

# Pricing Addendum - SWBT

## Customer Care/CLEC Notification/Executive Support

From SWBT to SBC Advanced Solutions, Inc.

Schedule No. 190  
Contract No. 989965  
Affiliate No. 157  
January 29, 200

A. The fees to be paid by SBC Advanced Solutions, Inc. (Buyer) for Services provided by Southwestern Bell Telephone Company (Seller) pursuant to this Schedule 190 will be as follows:

**This service is provided pursuant to paragraph 3(a) of the Merger Conditions as follows:**

**"Any SBC/Ameritech separate Advanced Services affiliate and any SBC/Ameritech incumbent LEC may joint market their services with the services of the other, and provide customer care on behalf of the other, and provide customer care on behalf of the other, without being subject to any non-discrimination requirement under these conditions..... For purposes of these Conditions, "customer care" means the following functions performed after the sale: on-going customer notification of service order progress, response to customer inquiries regarding status of an order, changes to customer information, and receipt of customer complaints....."**

**This service includes on-going customer notification of service order progress, response to customer order inquiries, changes to customer information, and receipt and handling of customer inquiries, complaints, and appeals including those concerning alleged slamming issues.**

<u>Bill Reference No.</u>	<u>Service</u>	<u>Price/Cost Method<sup>1</sup></u>
157-190-001	Customer Care/CLEC Notification/Executive Support	
	FOURTH LEVEL	\$183.71 /hour M
	THIRD LEVEL	\$149.38 /hour M
	SECOND LEVEL	\$117.82 /hour M
	FIRST LEVEL	\$93.33 /hour M
	ADMINISTRATIVE ASSISTANT	\$67.48 /hour F

**ANY ADDITIONAL DIRECT EXPENSES WILL BE PASSED THROUGH TO BUYER AS INCURRED.**

B. Coordinators for the Services to be provided pursuant hereto will be as follows:

Buyer:

Karol Sweitzer  
SBC Advanced Solutions, Inc.  
300 Convent, Room 18-L-50  
San Antonio, Texas 78205

Seller:

Brenda Wilson  
Southwestern Bell Telephone Company  
1010 Pine, R. 6-E-24  
St. Louis, MO. 63101

BUYER: \_\_\_\_\_

SELLER: \_\_\_\_\_

PRINT NAME: Karol Sweitzer

PRINT NAME: Susan Papesh

TITLE: Vice President-Finance

TITLE: Corporate Manager-Affiliate Issues

DATE: 2/5/01

DATE: 2/1/01

<sup>1</sup> Cost Method: F= Fully Distributed, M = Fair Market Value, C = Change, A = Add

**Invoices will be due and payable net thirty (30) days from the invoice date. All late payments will be subject to a charge of 1.50% per month on the unpaid balance.**

**SERVICE: BUSINESS OFFICE SUPPORT SERVICES**

The following provisions will apply to Business Office Support Services (the "Services") furnished to SBC Advanced Solutions, Inc. ("Buyer") by Southwestern Bell Telephone Company ("Seller") pursuant to this Schedule and the General Services Agreement (the "Agreement") to which it is attached and of which it forms a part:

**SECTION 1. SCOPE OF SERVICES**

Services furnished under this Schedule will consist of the sale of affiliate products to Buyer as hereafter specifically described in the Pricing Addendum attached hereto.

**SECTION 2. PRICE**

Buyer agrees to pay for the Services provided by Seller in accordance with the fee schedule set forth in the Pricing Addendum attached hereto and by this reference made a part hereof.

**SECTION 3. TERM**

This Schedule will cover the period from July 1, 1999 to December 31, 1999, and will continue thereafter until canceled in writing by either party, as provided in the Agreement.

**SECTION 4. LIMITATION OF LIABILITY**

SELLER WILL NOT BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, SPECIAL OR INDIRECT DAMAGES, WHETHER ARISING OUT OF BREACH OF WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, STRICT LIABILITY OR OTHERWISE, ATTRIBUTABLE TO OR RESULTING FROM ITS PERFORMANCE HEREUNDER. In no event will Seller's liability for damages caused by its failure to supply material or perform services in a proper or timely manner exceed the amount paid by Buyer to Seller for such materials or services.

IN WITNESS WHEREOF, the parties have caused this Schedule to be executed, in duplicate, by their duly authorized representatives as of the dates set forth below.

BUYER:  
  
SBC Advanced Solutions, Inc.  
  
BY: \_\_\_\_\_  
  
TITLE: \_\_\_\_\_  
  
DATE: \_\_\_\_\_

SELLER:  
  
Southwestern Bell Telephone Company  
  
BY: \_\_\_\_\_  
  
TITLE: Executive Director - Finance  
  
DATE: \_\_\_\_\_



**Business Office Support Services****From SWBT to SBC Advanced Solutions, Inc.**

Schedule No. 975  
 Contract No. 989965  
 Affiliate No. .157  
 March 8, 2001  
 modification #4

activation F

157-975-021	SERVICE REP TRAINING	\$57.56	/hour M
157-975-032	CRIS CONVERSION SUPPORT		
	FIRST LEVEL	\$112.00	/hour M
	SECOND LEVEL	\$112.00	/hour M
157-975-050	SALE OF ASI DATA PRODUCTS		
	SERVICE REPRESENTATIVE	\$57.56	/hour M
	BUSINESS OFFICE CLERKS (E3)	\$52.73	/hour M
157-975-066	Sport Center Sales Support		
	4th Level	\$206.89	/hour F
	3rd Level	\$140.56	/hour F
	2nd Level	\$103.52	/hour F
	1st Level	\$75.42	/hour M
	Communication consultant	\$74.73	/hour F
	Service Rep	\$56.44	/hour M
	Marketing Assistant	\$58.87	/hour F
	Service Order Writer	\$55.14	/hour M
	Customer Service Rep	\$58.87	/hour F
	SS1 Clerical	\$50.08	/hour M
	SS2 Clerical	\$55.14	/hour M

ANY ADDITIONAL DIRECT EXPENSES WILL BE PASSED THROUGH TO BUYER AS INCURRED.

**SERVICE: PREMISE SALES SUPPORT**

The following provisions will apply to Premise Sales Support Services (the "Services") furnished to SBC Advanced Solutions, Inc. ("Buyer") by Southwestern Bell Telephone Company ("Seller") pursuant to this Schedule and the General Services Agreement (the "Agreement") to which it is attached and of which it forms a part:

**SECTION 1. SCOPE OF SERVICES**

Services furnished under this Schedule include joint marketing and premise sales support for major and select marketing channels to Buyer as hereafter specifically described in the Pricing Addendum attached hereto. This service includes the sale of ATM, Frame Relay and/or any broadband services.

**SECTION 2. PRICE**

Buyer agrees to pay for the Services provided by Seller in accordance with the fee schedule set forth in the Pricing Addendum attached hereto and by this reference made a part hereof.

**SECTION 3. TERM**

This Schedule will cover the period from \_\_\_\_\_ to December 31, 2000, and will continue thereafter until canceled in writing by either party, as provided in the Agreement.

**SECTION 4. LIMITATION OF LIABILITY**

SELLER WILL NOT BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, SPECIAL OR INDIRECT DAMAGES, WHETHER ARISING OUT OF BREACH OF WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, STRICT LIABILITY OR OTHERWISE, ATTRIBUTABLE TO OR RESULTING FROM ITS PERFORMANCE HEREUNDER. In no event will Seller's liability for damages caused by its failure to supply material or perform services in a proper or timely manner exceed the amount paid by Buyer to Seller for such materials or services.

IN WITNESS WHEREOF, the parties have caused this Schedule to be executed, in duplicate, by their duly authorized representatives as of the dates set forth below.

BUYER:

SELLER:

SBC Advanced Solutions, Inc.

Southwestern Bell Telephone Company

BY: (signed by Karol Sweitzer)

BY: (signed by Kathleen Larkin)

TITLE: Vice President-Finance

TITLE: Director-Regulatory Issues

DATE: 9/15/00

DATE: 09-14-00

**PREMISE SALES SUPPORT**  
**PRICING ADDENDUM**  
**2000**

A. The fees to be paid by SBC Advanced Solutions, Inc. (Buyer) for Services provided by Southwestern Bell Telephone Company (Seller) pursuant to this Schedule 977 will be as follows:  
**This service includes premise sales for major and select marketing channels, as well as the sale of ATM, Frame Relay and/or any broadband services.**

<u>Bill Reference No.</u>	<u>Service</u>	<u>Price/Cost Method</u> <sup>1</sup>
157-977-052	PREMISE SALES	
	CLERICAL SS2	\$54.63 /hour M
	SERVICE ORDER WRITER	\$54.63 /hour M
	SERVICE REPRESENTIVE	\$56.96 /hour M
	COMMUNICATIONS CONSULTANT	\$78.93 /hour M
	FIRST LEVEL	\$80.63 /hour M
	SECOND LEVEL	\$96.81 /hour F
	THIRD LEVEL	\$126.27 /hour F
	FOURTH LEVEL	\$168.05 /hour F
	FIFTH LEVEL	\$178.18 /hour F
157-977-059	DSL ORDER AUDIT	
	MARKETING ASSISTANT	\$51.51 /hour M

**ANY ADDITIONAL DIRECT EXPENSES WILL BE PASSED THROUGH TO BUYER AS INCURRED.**

B. Coordinators for the Services to be provided pursuant hereto will be as follows:

Buyer:

Karol Sweitzer  
 SBC Advanced Solutions, Inc.  
 530 McCullough, Room 13-H-10  
 San Antonio, Texas 78215

210-886-3060

Seller:

David Burns  
 Southwestern Bell Telephone Company  
 530 McCullough, Room 5-J-06  
 San Antonio, Texas 78215

210-886-1787

BUYER:(signed by)

SELLER:(signed by)

PRINT NAME:Karol Sweitzer

PRINT NAME: Susan Papesh

TITLE:Vice President-Finance

TITLE: Corporate Manager-Affiliate Issues

DATE:9/15/00

DATE:9-14-00

<sup>1</sup> Cost Method: F= Fully Distributed, M = Fair Market Value. C = Change, A = Add

**Invoices will be due and payable net thirty (30) days from the invoice date. All late payments will be subject to a charge of 1.50% per month on the unpaid balance.**

**SERVICE: RESIDENCE SERVICE CENTER**

The following provisions will apply to Residence Service Center (the "Services") furnished to SBC Advanced Solutions, Inc. ("Buyer") by Southwestern Bell Telephone Company ("Seller") pursuant to this Schedule and the General Services Agreement (the "Agreement") to which it is attached and of which it forms a part:

**SECTION 1. SCOPE OF SERVICES**

Services furnished under this Schedule will consist of the sale of affiliate products to Buyer as hereafter specifically described in the Pricing Addendum attached hereto.

**SECTION 2. PRICE**

Buyer agrees to pay for the Services provided by Seller in accordance with the fee schedule set forth in the Pricing Addendum attached hereto and by this reference made a part hereof.

**SECTION 3. TERM**

This Schedule will cover the period from July 1, 1999 to December 31, 1999, and will continue thereafter until canceled in writing by either party, as provided in the Agreement.

**SECTION 4. LIMITATION OF LIABILITY**

SELLER WILL NOT BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, SPECIAL OR INDIRECT DAMAGES, WHETHER ARISING OUT OF BREACH OF WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, STRICT LIABILITY OR OTHERWISE, ATTRIBUTABLE TO OR RESULTING FROM ITS PERFORMANCE HEREUNDER. In no event will Seller's liability for damages caused by its failure to supply material or perform services in a proper or timely manner exceed the amount paid by Buyer to Seller for such materials or services.

IN WITNESS WHEREOF, the parties have caused this Schedule to be executed, in duplicate, by their duly authorized representatives as of the dates set forth below.

BUYER:

SBC Advanced Solutions, Inc.

BY: \_\_\_\_\_

TITLE: \_\_\_\_\_

DATE: \_\_\_\_\_

SELLER:

Southwestern Bell Telephone Company

BY: \_\_\_\_\_

TITLE: Executive Director - Finance

DATE: \_\_\_\_\_

**RESIDENCE SERVICE CENTER SUPPORT SERVICES**  
**PRICING ADDENDUM**  
**2000**

A. The fees to be paid by SBC Advanced Solutions, Inc. (Buyer) for Services provided by Southwestern Bell Telephone Company (Seller) pursuant to this Schedule 994 will be as follows:

<u>Bill Reference No.</u>	<u>Service</u>	<u>Price/Cost Method</u> <sup>1</sup>
157-994-003	DSL TRAINING SERVICE REPRESENTATIVE FIRST LEVEL SECOND LEVEL	\$56.96 /hour M \$62.84 /hour M \$83.75 /hour M
157-994-025	TRAINING OF REPAIR CLERKS AND SERVICE TECHNICANS	\$43.19 /each M
157-994-050	DSL SALES SERVICE REPRESENTATIVE	\$56.96 /hour M
157-994-055	DSL SUPPORT FIRST LEVEL SECOND LEVEL THIRD LEVEL	\$62.84 /hour M \$83.75 /hour F \$114.83 /hour F

**ANY ADDITIONAL DIRECT EXPENSES WILL BE PASSED THROUGH TO BUYER AS INCURRED.**

B. Coordinators for the Services to be provided pursuant hereto will be as follows:

Buyer: Brad Lee  
SBC Advanced Solutions, Inc.  
300 Convent, Room 1928  
San Antonio, Texas 78205

Seller: Sylvia Dark  
Southwestern Bell Telephone Company  
530 McCullough, Room 7-P-02  
San Antonio, Texas 78215

BUYER: (signed by)

SELLER: (signed by)

PRINT NAME: Bradley A. Lee

PRINT NAME: J. Narramore

TITLE: Vice President - Finance

TITLE: Corporate Manager-Affiliate Issues

DATE: June 8, 2000

DATE: 6/5/00

<sup>1</sup> Cost Method: F= Fully Distributed, M = Fair Market Value, C = Change, A = Add

**Invoices will be due and payable net thirty (30) days from the invoice date. All late payments will be subject to a charge of 1.50% per month on the unpaid balance.**

# Schedule 993 - SWBT

## Employee Referral

From SWBT to SBC Advanced Solutions, Inc.

Schedule 993/Affiliate 157  
General Services Agreement  
Contract No. 989965  
Page 1 of 1  
April, 2001

The following provisions will apply to Employee Referral, (the "Services") furnished to SBC Advanced Solutions, Inc. ("Buyer") by Southwestern Bell Telephone Company ("Seller") pursuant to this Schedule and the General Services Agreement (the "Agreement") to which it is attached and of which it forms a part:

### SECTION 1. SCOPE OF SERVICES

Services furnished under this Schedule include service representatives taking a referral, contacting the customer from the referral and making a sale, including typing the order.

### SECTION 2. PRICE

Buyer agrees to pay for the Services provided by Seller in accordance with the fee schedule set forth in the Pricing Addendum attached hereto and by this reference made a part hereof.

### SECTION 3. TERM

This Schedule will cover the period from January 1, 2001 to December 31, 2001, and will continue thereafter until canceled in writing by either party, as provided in the Agreement.

### SECTION 4. LIMITATION OF LIABILITY

SELLER WILL NOT BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, SPECIAL OR INDIRECT DAMAGES, WHETHER ARISING OUT OF BREACH OF WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, STRICT LIABILITY OR OTHERWISE, ATTRIBUTABLE TO OR RESULTING FROM ITS PERFORMANCE HEREUNDER. In no event will Seller's liability for damages caused by its failure to supply material or perform services in a proper or timely manner exceed the amount paid by Buyer to Seller for such materials or services.

IN WITNESS WHEREOF, the parties have caused this Schedule to be executed, in duplicate, by their duly authorized representatives as of the dates set forth below.

**BUYER:**

SBC Advanced Solutions, Inc.

By: \_\_\_\_\_

Name: Karol Sweitzer

Title: VP-Finance-ASI

Date: 4/19/01

**SELLER:**

Southwestern Bell Telephone Company

By: \_\_\_\_\_

Name: Robert L. Henrichs

Title: Director-Regulatory Issues

Date: 4/12/01

## Pricing Addendum - SWBT

**Employee Referral****2001****From Southwestern Bell Telephone Company to SBC Advanced Solutions, Inc.**

Schedule 993  
 Contract No. 989965  
 Affiliate 157  
 April 2, 2001

- A. The fees to be paid by SBC Advanced Solutions, Inc. (Buyer) for Services provided by Southwestern Bell Telephone Company (Seller) pursuant to this Schedule 993 will be as follows:

description of Service  
 Employee Referral and related charges

Bill Reference No.	service description	Price	/Cost Method
157-993-001	Employee referrals acquisition	\$9.90	/acq F
157-993-002	Incentive Points	\$1.00	/point M
157-993-010	Admin Support		
	Clerical	\$57.11	/hour F
	1st level	\$83.32	/hour F
	2nd level	\$105.54	/hour F

ANY ADDITIONAL DIRECT EXPENSES WILL BE PASSED THROUGH TO BUYER AS INCURRED.

- B. Coordinators for the Services to be provided pursuant hereto will be as follows:

Buyer:

Karol Sweitzer tele # 210-246-8110  
 SBC Advanced Solutions, Inc.  
 300 Convent R#18-F-10  
 San Antonio, TX 78215

Seller:

Arthur Hargis tele # 512-870-3600  
 Southwestern Bell Telephone Company  
 1616 Guadalupe St  
 Austin, TX 78701

BUYER: \_\_\_\_\_

SELLER: \_\_\_\_\_

PRINT NAME: Karol M. Sweitzer

PRINT NAME: Kay Poston

TITLE: Vice President-Finance

TITLE: Corporate Manager - Affiliate Issues

DATE: 4/19/01

SELLEF April 2, 2001

<sup>1</sup> For internal use only

<sup>2</sup> Cost Method: F=Fully Distributed Cost, M=Market Value, C=Change, A=Add, F+ = FDC plus 10%

Invoices will be due and payable net thirty (30) days from the invoice date. All late payments will be subject to a charge of 1.50% per month on the unpaid balance

**SERVICE: GLOBAL SALES SUPPORT**

The following provisions will apply to Global Sales Support (the "Services") furnished to SBC Advanced Solutions, Inc. ("Buyer") by Southwestern Bell Telephone Company ("Seller") pursuant to this Schedule and the General Services Agreement (the "Agreement") to which it is attached and of which it forms a part:

**SECTION 1. SCOPE OF SERVICES**

Services furnished under this Schedule will include providing Global Sales Support which includes joint marketing to Buyer as hereafter specifically described in the Pricing Addendum attached hereto. Global Sales Support is an adjunct value added process that supports marketing and sales efforts.

**SECTION 2. PRICE**

Buyer agrees to pay for the Services provided by Seller in accordance with the fee schedule set forth in the Pricing Addendum attached hereto and by this reference made a part hereof.

**SECTION 3. TERM**

This Schedule will cover the period from \_\_\_\_\_ to December 31, 2000 and will continue thereafter until canceled in writing by either party, as provided in the Agreement.

**SECTION 4. LIMITATION OF LIABILITY**

SELLER WILL NOT BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, SPECIAL OR INDIRECT DAMAGES, WHETHER ARISING OUT OF BREACH OF WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, STRICT LIABILITY OR OTHERWISE, ATTRIBUTABLE TO OR RESULTING FROM ITS PERFORMANCE HEREUNDER. In no event will Seller's liability for damages caused by its failure to supply material or perform services in a proper or timely manner exceed the amount paid by Buyer to Seller for such materials or services.

IN WITNESS WHEREOF, the parties have caused this Schedule to be executed, in duplicate, by their duly authorized representatives as of the dates set forth below.

BUYER:

SELLER:

SBC Advanced Solutions, Inc,

Southwestern Bell Telephone Company

BY: (s/b Brad Lee \_\_\_\_\_ )

BY: (s/b Kathleen Larkin \_\_\_\_\_ )

TITLE: VP-Finance

TITLE: Director-Regulatory Issues

DATE: 8/24/00

Date: 8-16-2000

**Pricing Addendum - SWBT****Global Sales Support****2001****From Southwestern Bell Telephone Company to SBC Advanced Solutions, Inc**

Schedule 999  
 Contract No. 989965  
 Affiliate 157  
 June 11, 2001

- A The fees to be paid by SBC Advanced Solutions, Inc. (Buyer) for Services provided by Southwestern Bell Telephone Company (Seller) pursuant to this Schedule 999 will be as follows:

Bill Reference No.	service description	Price	/Cost Method
SEE ATTACHED SHEETS FOR DESCRIPTION OF SERVICE AND PRICING INFORMATION			

ANY ADDITIONAL DIRECT EXPENSES WILL BE PASSED THROUGH TO BUYER AS INCURRED.

- B Coordinators for the Services to be provided pursuant hereto will be as follows:

## Buyer:

Karol Sweitzer  
 SBC Advanced Solutions, Inc.  
 300 Convent 18-F-10  
 San Antonio, TX 78205

tele # 210-246-8110

## Seller:

Larry Bax  
 Southwestern Bell Telephone Company  
 2600 North Central Expressway, R. 9.7002  
 Dallas, TX 75080

tele # 214-576-7809

BUYER: \_\_\_\_\_

SELLER: \_\_\_\_\_

PRINT NAME: Karol M. SweitzerPRINT NAME: Kay PostonTITLE: Vice President-FinanceTITLE: Corporate Manager - Affiliate IssuesDATE: 06/13/01DATE: 06/11/01

<sup>1</sup> For internal use only

<sup>2</sup> Cost Method: F=Fully Distributed Cost, M=Market Value, C=Change, A=Add, F+ = FDC plus 10%

**Invoices will be due and payable net thirty (30) days from the invoice date. All late payments will be subject to a charge of 1.50% per month on the unpaid balance**

## Pricing Addendum - SWBT

Global Sales Support

2001

From Southwestern Bell Telephone Company to SBC Advanced Solutions, Inc

Schedule 999  
 Contract No. 989965  
 Affiliate 157  
 June 11, 2001

Bill Reference No.	service description	Price	/Cost Method
A. 157-999-001	GLOBAL Sales SUPPORT Global Sales Support is an adjunct value added process that supports marketing and sales efforts.		
	SS-1 CLERICAL	\$7,206.45	/monthly M
	SERVICE ORDER WRITER	\$7,581.85	/monthly M
	SERVICE REPRESENTIVE	\$7,788.13	/monthly M
	COMMUNICATIONS CONSULTANT	\$10,298.68	/monthly M
	FIRST LEVEL	\$12,141.78	/monthly M
	SECOND LEVEL	\$14,577.70	/monthly F
	THIRD LEVEL	\$19,003.66	/monthly F
	FOURTH LEVEL	\$24,447.56	/monthly F
	FIFTH LEVEL	\$26,870.90	/monthly F
157-999-002	Post Sale Customer Care & Support		
This addendum is NOT joint mkt	SERVICE REPRESENTIVE	\$7,788.13	/monthly M
	COMMUNICATIONS CONSULTANT	\$10,298.68	/monthly M
	FIRST LEVEL	\$12,141.78	/monthly M
	SECOND LEVEL	\$14,577.70	/monthly F
	THIRD LEVEL	\$19,003.66	/monthly F

ANY ADDITIONAL DIRECT EXPENSES WILL BE PASSED THROUGH TO BUYER AS INCURRED.

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### Regulatory - Non-Tariffed Services

Non-Tariffed Services Provided by Southwestern Bell Telephone Company to SBC Advanced Solutions Inc.



- [Agreement for General Administrative Services \(General Services Agreement\)](#)
- [Official Communications \(Schedule and Pricing Addendum 017\)](#)
- [Risk Management \(Schedule and Pricing Addendum 021\)](#)
- [Real Estate Management \(Schedule and Pricing Addendum 025\)](#)
- [Temporary Projects \(Schedule 026\)](#)
- [Installation and Maintenance of Official Company Services \(Schedule and Pricing Addendum 030\)](#)
- [Legal Services \(Schedule and Pricing Addendum 042\)](#)
- [Revenues and Public Affairs \(Schedule and Pricing Addendum 047\)](#)
- [Public Relations \(Schedule and Pricing Addendum 051\)](#)
- [Concession \(Schedule and Pricing Addendum 099\)](#)
- [Network Support \(Schedule and Pricing Addendum 121\)](#)
- [Affiliate Insert in Telco Bill \(Schedule and Pricing Addendum 142\)](#)
- [Finance Corporate Fraud Management \(Schedule and Pricing Addendum 143\)](#)
- [Customer Services Support \(Schedule and Pricing Addendum 152\)](#)
- [ICSC Line Support \(Schedule and Pricing Addendum 153\)](#)
- [Network Regulatory Policy and Planning \(Schedule and Pricing Addendum 158\)](#)
- [Corporate Information Security \(Schedule and Pricing Addendum 161\)](#)
- [Business Communications Services \(Schedule and Pricing Addendum 162\)](#)
- [Non-Management Staffing \(Schedule and Pricing Addendum 163\)](#)
- [Industry Markets \(Schedule and Pricing Addendum 175\)](#)
- [Network Planning and Engineering \(Schedule and Pricing Addendum 179\)](#)
- [OSS Tier 2 Support \(Schedule and Pricing Addendum 181\)](#)
- [Single Point of Contact for Major Account Customers \(Schedule and Pricing Addendum 184\)](#)
- [Operations, Installation And Maintenance \("OI&M"\) Services Associated With Collocated Equipment In Physical Collocation Space \(Schedule and Pricing Addendum 185\)](#)
- [Industry Markets Sales Support \(Schedule and Pricing Addendum 186\)](#)
- [Special Access Manual Order Processing \(Bulk\) \(Schedule and Pricing Addendum 188\)](#)
- [Single Point of Contact for Major Account Customers Support \(Schedule and Pricing Addendum 189\)](#)
- [Customer Care/Appeals \(Schedule and Pricing Addendum 190\)](#)
- [Interim Service Provisioning \(Schedule and Pricing Addendum 201\)](#)
- [Intellectual Property/Proprietary Information \(IP/PI\) Master License And Sharing Agreement \(Schedule No: SWBT-License 157-600-200\)](#)
- [Business Office Support \(Schedule and Pricing Addendum 975\)](#)
- [Premise Sales Support \(Schedule and Pricing Addendum 977\)](#)
- [Employee Referral \(Schedule and Pricing Addendum 993\)](#)
- [Residence Service Support \(Schedule and Pricing Addendum 994\)](#)

- **Global Sales Support (Schedule and Pricing Addendum 999)**
- **Interim Line Sharing (Schedule and Pricing Addendum A01)**
- **Technical Support Services (General Service Agreement and Schedules 901 and 902)**
- **Operations, Installation, and Maintenance (General Services Agreement)**
- **DSL CPE Ordering, Provisioning and Maintenance (Schedule 204)**
- **Network Architecture, Planning, Engineering, Design and Assignment (Schedule 205)**
- **Network Monitoring and Surveillance (Schedule 207)**
- **Installation and Maintenance for Wide Area Network Services (Schedule 209)**
- **OI&M Associated with the Merger Order (FCC Docket 98-141) (Schedule 210)**
- **Capacity On Certain Of Seller's Telecommunications Facilities For Purpose Of Buyer Monitoring Its Advanced Services Equipment (Schedule 211)**
- **Billing and Collection Services (Agreement, Schedules, and Exhibits)**

**Non-Tariffed Services Provided by SBC Advanced Solutions Inc. to Southwestern Bell Telephone Company**

- **Services Agreement (Agreement and Schedule 983370)**
- **Services Agreement (Agreement and Schedule ASI990001)**
- **Services Agreement (Agreement and Pricing Addendum ASI000670)**
- **Services Agreement (Agreement 001 and Pricing Addendum SWBT001)**

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**Non-Tariffed Services Provided by Southwestern Bell Telephone Company to SBC Advanced Solutions Inc.**

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**Agreement for General Administrative Services**

**Description:**

Agrees to provide Services to SBC Advanced Solutions, Inc., a Delaware corporation

**Status:** Active

**Agreement** (*Microsoft Word document - file size 29K*)

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**Official Communications (Schedule and Pricing Addendum 017)**

**Description:**

Services furnished under this Schedule include provisioning and administration support and shared tariff services as hereafter specifically described in the Pricing Addendum attached hereto.

**Agreement** (*Microsoft Word document - file size 23K*)

**Status:** Active

**Pricing Addendum** (*Microsoft Excel document - file size 81K*)

**Status:** Active