, e-mail, web pages, and Internet-based or IP telephony provides even more alternatives to SWBT's business access line services. The explosive growth of the Internet and e-commerce applications has also provided interesting business voice choices. There are an increasing number of e-tailers that allow visitors to click on an Icon on their web site to use the IP network to complete a voice call, thereby reducing the demand for traditional business access services.

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

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

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

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

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

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

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

A. Yes.

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

A. CLECs who do not resell SWBT business access service can build their own facilities, or they can utilize SWBT's UNEs including UNE-P[2] to provision service for their own end users.

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

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

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

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

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

Q. Do these CLECs provide business access and line-related features at comparable rates?

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

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

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

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

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

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

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

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

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

A. Yes. As I have explained, there are at least 40 CLECs in each exchange with tariffs indicating they provide business services. In some exchanges there are more than 60 CLECs with tariffs indicating that they are able to provide business services. Additionally, the non-traditional alternatives that I have described are generally available in all of SWBT's exchanges.

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

A. Yes.

HIGH CAPACITY EXCHANGE ACCESS LINE SERVICES

Q. What are High Capacity Exchange Access Line services?

A. High Capacity Exchange Access Line services provide customers with up to 24 56/64Kbps channels of switched access to the local PSTN on a single DS-1 (1.544 Megabits per second) transport facility.

Q What types of High Capacity Exchange Access Line services are available to business customers in Missouri?

A. There are generally three types of High Capacity Exchange Access Line services, commonly available to business customers in Missouri:

The first type utilizes ISDN Primary Rate Interface (PRI) as the underlying technology.

The second type utilizes simple time division multiplexing (TDM) for digital trunking over a DS-1.

The third type is commonly known as Integrated Access. Integrated Access service also utilizes simple TDM and DS-1 technologies.

Integrated Access allows customers to use the 24 channels for access to multiple voice and data services. In addition to using the service or local PSTN access, a customer may also use some of the channels for

exchange private line access. Some competitive offerings allow customers to use a single DS-1 for switched access to local, dedicated access to long distance, Frame Relay and Internet services.

Q. Which High Capacity Exchange Access Line Services does SWBT offer in Missouri?

A. SWBT's offers the following High Capacity Exchange Access Line Services in Missouri:

ISDN PRI

- SmartTrunk
- Select Video Plus®

TDM/DS-1 - digital trunking

- SuperTrunk
- Digital Loop Service

Integrated Access

- Access Advantage Plus (limited to access to local regulated services)

Q. Please describe the competitive landscape in Missouri for retail High Capacity Exchange Access Line service.

A. Missouri business customers have many alternatives to SWBT's High Capacity Exchange Access services -- including leading CLECs such as

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

In addition to resale, CLECs commonly provide High Capacity Exchange Access services as a facility based provider (total bypass).
A facility based provider with col-location and purchasing UNE's CLECs can, and generally do, take advantage of economics of critical customer mass and buy their own PRI-equipped switches. CLECs can and often do buy all network components as UNEs from SWBT, particulaly outside the metropolitan areas. This eliminates the need for any up front capital investment.

High Capacity Exchange Access Line services are designed for large business customers, with high volumes of telecommunication traffic. Generally these are customers with a need for twelve or more access

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

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

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

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

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

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

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

Q How do the rates of alternative providers compare to SWBT's rates for High Capacity Exchange Access Line services in Missouri?

A. CLEC's tariffed rates are comparable to SWBT's rates. Please see Schedule 9 for an example price comparison of ISDN PRI services.

Q Are the business High Capacity Exchange Access Line services that CLECs offer tariffed?

A Yes. These services are tariffed by CLECs. Please refer to the CLEC tariffs attached to Mr. Anvin's testimony for examples.

Q. Do these same competitors provide business High Capacity Exchange Access Line service at comparable rates, terms and conditions?

A. Yes.

PLEXAR SERVICE

Q. What is business Plexar Service?

A. Plexar is a central office based communications system that allows business customers to use SWBT's central office technology instead of purchasing their own switching equipment. The Plexar family of services includes Plexar-1, Plexar Express, Plexar II and Plexar-Custom.

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

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

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

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

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

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

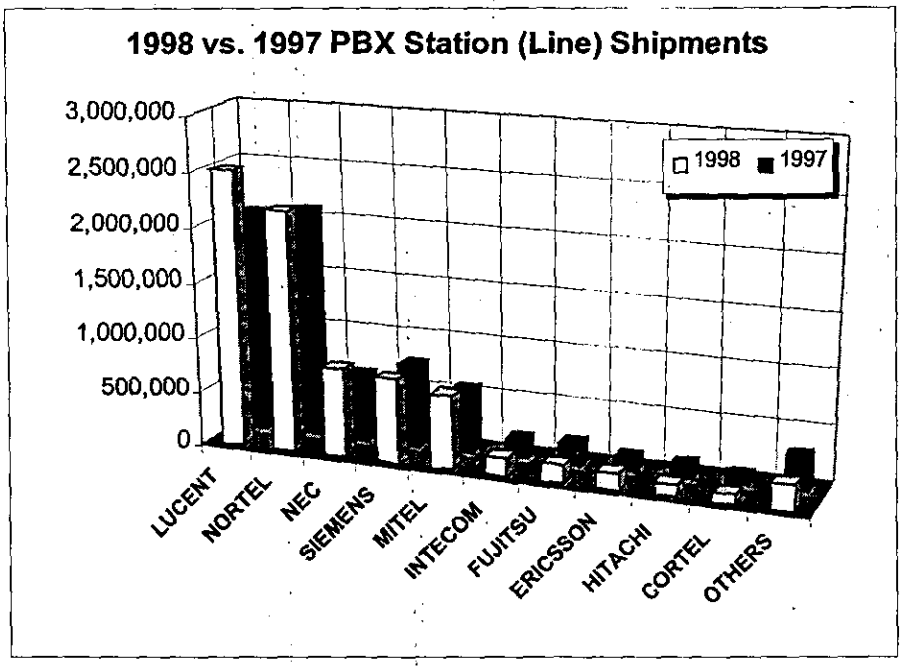
A. Nationwide, as of 1998, the major current competitors for Plexar were:

Lucent (Key & PBX)

Northern Telecom (NTI) (Key & PBX)

Toshiba (Key)

Rolm/Siemens (PBX)



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

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

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

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

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

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

Q. How do CLECs provide business Plexar Service?

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

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

A. No, there is not. A reseller uses SWBT's network to provide service. SWBT resells its telecommunications services to the CLEC at a discount off of its retail rate. The CLEC bills the customer directly for services purchased by the end user customer.

Q. Are there business Plexar-like services that CLECs offer under tariff?

A. Yes. For example, Birch Telecom offers Plexar-like service through its tariff.

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

A. Yes.

Q. Do you have other examples of CLECs that provide functionally the equivalent or substitutable business Plexar Service?

A. Competitors' Centrex services generally provide the same features and service as SWBT's Plexar service. For example, Birch Telecom's "Centrex Express" service provides the same features as SWBT's "Plexar Express" (Call Forwarding-Busy-Line-All Calls, Call Forwarding-Don't-Answer-All Calls, Call Forwarding-Variable, Call Hold, Call Pickup, Call

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

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

A. Yes. Rates, terms and conditions are comparable.

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

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

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

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

Q. Do SWBT and other telecommunications providers have the ability to utilize Customer Specific Pricing (CSP) for Plexar-type services?

A. Yes. Pursuant to Section 392.200.8 RSMo 2000 SWBT and other carriers have the ability to utilize CSP pricing. Clearly the Missouri legislature felt there was sufficient competition for Plexar that it granted CSP pricing. The intent was to allow open competition and reclassifying Plexar as competitive would give Missouri business customers more choices.

CONCLUSION

Q. Should the Commission find that there are alternative providers providing functionally equivalent of substitutable services to SWBT's business access services?

A. Definitely. I have provided strong evidence supporting that there are numerous CLECs providing functionally equivalent and substitutable services throughout SWBT's Missouri exchanges. Additionally, there are several non-traditional alternatives for Missouri customers needing business access services, including CPE equivalents.

Q. How will customers benefit from a competitive declaration on these SWBT services?

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

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

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

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

Q. Why should this Commission declare these products/services to be competitive?

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

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

Q. Please summarize your testimony.

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

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

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

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

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

Q. Does this conclude your testimony?

A. Yes it does.

SCHEDULES

Schedule 1 - SWBT's Business Products Description

Schedule 2 – CLECs Offering Business Services in SWBT Missouri Exchanges

Schedule 3 – Local Service Alternatives

Schedule 4 – Various Advertisements

Schedule 5 – Southwestern Bell Exchange Maps

Schedule 6 – Monthly Rate Comparison

Schedule 7 – Cisco Advertisement

Schedule 8 – Allegiance Advertisement

Schedule 9 – ISDN PRI Competitive Pricing

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Schedule 1

Schedule 1

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

SWBT offers the following basic business services.

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

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

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

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

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

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

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

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

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

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

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

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

> *Plexar®-I is a communications system arrangement for business customers that combines two or more individual local exchange access lines into a Plexar-1 group. This service offers the small business market an alternative to key telephone service using standard telephone sets with touch-tone.*
>
> *Plexar® Express is a communications system for small and medium sized business customers that offers a standard and optional feature array comparable to a Key Telephone System (KTS) or a small Private Branch Exchange (PBX) system. Plexar Express stations are designed for each user at the business location based on the needs of the customer's business.*
>
> *Plexar®-II is a business communications system that offers standard and optional features comparable to most medium-sized KTS and PBX systems. Plexar-II stations are designed for each user at the business location based on needs of the customers business. Plexar-II has a wide variety of optional features available, including Automatic Call Distributor (ACD) and Basic Rate Interface Integrated Service Digital Network (ISDN) to meet any size customer's needs.*
>
> *Plexar-Custom is a communications system that is comparable to a state-of-the-art PBX system. The minimum station size is 75 or more stations within any serving central office. Plexar-Custom stations are designed for each user at the business location based on the needs of the business. Further, Plexar-Custom like PBX has a wide variety of optional features available, including ACD, Station Message Detail Recording (SMDR) and BRI, to meet any size customer's needs. Plexar Custom prices are developed using the Customer Specific Pricing (CSP) process.*

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Caller ID Service (two types)

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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Schedule 2

CLECS OFFERING BUSINESS SERVICES IN SWBT MISSOURI EXCHANGES

Schedule 2

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

Exchange Name	Number of CLECs	1-800-Reconex (All)	2nd Century (All)	Accutel (All)	Adelphia (KC only)	Allegiance (Stl. Metro)	ALLTEL (Springfld)	Am Comm (KC MCA-1 & 2)	AT&T (All)	BarTel Comm (All)	Birch (All)	Brooks (Springfld & KC)	BTI (All)	Camarato (All)	Central MO Telecom (Lake of the Ozarks)	Ciera (All)	Computer Bus Sci (All)	Connect! (All)	Delta Phone (All)	DMJ Comm (All)	dPi-Teleconnect (All)	Everest (All)	EZ Talk (All)	Gabriel (Stl., KC & Springfld Metro)	Global Crossing Telemgt. (All)	Global Crossing Local Svcs. (Stl. & KC Metro)	HJN (All)	Intermedia (Stl. Metro)	Ionex (All)	KMC Telcom (All)	LDD (All)	Level 3 (Stl. Metro)	Logix (Stl., KC & Springfld Metro)Tariff shows statewide	MAXCOM, Inc.(KC & Springfield)	Max-Tel (All)	MCI Worldcom (Stl., KC & Springfld Metro)	MCImetro (Stl., KC & Springfld Metro)	McLeod (All)	MO Comm South (All)	MO Telecom (Select exchanges)	Mpower Comm (Select Exchanges)	Navigator (All)	Net-Tel (All)
ADRIAN	48	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1			1	1			1	1
ADVANCE	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1			1	1			1	1
AGENCY	48	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1			1	1			1	1
ALTENBURG-FROHNA	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1			1	1			1	1
ANTONIA	52	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1	1	1		1		1	1			1	1		1	1			1	1
ARCHIE	51	1	1	1	1				1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1		1	1	1			1	1
ARGYLE	48	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1			1	1			1	1
ARMSTRONG	48	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1			1	1			1	1
ASH GROVE	50	1	1	1			1		1	1	1		1	1		1	1	1	1	1	1	1	1	1	1		1		1	1			1			1	1			1	1
BEAUFORT	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1			1	1			1	1
BELL CITY	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1			1	1			1	1
BENTON	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1			1	1			1	1
BILLINGS	49	1	1	1			1		1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1			1	1			1	1
BISMARCK	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1			1	1			1	1
BLOOMFIELD	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1			1	1			1	1
BLOOMSDALE	50	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1		1	1	1			1	1
BONNE TERRE	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1			1	1			1	1
BOONVILLE	48	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1			1	1			1	1
BOWLING GREEN	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1			1	1			1	1
BROOKFIELD	48	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1			1	1			1	1
CAMDENTON	50	1	1	1					1	1	1		1	1	1	1	1	1	1	1	1	1	1		1		1		1	1			1			1	1			1	1
CAMPBELL	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1			1	1			1	1
CAPE GIRARDEAU	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1			1	1			1	1
CARDWELL	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1			1	1			1	1
CARL JUNCTION	48	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1			1	1			1	1
CARROLLTON	48	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1			1	1			1	1
CARTHAGE	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1			1	1	1		1	1
CARUTHERSVILLE	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1			1	1			1	1
CEDAR HILL	51	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1	1	1		1		1	1			1			1	1			1	1
CENTER	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1			1	1			1	1
CHAFFEE	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1			1	1			1	1
CHARLESTON	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1			1	1			1	1
CHESTERFIELD	55	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1			1	1	1	1	1			1	1
CHILLICOTHE	48	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1			1	1			1	1
CLARKSVILLE	48	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1			1	1			1	1
CLEVER	49	1	1	1			1		1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1			1	1			1	1
CLIMAX SPRINGS	50	1	1	1					1	1	1		1	1	1	1	1	1	1	1	1	1	1		1		1		1	1			1			1	1			1	1
DEERING	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1			1	1			1	1
DEKALB	48	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1			1	1			1	1
DELTA	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1			1	1			1	1
DESOTO	51	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1	1	1		1		1	1			1		1	1	1			1	1
DEXTER	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1			1	1			1	1
DOWNING	48	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1			1	1			1	1
EAST PRAIRIE	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1			1	1			1	1
EDINA	48	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1			1	1			1	1
ELDON	50	1	1	1					1	1	1		1	1	1	1	1	1	1	1	1	1	1		1		1		1	1			1			1	1			1	1
ELSBERRY	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1			1	1			1	1
ESSEX	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1			1	1			1	1

CLECS OFFERING BUSINESS SERVICES IN SWBT MISSOURI EXCHANGES

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

Exchange Name	Number of CLECs	1-800-Reconex (All)	2nd Century (All)	Accutel (All)	Adelphia (KC only)	Allegiance (StL Metro)	ALLTEL (Springfld)	Am Comm (KC MCA-1 & 2)	AT&T (All)	BarTel Comm (All)	Birch (All)	Brooks (Springfld & KC)	BTI (All)	Camarato (All)	Central MO Telecom (Lake of the Ozarks)	Ciera (All)	Computer Bus Sci (All)	Connect! (All)	Delta Phone (All)	DMJ Comm (All)	dPi-Teleconnect (All)	Everest (All)	EZ Talk (All)	Gabriel (StL, KC & Springfld Metro)	Global Crossing Telemgt. (All)	Global Crossing Local Svcs. (StL & KC Metro)	HJN (All)	Intermedia (StL Metro)	Ionex (All)	KMC Telcom (All)	LDD (All)	Level 3 (StL Metro)	Logix (StL, KC & Springfld Metro)Tariff shows statewide	MAXCOM, Inc.(KC & Springfield)	Max-Tel (All)	MCI Worldcom (StL, KC & Springfld Metro)	MCImetro (StL, KC & Springfld Metro)	McLeod (All)	MO Comm South (All)	MO Telecom (Select exchanges)	Mpower Comm (Select Exchanges)	Navigator (All)	Net-Tel (All)
EUREKA	51	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1		1		1	1			1	1
EXCELSIOR SPRING	51	1	1	1	1				1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1		1		1	1			1	1
FARLEY	53	1	1	1	1				1	1	1		1	1		1	1	1	1	1	1	1	1		1	1	1		1	1			1		1		1	1			1	1
FARMINGTON	48	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1		1		1	1			1	1
FAYETTE	48	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1		1		1	1			1	1
FENTON	55	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1			1		1	1	1	1			1	1
FESTUS-CRYSTAL CITY	50	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1		1		1	1			1	1
FISK	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1		1		1	1			1	1
FLAT RIVER	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1		1		1	1			1	1
FRANKFORD	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1		1		1	1			1	1
FREDERICKTOWN	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1		1		1	1			1	1
FREEBURG	48	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1		1		1	1			1	1
FULTON	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1		1		1	1			1	1
GIDEON	48	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1		1		1	1			1	1
GLASGOW	48	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1		1		1	1			1	1
GRAVOIS MILLS	50	1	1	1					1	1	1		1	1	1	1	1	1	1	1	1	1	1		1		1		1	1			1		1		1	1			1	1
GRAIN VALLEY	53	1	1	1	1				1	1	1		1	1		1	1	1	1	1	1	1	1	1	1	1	1		1	1			1		1	1	1	1			1	1
GRAYSUMMIT	50	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1		1	1	1	1			1	1
GREENWOOD	53	1	1	1	1				1	1	1		1	1		1	1	1	1	1	1	1	1	1	1	1	1		1	1			1		1	1	1	1			1	1
HANNIBAL	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1		1		1	1			1	1
HARVESTER	53	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1	1	1		1	1	1	1			1		1	1	1	1			1	1
HAYTI	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1		1		1	1			1	1
HERCULANEUM-PEVELY	51	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1	1	1		1		1	1			1		1	1	1	1			1	1
HIGBEE	48	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1		1		1	1			1	1
HIGH RIDGE	51	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1	1	1		1		1	1			1		1	1	1	1			1	1
HILLSBORO	51	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1	1	1		1		1	1			1		1	1	1	1			1	1
HOLCOMB	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1		1		1	1			1	1
HORNERSVILLE	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1		1		1	1			1	1
IMPERIAL	52	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1	1	1		1		1	1			1		1	1	1	1			1	1
JACKSON	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1		1		1	1			1	1
JASPER	48	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1		1		1	1			1	1
JOPLIN	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1		1		1	1	1		1	1
KANSAS CITY	61	1	1	1	1			1	1	1	1	1	1	1		1	1	1	1	1	1	1	1	1	1	1	1		1	1			1	1	1	1	1	1		1	1	1
KENNETT	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1		1		1	1			1	1
KIRKSVILLE	48	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1		1		1	1			1	1
KNOB NOSTER	48	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1		1		1	1			1	1
LAKE OZARK-OSAGE BEACH	50	1	1	1					1	1	1		1	1	1	1	1	1	1	1	1	1	1		1		1		1	1			1		1		1	1			1	1
LAMAR	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1		1		1	1	1		1	1
LAMONTE	48	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1		1		1	1			1	1
LANCASTER	48	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1		1		1	1			1	1
LEADWOOD	48	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1		1		1	1			1	1
LILBOURN	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1		1		1	1			1	1
LINN	48	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1		1		1	1			1	1
LOCKWOOD	48	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1		1		1	1			1	1
LOUISIANA	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1		1		1	1			1	1
MACKS CREEK	50	1	1	1					1	1	1		1	1	1	1	1	1	1	1	1	1	1		1		1		1	1			1		1		1	1			1	1
MALDEN	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1			1		1		1	1			1	1
MANCHESTER	56	1	1	1		1			1	1	1		1	1		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1			1		1	1	1	1			1	1

CLECS OFFERING BUSINESS SERVICES IN SWBT MISSOURI EXCHANGES

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

Exchange Name	Number of CLECs	1-800-Reconex (All)	2nd Century (All)	Accutel (All)	Adelphia (KC only)	Allegiance (StL Metro)	ALLTEL (Springfld)	Am Comm (KC MCA-1 & 2)	AT&T (All)	BarTel Comm (All)	Birch (All)	Brooks (Springfld & KC)	BTI (All)	Camarato (All)	Central MO Telecom (Lake of the Ozarks)	Ciera (All)	Computer Bus Sci (All)	Connect! (All)	Delta Phone (All)	DMJ Comm (All)	dPi-Telecommect (All)	Everest (All)	EZ Talk (All)	Gabriel (StL, KC & Springfld Metro)	Global Crossing Telemgt. (All)	Global Crossing Local Svcs. (StL & KC Metro)	HJN (All)	Intermedia (StL Metro)	Ionex (All)	KMC Telcom (All)	LDD (All)	Level 3 (StL Metro)	Logix (StL, KC & Springfld Metro)Tariff shows statewide	MAXCOM, Inc.(KC & Springfield)	Max-Tel (All)	MCI Worldcom (StL, KC & Springfld Metro)	McImetro (StL, KC & Springfld Metro)	McLeod (All)	MO Comm South (All)	MO Telecom (Select exchanges)	Mpower Comm (Select Exchanges)	Navigator (All)	Net-Tel (All)
MARBLE HILL	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1	1		1		1			1	1			1	1
MARCELINE	48	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1	1		1		1			1	1			1	1
MARIONVILLE	50	1	1	1			1		1	1	1		1	1		1	1	1	1	1	1	1	1	1	1		1		1	1	1		1		1			1	1			1	1
MARSHALL	48	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1	1		1		1			1	1			1	1
MARSTON	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1	1		1		1			1	1			1	1
MAXVILLE	52	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1	1	1	1	1		1	1	1		1		1	1		1	1			1	1
META	48	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1	1		1		1			1	1			1	1
MEXICO	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1	1		1		1			1	1			1	1
MOBERLY	48	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1	1		1		1			1	1			1	1
MONETT	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1	1		1		1			1	1	1		1	1
MONTGOMERY CITY	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1	1		1		1			1	1			1	1
MOREHOUSE	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1	1		1		1			1	1			1	1
NEOSHO	50	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1	1		1		1			1	1	1		1	1
NEVADA	48	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1	1		1		1			1	1			1	1
NEW FRANKLIN	48	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1	1		1		1			1	1			1	1
NEW MADRID	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1	1		1		1			1	1			1	1
OAK RIDGE	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1	1		1		1			1	1			1	1
OLD APPLETON	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1	1		1		1			1	1			1	1
ORAN	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1	1		1		1			1	1			1	1
PACIFIC	50	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1	1		1		1	1		1	1			1	1
PATTON	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1	1		1		1			1	1			1	1
PAYNESVILLE	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1	1		1		1			1	1			1	1
PERRYVILLE	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1	1		1		1			1	1			1	1
PIERCE CITY	48	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1	1		1		1			1	1			1	1
POCOHONTAS-NEW WELLS	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1	1		1		1			1	1			1	1
POND	51	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1	1	1		1		1	1	1		1		1	1		1	1			1	1
POPLAR BLUFF	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1	1		1		1			1	1			1	1
PORTAGE DES SIOUX	51	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1	1	1		1		1	1	1		1		1	1		1	1			1	1
PORTAGEVILLE	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1	1		1		1			1	1			1	1
PUXICO	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1	1		1		1			1	1			1	1
QULIN	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1	1		1		1			1	1			1	1
RICHMOND	51	1	1	1	1				1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1	1		1		1	1		1	1			1	1
RICHWOODS	50	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1	1		1		1	1		1	1			1	1
RISCO	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1	1		1		1			1	1			1	1
RUSHVILLE	48	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1	1		1		1			1	1			1	1
SAN ANTONIO	48	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1	1		1		1			1	1			1	1
SCOTT CITY	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1	1		1		1			1	1			1	1
SEDALIA	48	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1	1		1		1			1	1			1	1
SENATH	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1	1		1		1			1	1			1	1
SIKESTON	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1	1		1		1			1	1			1	1
SLATER	48	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1	1		1		1			1	1			1	1
SMITHVILLE	53	1	1	1	1				1	1	1		1	1		1	1	1	1	1	1	1	1	1	1	1	1		1	1	1		1		1	1		1	1			1	1
SPRINGFIELD	55	1	1	1			1		1	1	1	1	1	1		1	1	1	1	1	1	1	1	1	1		1		1	1	1		1	1	1		1	1	1		1	1
ST CHARLES	56	1	1	1		1			1	1	1		1	1		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1		1	1	1	1		1	1			1	1
ST CLAIR	48	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1	1		1		1			1	1			1	1
ST JOSEPH	48	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1	1		1		1			1	1			1	1
ST LOUIS	61	1	1	1		1			1	1	1		1	1		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1		1	1		1	1	1
ST MARYS	49	1	1	1					1	1	1		1	1		1	1					1	1		1		1		1	1	1		1		1			1	1			1	1

CLECS OFFERING BUSINESS SERVICES IN SWBT MISSOURI EXCHANGES

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

Exchange Name	Number of CLECs	1-800-Rconex (All)	2nd Century (All)	Accutel (All)	Adelphia (KC only)	Allegiance (Stl. Metro)	ALLTEL (Springfld)	Am Comm (KC MCA-1 & 2)	AT&T (All)	BarTel Comm (All)	Birch (All)	Brooks (Springfld & KC)	BTI (All)	Camarato (All)	Central MO Telecom (Lake of the Ozarks)	Ciera (All)	Computer Bus Sci (All)	Connect! (All)	Delta Phone (All)	DMJ Comm (All)	dPi-Teleconnect (All)	Everest (All)	EZ Talk (All)	Gabriel (Stl, KC & Springfld Metro)	Global Crossing Telemgt. (All)	Global Crossing Local Svcs. (Stl. & KC Metro)	HJN (All)	Intermedia (Stl. Metro)	Ionex (All)	KMC Telcom (All)	LDD (All)	Level 3 (Stl. Metro)	Logix (Stl., KC & Springfld Metro)Tariff shows statewide	MAXCOM, Inc.(KC & Springfield)	Max-Tel (All)	MCI Worldcom (Stl., KC & Springfld Metro)	MCImetro (Stl., KC & Springfld Metro)	McLeod (All)	MO Comm South (All)	MO Telecom (Select exchanges)	Mpower Comm (Select Exchanges)	Navigator (All)	Net-Tel (All)
STANBERRY	48	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1			1			1		1			1	1		1	1
STE GENEVIEVE	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1	1		1		1			1	1		1	1
TRENTON	48	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1	1		1		1			1	1		1	1
TUSCUMBIA	50	1	1	1					1	1	1		1	1	1	1	1	1	1	1	1	1	1		1		1		1	1	1		1		1			1	1		1	1
UNION	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1	1		1		1			1	1		1	1
VALLEY PARK	54	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1		1		1	1		1	1		1	1
VERSAILLES	50	1	1	1					1	1	1		1	1	1	1	1	1	1	1	1	1	1		1		1		1	1	1		1		1			1	1		1	1
VIENNA	48	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1	1		1		1			1	1		1	1
WALNUT GROVE	50	1	1	1				1	1	1	1		1	1		1	1	1	1	1	1	1	1	1	1		1		1	1	1		1		1			1	1		1	1
WARDELL	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1	1		1		1			1	1		1	1
WARE	51	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1	1	1		1		1	1	1		1		1	1		1	1		1	1
WASHINGTON	50	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1	1		1		1	1		1	1		1	1
WEBB CITY	48	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1	1		1		1			1	1		1	1
WELLSVILLE	48	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1	1		1		1			1	1		1	1
WESTPHALIA	48	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1	1		1		1			1	1		1	1
WYATT	49	1	1	1					1	1	1		1	1		1	1	1	1	1	1	1	1		1		1		1	1	1		1		1			1	1		1	1

CLECS OFFERING BUSINESS SERVICES IN SWBT MISSOURI EXCHANGES

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

CLECS OFFERING BUSINESS SERVICES IN SWBT MISSOURI EXCHANGES

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

CLECS OFFERING BUSINESS SERVICES IN SWBT MISSOURI EXCHANGES

Business CLECs' Service Area (Sou																																
Exchange Name	NOW Comm (All)	Omniplex (All)	Payroll Advance (ALL)	Phones for All (All)	Primary Network (All)	QCC (All)	Quick-Tel (All)	Quintelco (All)	Qwest (All)	Ren-Tel Comm (All)	Simply Local Svc (All)	Smoke Signal (All)	SouthWest Teleconnect (All)	Sprint (StL & KC Metro)	Sunstel (All)	TCG Kansas (KC only)	TCG St. Louis (St. Louis & East Out State)	Tel Com Plus (All)	Telligent (StL & KC Metro)	Tel-Link (All)	The Cube (All)	The Pager Co (All)	TransStar (All)	Winstar (StL & KC Metro)	WorkNet (All)	XO Missouri (StL Metro & Vicinity)	Z-Tel (All)					
MARBLE HILL	1	1	1	1	1	1	1	1	1	1	1	1	1		1		1	1		1	1	1	1		1		1					
MARCELINE	1	1	1	1	1	1	1	1	1	1	1	1	1		1			1		1	1	1	1		1		1					
MARIONVILLE	1	1	1	1	1	1	1	1	1	1	1	1	1		1			1		1	1	1	1		1		1					
MARSHALL	1	1	1	1	1	1	1	1	1	1	1	1	1		1			1		1	1	1	1		1		1					
MARSTON	1	1	1	1	1	1	1	1	1	1	1	1	1		1		1	1		1	1	1	1		1		1					
MAXVILLE	1	1	1	1	1	1	1	1	1	1	1	1	1		1		1	1		1	1	1	1		1		1					
META	1	1	1	1	1	1	1	1	1	1	1	1	1		1			1		1	1	1	1		1		1					
MEXICO	1	1	1	1	1	1	1	1	1	1	1	1	1		1		1	1		1	1	1	1		1		1					
MOBERLY	1	1	1	1	1	1	1	1	1	1	1	1	1		1			1		1	1	1	1		1		1					
MONETT	1	1	1	1	1	1	1	1	1	1	1	1	1		1			1		1	1	1	1		1		1					
MONTGOMERY CITY	1	1	1	1	1	1	1	1	1	1	1	1	1		1		1	1		1	1	1	1		1		1					
MOREHOUSE	1	1	1	1	1	1	1	1	1	1	1	1	1		1		1	1		1	1	1	1		1		1					
NEOSHO	1	1	1	1	1	1	1	1	1	1	1	1	1		1		1	1		1	1	1	1		1		1					
NEVADA	1	1	1	1	1	1	1	1	1	1	1	1	1		1			1		1	1	1	1		1		1					
NEW FRANKLIN	1	1	1	1	1	1	1	1	1	1	1	1	1		1			1		1	1	1	1		1		1					
NEW MADRID	1	1	1	1	1	1	1	1	1	1	1	1	1		1		1	1		1	1	1	1		1		1					
OAK RIDGE	1	1	1	1	1	1	1	1	1	1	1	1	1		1		1	1		1	1	1	1		1		1					
OLD APPLETON	1	1	1	1	1	1	1	1	1	1	1	1	1		1		1	1		1	1	1	1		1		1					
ORAN	1	1	1	1	1	1	1	1	1	1	1	1	1		1		1	1		1	1	1	1		1		1					
PACIFIC	1	1	1	1	1	1	1	1	1	1	1	1	1		1		1	1		1	1	1	1		1		1					
PATTON	1	1	1	1	1	1	1	1	1	1	1	1	1		1		1	1		1	1	1	1		1		1					
PAYNESVILLE	1	1	1	1	1	1	1	1	1	1	1	1	1		1		1	1		1	1	1	1		1		1					
PERRYVILLE	1	1	1	1	1	1	1	1	1	1	1	1	1		1		1	1		1	1	1	1		1		1					
PIERCE CITY	1	1	1	1	1	1	1	1	1	1	1	1	1		1			1		1	1	1	1		1		1					
POCOHONTAS-NEW WELLS	1	1	1	1	1	1	1	1	1	1	1	1	1		1		1	1		1	1	1	1		1		1					
POND	1	1	1	1	1	1	1	1	1	1	1	1	1		1		1	1		1	1	1	1		1		1					
POPLAR BLUFF	1	1	1	1	1	1	1	1	1	1	1	1	1		1		1	1		1	1	1	1		1		1					
PORTAGE DES SIOUX	1	1	1	1	1	1	1	1	1	1	1	1	1		1		1	1		1	1	1	1		1		1					
PORTAGEVILLE	1	1	1	1	1	1	1	1	1	1	1	1	1		1		1	1		1	1	1	1		1		1					
PUXICO	1	1	1	1	1	1	1	1	1	1	1	1	1		1		1	1		1	1	1	1		1		1					
QULIN	1	1	1	1	1	1	1	1	1	1	1	1	1		1		1	1		1	1	1	1		1		1					
RICHMOND	1	1	1	1	1	1	1	1	1	1	1	1	1		1	1		1		1	1	1	1		1		1					
RICHWOODS	1	1	1	1	1	1	1	1	1	1	1	1	1		1		1	1		1	1	1	1		1		1					
RISCO	1	1	1	1	1	1	1	1	1	1	1	1	1		1		1	1		1	1	1	1		1		1					
RUSHVILLE	1	1	1	1	1	1	1	1	1	1	1	1	1		1			1		1	1	1	1		1		1					
SAN ANTONIO	1	1	1	1	1	1	1	1	1	1	1	1	1		1			1		1	1	1	1		1		1					
SCOTT CITY	1	1	1	1	1	1	1	1	1	1	1	1	1		1		1	1		1	1	1	1		1		1					
SEDALIA	1	1	1	1	1	1	1	1	1	1	1	1	1		1			1		1	1	1	1		1		1					
SENATH	1	1	1	1	1	1	1	1	1	1	1	1	1		1		1	1		1	1	1	1		1		1					
SIKESTON	1	1	1	1	1	1	1	1	1	1	1	1	1		1		1	1		1	1	1	1		1		1					
SLATER	1	1	1	1	1	1	1	1	1	1	1	1	1		1			1		1	1	1	1		1		1					
SMITHVILLE	1	1	1	1	1	1	1	1	1	1	1	1	1		1	1		1		1	1	1	1		1		1					
SPRINGFIELD	1	1	1	1	1	1	1	1	1	1	1	1	1		1			1	1	1	1	1	1		1		1					
ST CHARLES	1	1	1	1	1	1	1	1	1	1	1	1	1		1		1	1		1	1	1	1		1	1	1					
ST CLAIR	1	1	1	1	1	1	1	1	1	1	1	1	1		1			1		1	1	1	1		1		1					
ST JOSEPH	1	1	1	1	1	1	1	1	1	1	1	1	1		1			1		1	1	1	1		1		1					
ST LOUIS	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1		1	1	1	1	1	1	1	1	1	1	1					
ST MARYS	1	1	1	1	1	1	1	1	1	1	1	1	1		1		1	1		1	1	1	1		1		1					

CLECS OFFERING BUSINESS SERVICES IN SWBT MISSOURI EXCHANGES

Business CLECs' Service Area (Sou																															
Exchange Name	NOW Comm (All)	Omniplex (All)	Payroll Advance (ALL)	Phones for All (All)	Primary Network (All)	QCC (All)	Quick-Tel (All)	Quintelco (All)	Qwest (All)	Ren-Tel Comm (All)	Simply Local Svc (All)	Smoke Signal (All)	SouthWest Teleconnect (All)	Sprint (StL & KC Metro)	Sunesi (All)	TCG Kansas (KC only)	TCG St. Louis (St. Louis & East Out State)	Tel Com Plus (All)	Teligent (StL & KC Metro)	Tel-Link (All)	The Cube (All)	The Pager Co (All)	TranStar (All)	Winstar (StL & KC Metro)	WorkNet (All)	XO Missouri (StL Metro & Vicinity)	Z-Tel (All)
STANBERRY	1	1	1	1	1	1	1	1	1	1	1	1	1		1			1		1	1	1	1		1		1
STE GENEVIEVE	1	1	1	1	1	1	1	1	1	1	1	1	1		1		1	1		1	1	1	1		1		1
TRENTON	1	1	1	1	1	1	1	1	1	1	1	1	1		1			1		1	1	1	1		1		1
TUSCUMBIA	1	1	1	1	1	1	1	1	1	1	1	1	1		1		1	1		1	1	1	1		1		1
UNION	1	1	1	1	1	1	1	1	1	1	1	1	1		1		1	1		1	1	1	1		1		1
VALLEY PARK	1	1	1	1	1	1	1	1	1	1	1	1	1		1		1	1		1	1	1	1		1	1	1
VERSAILLES	1	1	1	1	1	1	1	1	1	1	1	1	1		1		1	1		1	1	1	1		1		1
VIENNA	1	1	1	1	1	1	1	1	1	1	1	1	1		1			1		1	1	1	1		1		1
WALNUT GROVE	1	1	1	1	1	1	1	1	1	1	1	1	1		1			1		1	1	1	1		1		1
WARDELL	1	1	1	1	1	1	1	1	1	1	1	1	1		1		1	1		1	1	1	1		1		1
WARE	1	1	1	1	1	1	1	1	1	1	1	1	1		1		1	1		1	1	1	1		1		1
WASHINGTON	1	1	1	1	1	1	1	1	1	1	1	1	1		1		1	1		1	1	1	1		1		1
WEBB CITY	1	1	1	1	1	1	1	1	1	1	1	1	1		1			1		1	1	1	1		1		1
WELLSVILLE	1	1	1	1	1	1	1	1	1	1	1	1	1		1			1		1	1	1	1		1		1
WESTPHALIA	1	1	1	1	1	1	1	1	1	1	1	1	1		1			1		1	1	1	1		1		1
WYATT	1	1	1	1	1	1	1	1	1	1	1	1	1		1		1	1		1	1	1	1		1		1

FERNANDEZ

Schedule 3

LOCAL SERVICE COMPANIES LISTED IN SWBT CALL GUIDE PAGES

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

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

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

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

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

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

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

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

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

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

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

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

Springfield/Branson	Abesville	Alltel
	Ash Grove	BarTel Communications
	Aurora	Comm South
	Battlefield	Dial US
	Billings	Gabriel Communications
	Blue Eyes	Intermedia
	Bois D'Arc	Ionex
	Bolivar	MaxCom
	Branson	Max-Tel
	Branson West	McLeod USA
	Brighton	Navigator
	Brookline	The Pager Company
	Bruner	PCS
	Buffalo	QCC
	Cape Fair	1-800-Reconex
	Chadwick	SouthWest TeleConnect
	Charity	TALK.com
	Chesapeake	Universal Telephone
	Clever	
	Crane	
	Diggins	
	Eagle Rock	
	Ebenezer	
	Elkland	
	Elsey	
	Eudora	
	Everton	
	Fair Grove	
	Fordland	
	Forsyth	
	Friestatt	
	Galena	
	Garrison	
	Golden	
	Halfway	
	Halltown	
	Highlandville	
	Hilda	
	Hollister	
	Hurley	
	Jamesville	
	Kimberling City	
	Kirbyville	
	Lampe	
	Linden	
	Logan-Rogersville	
	Mano	
	Marionville	
	Marshfield	
	McKinley	
	Miller	
	Monett	
	Morrisville	
	Mount Vernon	
	Nixa	
	Northview	
	Ozark	
	Pennsboro	
	Phelps	
	Pierce City	
	Pleasant Hope	
	Pleasant View	
	Reeds Spring	
	Republic	
	Ridgedale	

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

Tri-State (cont.)	Carterville Diamond Dotyville, OK Dudenville Duenweg Englevale,KS East Pittsburg Franklin,KS Fairland, OK Frontenac, Ks Fairview Galena, KS Golden City Goodman Girard, Ks Greenfield Galesburg Granby Greenbush, KS Hallowell, KS Hockerville, OK Iantha Irwin Jasper Joplin Kenricktown Kenoma Lemar La Russel Lawton, KS Longview Lockwood Lowell, KS McCune, KS Melrose, KS Miami, Ok Milford Mindemines Maplegrove Mulberry, KS Narcissa, OK Neosho North Miami, OK Nashville Newtonia Newport Opolis, KS Oronogo Picher, OK Pittsburg, Ks Peoria, Ok Pierce City Purcell Pyramid Corners, OK Quapaw, Ok Reeds Rocky Comfort Ringo, Ks Roseland, KS Ritchey Riverton, KS Saginaw Scammon, Ks Sarcoxie Seneca	

Tri-State Area (cont.)	Sherwin, KS Stark City Simcoe Smithfield Spring Stotts City Stella Stippville, KS Sweetwater Treece, KS Twin Grove Webb City Welch, OK West Mineral, KS Weir City, KS Westworth Wyandotte, OK	

Local Service Alternatives

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

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

BTC
BarTel Communications, Inc.

Residence Services

Customer Service	1-800-417-5500
Repair Service	1-888-490-0055
Corporate Offices	1-888-742-0055

COMM SOUTH

Establishing or Changing	1-800-936-5223
Repair Service	1-800-936-5223
Billing Information	1-800-936-5223

intermedia COMMUNICATIONS

Business Customers	1-800-250-9999
Repair Service	1-800-250-9999

One number serves all your business needs. 1.800.860.8401.

ionex telecommunications

Clearly Connected

MaxCom

Business Office

Business Services	1-800-888-3157

Max-Tel Communication, Inc.

Residential Services

Business Service	817-427-2149
Customer Service	1-800-583-2289
Repairs	1-800-583-2289

Navigator Telecommunications, LLC

Business Office

Business Service	1-686-662-8835
Residence Service	1-888-662-8835
Repair Service	1-888-562-8835

Business Office

Business Service	1-800-555-1414
Residence Service	1-800-477-1992
Repair Service	1-800-909-6939

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Local Service Alternatives

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

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Local Service Alternatives

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

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

BTC
BarTel Communications, Inc.

Residence Services	
Customer Service	1-800-417-5500
Repair Service	1-888-490-0055
Corporate Offices	1-888-742-0055

COMM SOUTH

Establishing or Changing	1-800-936-5223
Repair Service	1-800-936-5223
Billing Information	1-800-936-5223

intermedia COMMUNICATIONS

Business Customers	1-800-250-9999
Repair Service	1-800-250-[illegible]

One number serves all your business needs. 1.800.860.8401.

ionex telecommunications
Clearly Connected

MaxCom

Business Office	
Business Services	1-800-888-3157

Max-Tel Communication, Inc.

Residential Services	
Business Service	817-427-2149
Customer Service	1-800-583-2289
Repairs	1-800-583-2289

McLeodUSA

Business Office	
Business Services	1-800-743-0321
Residence Services	1-800-743-0321
Internet Services	1-800-743-0321

Navigator Telecommunications, LLC

Business Office	
Business Service	1-888-662-8835
Residence Service	1-888-662-8835
Repair Service	1-888-562-8835

Local Service Alternatives

Business Office	
Business Service	1-800-555-1414
Residence Service	1-800-477-1992
Repair Service	1-800-909-6939
Business Office	
Residential	1-800-696-8079
Business	1-800-696-6079
Service and Repair	1-800-454-9685
Business Office	
New Sales	1-800-732-6639
Customer Service	1-800-275-8223
Prepaid Residential Servicesi	
Res. Sales & Cwt. Serv.	1-800-550-7540
(Para Español Llame Gratis Al)	
Repair Services	t-800-550-7540
Customer Service	1-888-[illegible]
web address	www.talk.com
Business Office	
Residential Services	1-888-522-5224
Repair Service	1-886-522-5224

Local Service Alternatives

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

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

BTC
BizTel Communications, Inc.

Residence Services

Customer Service	**1-800-417-5280**
Repair Service	**1-888-490-0855**
Corporate Offices	**1-888-742-0055**

COMM SOUTH

Establishing or Changing	1-800-936-5223
Repair Service	1-800-936-5223
Billing Information	1-800-936-5223

intermedia COMMUNICATIONS

Business Customers	1-800-250-9999
Repair Service	1-800-250-9999

One number serves all your business needs. 1.800.860.8401.

ionex telecommunications

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MaxCom

Business Office	
Business Services	**1-600-888-3157**

Max-Tel Communication, Inc.

Residential Services	
Business Service	817-427-2149
Customer Service	1-800-583-2289
Repairs	1-800-583-2289

Navigator Telecommunications, LLC

Business Office	
Business Service	**1-888-662-8835**
Residence Service	**1-888-662-8835**
Repair Service	1-888-562-8835

PTS

Business Office	
Business Service	1-800-555-1414
Residence Service	1-800-477-1992
Repair Service	1-800-909-6939

Local Service Alternatives

Business Office	
Residential	1-800-696-6079
Business	1-600-696-8079
Service and Repair	1-600-454-9885
1-800-RECONEX *Because Everybody Needs A Phone.*	
Business Office	
New Sales	1-600-732-6639
Customer Service	1-600-275-8223
SouthWest TeleConnect	
Prepaid Residential Services	
Res. Sales & Cust. serv.	1-600-550-7540
(Para Espaliol Llame Gratis Al)	
Repair Services	1-800-550-7540
TALK.com	
Customer Service	1-888-988-6988
web address	www.talk.com
Universal Telephone	
Business Office	
Residential Services	1-888-522-5224
Repair Service	1-888-522-5224

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Local Service Alternatives

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

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

BTC
BarTel Communications, Inc.

Residence Services
- Customer Service 1-800-417-5500
- Repair Service 1-888-490-0055
- Corporate Offices 1-888-742-0055

COMM SOUTH

- Establishing or Changing 1-800-936-5223
- Repair Service 1-800-936-5223
- Billing Information 1-800-936-5223

intermedia COMMUNICATIONS

- Business Customers 1-800-250-9999
- Repair Service 1-800-250-9999

One number serves all your business needs. 1.800.860.8401.

ionex telecommunications
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MaxCom

Business Office
Business Services 1-800-888-3157

Max-Tel Communication, Inc.

Residential Services
- Business Service 817-427-2149
- Customer Service 1-800-583-2289
- Repairs 1-800-583-2289

Navigator Telecommunications, LLC

Business Office
- Business Service 1-888-662-8835
- Residence Service 1-888-662-8835
- Repair Service 1-888-562-8835

Business Office
- Business Service 1-800-555-1414
- Residence Service 1-800-477-1992
- Repair Service 1-800-909-6939

Local Service Alternatives

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

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

BTC

Residence Services	
Customer Service	1-800-417-[illegible]
Repair Service	1-888-490-0055
Corporate Offices	1-888-742-0055

COMM SOUTH

Establishing or Changing	1-800-936-5223
Repair Service	1-800-936-5223
Billing Information	1-800-936-5223

intermedia COMMUNICATIONS

Business Customers	1-800-250-9999
Repair Service	1-800-250-9999

One number serves all your business needs. 1.800.860.8401.

ionex telecommunications

MaxCom

Business Office	
[illegible] Services	1-800-888-3157

Max-Tel Communication, Inc.

Residential Services	
Business Service	817-427-2149
Customer Service	1-800-583-2289
Repairs	1-800-583-2289

Navigator Telecommunications, LLC

Business Office	
Business Service	1-888-662-8835
Residence Service	1-688-662-8835
Repair Service	1-888-562-8835

PTS

Business Office	
Business Service	1-800-555-1414
Residence Service	1-800-477-1992
Repair Service	1-800-909-6939

Local Service Alternatives

Qcc, Incorporated Qcc Business Office Residential 1-800-696-8079 Business 1-800-696-8079 Service and Repair 1-800-454-9685	1-800-RECONEX Because Everybody Needs A Phone. Business Office New Sales 1-800-732-6639 Customer Service 1-800-275-8223
SouthWest TeleConnect Prepaid Residential Services Res. Sales & Cust. Serv. 1-800-550-7540 (Para Español Llame Gratis Al) Repair Services 1-800-550-7540	TALK.com Customer Service 1-888-988-6988 web address www.talk.com
Universal Telephone Business Office Residential Services 1-888-522-5224 Repair Service 1-888-522-5224	

Local Service Alternatives

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

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

BTC
BarTel Communications, Inc.

Residence Services	
Customer Service	1-800-417-5500
Repair Service	1-888-490-0055
Corporate Offices	1-888-742-0055

COMM SOUTH

Establishing or Changing	1-800-936-5223
Repair Service	1-800-936-5223
Billing Information	1-800-936-5223

intermedia COMMUNICATIONS

Business Customers	1-800-250-9999
Repair Service	1-800-250-9999

One number serves all your business needs. 1.800.860.8401.

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MaxCom

Business Office	
Business Services	1-800-888-3157

Max-Tel Communication, Inc.

Residential Services	
Business Service	817-427-2149
Customer Service	1-800-583-2289
Repairs	1-800-583-2289

McLeodUSA

Business Office	
Business Services	1-800-743-0321
Residence Services	1-800-743-0321
Internet Services	1-800-743-0321

Navigator Telecommunications, LLC

Business Office	
Business Service	1-888-662-8835
Residence Service	1-888-662-8835
Repair Service	1-888-562-8835

Local Service Alternatives

PCS Business Office Business Service I-800-555-1414 Residence Service I-800-477-1992 Repair Service I-800-909-6939	**Qcc, Incorporated** Business Office Residential I-800-696-8079 Business i-800-696-8079 Service and Repair I-800-454-9685
1-800-RECONEX Because Everybody Needs A Phone. Business Office New Sales i-800-732-6639 Customer Service I-800-275-8223	**SouthWest TeleConnect** Prepaid Residential Services! Res. Sales & Cust. Serv. I-800-550-7540 (Para Español Llame Gratis Al) Repair Services I-800-550-7540
TALKcom Customer Service I-888-988-6988 web address www.talk.com	**Universal Telephone** Business Office Residential Services I-888-522-5224 Repair Service I-888-522-5224

Local Service Alternatives

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

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

BTC
BarTel Communications, Inc.

Residence Services	
Customer Service	1-800-417-5580
Repair Service	1-888-490-0055
Corporate Offices	1-888-742-0055

COMM SOUTH

Establishing or Changing	1-800-936-5223
Repair Service	1-800-936-5223
Billing Information	1-800-936-5223

intermedia COMMUNICATIONS

Business Customers	1-800-250-9999
Repair Service	1-800-250-9999

One number serves all your business needs. 1.800.860.8401.

ionex telecommunications

MaxCom

Business Office	
Business Services	1-800-888-3157

Max-Tel Communication, Inc.

Residential Services	
Business Service	817-427-2149
Customer Service	1-800-583-2289
Repairs	1-800-583-2289

Navigator Telecommunications, LLC

Business Office	
Business Service	1-888-662-8835
Residence Service	1-888-662-8835
Repair Service	1-888-562-8835

PNS

Business Office	
Business Service	1-800-555-1414
Residence Service	1-800-477-1992
Repair Service	1-800-909-6939

Local Service Alternatives

QCC Business Office Residential 1-800-696-6079 Business 1-800-696-6079 Service and Repair 1-800-454-9685	**1-800-RECONEX** *Because Everybody Needs A Phone.* Business Office New Sales 1-800-732-6629 Customer Service 1-800-275-6223
SouthWest TeleConnect Prepaid Residential Services Res. Sales & Cust. Serv 1-800-550-7540 (Para Espafiol Llame Gratis Al) Repair Services 1-800-550-7540	**TALK.com** Customer Service 1-888-988-6988 web address www.talk.com
Universal Telephone Business Office Residential Services 1-888-522-5224 Repair Service 1-888-522-5224	

Local Service Alternatives

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

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

Residence Services	
Customer Service	1-800-417-5500
Repair Service	1-888-490-0055
Corporate Offices	1-868-742-0055

Establishing or Changing	1-800-936-5223
Repair Service	1-800-936-5223
Billing Information	1-800-936-5223

Business Customers	1-800-250-9999
Repair Service	1-800-250-9999

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1.800.860.8401.

ionex

Business Office

Business Services	1-800-888-3157

Max-Tel Communication, Inc.

Residential Services	
Business Service	817-427-2149
Customer Service	1-800-583-2289
Repairs	1-800-583-2289

Navigator Telecommunications, LLC

Business Office	
Business Service	1-888-662-8835
Residence Service	1-.388-662-8835
Repair Service	1-888-562-8835

Business Office	
Business Service	1-800-555-1414
Residence Service	1-800-477-1992
Repair Service	1-800-909-6935

Local Service Alternatives

Qwc. Incorporated Qwc Business Office Residential 1-800-696-8079 Business 1-800-696-8079 Service and Repair 1-800-454-9885	1-800-RECONEX Because Everybody Needs A Phone. Business Office New Sales 1-800-732-6639 Customer Service 1-800-275-8223
SouthWest TeleConnect Prepaid Residential Services MS. Sales & Cust. serv. 1-800-550-7540 (Para Español Llame Gratis Al) Repair Services 1-800-550-7540	TALK.com Customer Service 1-888.988.6988 web address www.talk.com
Universal Telephone Business Office Residential Services 1-668-522-5228 Repair Service 1-668-522-5224	

Local Service Alternatives

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

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

BTC
BarTel Communications, Inc.

Residence Services

Customer Service	1-800-417-5500
Repair Service	1-888-[illegible]
Corporate Offices	1-888-742-[illegible]

COMM SOUTH

Establishing or Changing	1-800-936-5223
Repair Service	1-800-936-5223
Billing Information	1-800-936-5223

intermedia COMMUNICATIONS

Business Customers	1-800-250-9999
Repair Service	1-800-250-9999

One number serves all your business needs. 1.800.860.8401.

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MaxCom

Business Office

Business Services	1-800-886-3157

Max-Tel Communication, Inc.

Residential Services

Business Service	817-427-2149
Customer Service	1-800-583-2289
Repairs	1-800-583-2[illegible]

Navigator Telecommunications, LLC

Business Office

Business Service	1-888-662-[illegible]
Residence Service	1-888-662-8835
Repair Service	1-888-562-6835

PTS

Business Office

Business Service	1-800-555-1414
Residence Service	1-800-477-1992
Repair Service	1-800-909-6939

Local Service Alternatives

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

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

BTC BarTel Communications, Inc. **Residence Services** **Customer Service** 1-800-417-5500 Repair Service 1-888-490-0055 Corporate Offices 1-888-742-0055	**COMM SOUTH** Establishing or Changing 1-800-936-5223 Repair Service 1-800-936-5223 Billing Information 1-800-936-5223
intermedia COMMUNICATIONS Business Customers 1-800-250-9999 Repair Service 1-800-250-9999	One number serves all your business needs. 1.800.860.8401. **ionex** telecommunications Clearly Connected
MaxCom **Business Office** **Business Services** 1-800-[illegible]	**Max-Tel Communication, Inc.** Residential Services Business Service 817-427-2149 Customer Service 1-800-583-2289 Repairs 1-800-583-2289
Navigator Telecommunications, LLC **Business Office** **Business Service** 1-886-662-6835 **Residence Service** 1-888-662-8835 **Repair Service** 1-888-562-[illegible]	**PCS** Business Office Business Service 1-800-555-1414 Residence Service 1-800-477-1992 Repair Service 1-800-909-6939

Local Service Alternatives

Qcc, Incorporated Business Office Residential 1-800-696-8079 Business 1-800-696-8079 Service and Repair 1-800-454-9685	**1-800-RECONEX** *Because Everybody Needs A Phone.* Business Office New Sales 1-800-732-6639 Customer Service 1-800-275-8273
SouthWest TeleConnect Prepaid Residential Services Res. Sales & Cust. Serv. 1-800-550-7540 (Para Español Llame Gratis Al) Repair Services 1-800-550-7540	**TALK.com** Customer Service 1-888-988-8255 web address www.talk.com
Universal Telephone Business Office Residential Services 1-888-522-5226 Repair Service 1-888-522-5226	

Local Service Alternatives

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

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

BTC
BarTel Communications, Inc.

Residence Services

Customer Service	1-800-417-5500
Repair Service	1-888-490-0055
Corporate Offices	1-888-742-0055

COMM SOUTH

Establishing or Changing	1-800-936-5223
Repair Service	1-800-936-5223
Billing Information	1-800-936-5223

intermedia COMMUNICATIONS

Business Customers	1-800-250-9999
Repair Service	1-800-250-9999

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1.800.860.8401.

MaxCom

Business Office

Business Services	1-800-888-3157

Max-Tel Communication, Inc.

Residential Services

Business Service	817-427-2149
Customer Service	1-800-583-2289
Repairs	1-800-583-2289

Navigator Telecommunications, LLC

Business Office

Business Service	1-888-662-8835
Residence Service	1-866-662-8835
Repair Service	1-666-562-8635

Business Office

Business Service	1-800-555-1414
Residence Service	1-800-477-1882
Repair Service	1-800-909-6939

Local Service Alternatives

Qcc. Incorporated Qcc Business Office Residential 1-800-696-6079 Business 1-800-696-8079 Service and Repair 1-800-454-9685	1-800-RECONEX Because Everybody Needs A Phone. Business Office New Sales 1-800-732-6639 Customer Service 1-800-275-8223
SouthWest TeleConnect Prepaid Residential Services Res. Sales & Cust. Serv. 1-800-550-7540 (Para Español Llame Gratis Al) Repair Services 1-800-550-7540	TALK.com Customer Service 1-888-988-6968 web address www.talk.com
Universal Telephone Business Office Residential Services 1-888-522-5224 Repair Service 1-888-522-5224	

Local Service Alternatives

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

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

BTC
BarTel Communications, Inc.

Residence Services

Customer Service	**1-800-417-5500**
Repair Service	**1-888-490-0055**
Corporate Offices	1-888-742-0055

COMM SOUTH

Establishing or Changing	1-800-936-5223
Repair Service	1-800-936-5223
Billing Information	1-800-936-5223

GABRIEL COMMUNICATIONS

New Business Service	**1-877-422-2622**
Existing Business Customers, billing and general information	1-800-400-5230

intermedia COMMUNICATIONS

Business Customers	1-800-250-9999
Repair Service	1-800-250-9999

ionex telecommunications

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Clearly Connected

MaxCom

Business Office	
Business Services	**1-800-888-3157**

Max-Tel Communication, Inc.

Residential Services

Business Service	817-427-2149
Customer Service	1-800-583-2289
Repairs	1-800-583-2289

mpower Communications

Business Customers	1-877-395-5533
Residential Customers	1-877-395-5533
Repair	1-877-395-5533

Local Service Alternatives

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

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

Birch telecom Business Office Business Service — 1-816-300-3333 Residence Service — 1-888-772-4724 Repair Service — 1-877-777-6917	**BROOKS FIBER COMMUNICATIONS** Business Office — 1-800-961-9385 Trouble Reporting - Data — 1-800-328-8760 Trouble Reporting - Voice — 1-800-968-2222
BTC Residence Services Customer Service — 1-800-417-5500 Repair Service — 1-888-490-0055 Corporate Offices — 1-888-742-0055	**COMM SOUTH** Establishing or Changing — 1-800-936-5223 Repair Service — 1-800-936-5223 Billing Information — 1-800-936-5223
espire Business Office Business Office — 1-888-[illegible]espire Billing Inquiries — 1-800-[illegible]espire Repair Service — 1-[illegible]espire (377473)	**GABRIEL COUNTY TIO LINC** New Business Service — 1-877-422-2622 Existing Business Customers. billing & general information — 1-800-400-5230
intermedia COMMUNICATIONS Business Customers — 1-800-250-9999 Repair Service — 1-800-250-9999	One number serves all your business needs. 1.800.860.8401. **ionex** telecommunications Clearly Connected

MISSOURI CUSTOMERS

MISSOURI CUSTOMERS

Local Service Alternatives

MaxCom Business Office Business Services 1-800-686-31557	**Max-Tel Communication, Inc.** Residential Services Business Office 817-427-2149 Customer Service 1-800-583-2289 Repairs 1-800-583-2289
mpower communications Business Office Business Customer 877-395-5533 Residential Customer 877-395-5533 Repair 877-395-5533	**Navigator Telecommunications, LLC** Business Office Business Service 1-888-662-8835 Residence Service 1-888-662-8835 Repair Service 1-888-562-8835
THE PAGER COMPANY Where REAL People Stay in Touch Business Office Business 1-816-472-4377 Residence 1-816-472-4377 Repair 1-816-472-4377	**PTI** Business Office Business Services 1-800-555-1414 Residence 1-800-477-1992 Repair Services 1-800-909-8888
Qcc, Incorporated Qcc Business Office Residential 1-800-696-8079 Business 1-800-686-8079 Service and Repair 1-800-454-9685	**1-800-RECONEX** Because Everybody Needs A Phone. Business Office New Sales 1-800-732-6639 Customer Service 1-800-275-8223

Local Service Alternatives

2ndCentury Sales (24 hrs a day, 7 days a week) 1-888-272-8778 Customer Service (24hrs a day, 7 days a week) 1-888-272-8778 Repair (24 hrs a day, 7 days a week) 1-888-272-8778	**SouthWest TeleConnect** Prepaid Residential Services: Res. Sales & Cust. Serv. 1-800-550-7540 (Para Español Llame Gratis Al) Repair Services 1-800-550-7540
TALK.com Customer Service 1-888-988-6988 web address www.talk.com	**Universal Telephone** Business Office Residential Service 1-888-522-5224 Repair Service 1-888-522-5224

MISSOURI CUSTOMERS

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Local Service Alternatives

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

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

BTC

Residence Services	
Customer Service	[illegible]
Repair Service	1-888-490-0055
Corporate Offices	1-888-742-0055

COMM SOUTH

Establishing or Changing	1-800-936-5223
Repair Service	1-800-936-5223
Billing Information	1-800-936-5223

intermedia COMMUNICATIONS

Business Customers	1-800-250-9999
Repair Service	1-800-258-[illegible]

ionex telecommunications

One number serves all your business needs. 1.800.860.8401.

Clearly Connected

MaxCom

Business Office	
Business Services	1-800-888-3157

Max-Tel Communication, inc.

Residential Services	
Business Service	817-427-2149
Customer Service	1-800-583-2289
Repairs	1-800-583-2289

Navigator Telecommunications, LLC

Business Office	
Business Service	1-888-662-8835
Residence Service	1-888-662-8835
Repair Service	1-888-562-8835

DTS

Business Office	
Business Service	1-800-555-1414
Residence Service	1-800-477-1992
Repair Service	1-800-909-6939