

List of Affiliate Agreements Terminated During the Audit Test Period			
Line No.	BOC/Section 272 Affiliate	Agreement Description	Termination Date
1	SWBT to SBCS	Consultant Agreement Dec 2001	June 1, 2002
2	SWBT to SBCS	Termination Amendment June 2002	June 1, 2002
3	SWBT to SBCS	Schedule 975 - Business Office Support	July 7, 2002
4	SWBT to SBCS	Schedule 114 - Incentive Program Support	March 12, 2002
5	SWBT to SBCS	Schedule 997 - Sales and Customer Service Centers	June 7, 2002
6	SWBT to SBCS	SWBT to Ameritech Communications, Inc. - General Services Agreement 989968	December 1, 2002
7	SWBT to SBCS	Schedule 099 - Concession	December 1, 2002
8	SWBT to SBCS	Schedule 999 - Global Sales Support	December 1, 2002
9	SWBT to SBCS	Schedule 600 - IP/PI - Master License and Sharing Agreement	December 1, 2002
10	SWBT to SBCS	Schedule 977 - Premise Sales Support	December 1, 2002
11	SWBT to SBCS	Schedule 026 - Temporary Projects	December 1, 2002
12	SWBT to SBCS	License Agreement for Directory Assistance Listings	December 1, 2002
13	SWBT to SBCS	Account Maintenance Agreement	December 1, 2002
14	SWBT to SBCS	SWBT and SBC LD - Consultant Agreement Dec. 2001	June 1, 2002
15	SWBT to SBCS	Termination Agreement June 2002	June 1, 2002
16	Pacific Bell to SBCS	Schedule 517 - Network Integration	July 25, 2001
17	Pacific Bell to SBCS	Billing & Collection Services Agreement (stand-alone)	December 17, 2002
18	Pacific Bell to SBCS	Enhanced Care Agreement (stand-alone)	February 1, 2003
19	Pacific Bell to SBCS	Enhanced Transmission Agreement	February 1, 2003
20	Pacific Bell to SBCS	Consultant Agreement	May 8, 2002
21	Pacific Bell to SBCS	Termination Amendment	May 8, 2002
22	Pacific Bell to ACI/SBCS	PB to Ameritech Communications, Inc. (ACI) General Services Agreement 005551	December 1, 2002
23	Pacific Bell to ACI/SBCS	Schedule 600 - Intellectual Property/Proprietary Information, Master License & Sharing Agreement	December 1, 2002
24	Pacific Bell to ACI/SBCS	Schedule 625 - Global Sales Support	April 1, 2003
25	Pacific Bell to ACI/SBCS	Schedule 513 - Consumer Markets Group	August 9, 2001
26	Nevada Bell to SBCS	Consultant Agreement	May 8, 2002
27	Nevada Bell to SBCS	Termination Amendment	May 8, 2002
28	Illinois Bell to ACI	General Services Agreement (GSA) IL-600101	December 11, 2002
29	Illinois Bell to ACI	GSA IL-600101 - Schedule 113 - Employee Concession Services	October 16, 2002
30	Illinois Bell to ACI	GSA IL-600101 - Schedule 118 - Equal Employment Opportunity Complaint Support Services	December 11, 2002
31	Illinois Bell to ACI	MOU - Agreement for Account Maintenance Services	December 27, 2002
32	Illinois Bell to ACI	MOU - Agreement for Rating, Recording, Collection and Payment Services (Ameritech Prepaid Phone Card)	October 16, 2002
33	Illinois Bell to ACI	MOU - Billing and Collections (1999)	October 16, 2002
34	Illinois Bell to ACI	MOU - Directory Assistance Listings License Agreements	October 16, 2002

List of Affiliate Agreements Terminated During the Audit Test Period			
Line No.	BOC/Section 272 Affiliate	Agreement Description	Termination Date
35	Illinois Bell to ACI	MOU - License Agreement for Emergency Listings Data	October 16, 2002
36	Illinois Bell to ACI	MOU - Asset Transfer of Used Furniture	December 11, 2002
37	Illinois Bell to SBCS	GSA IL-600115 - Schedule 423 - PIC Care	December 6, 2001
38	Indiana Bell to ACI	General Services Agreement (GSA) IN-600101	December 11, 2002
39	Indiana Bell to ACI	GSA IN-600101 - Schedule 113 - Employee Concession Services	October 16, 2002
40	Indiana Bell to ACI	Consultant Agreement-Termination Amendment	May 8, 2002
41	Indiana Bell to ACI	MOU - Agreement for Account Maintenance Services	December 27, 2002
42	Indiana Bell to ACI	MOU - Agreement for Rating, Recording, Collection and Payment Services (Ameritech Prepaid Phone Card)	October 16, 2002
43	Indiana Bell to ACI	MOU - Billing and Collections (1999)	October 16, 2002
44	Indiana Bell to ACI	MOU - Directory Assistance Listings License Agreements	October 16, 2002
45	Indiana Bell to ACI	MOU - License Agreement for Emergency Listings Data	October 16, 2002
46	Indiana Bell to SBCS	GSA IN-600115 - Schedule 423 - PIC Care	December 6, 2001
47	Michigan Bell to ACI	General Services Agreement (GSA) MI-600101	December 11, 2002
48	Michigan Bell to ACI	GSA MI-600101 - Schedule 113 - Employee Concession Services	October 16, 2002
49	Michigan Bell to ACI	Consultant Agreement-Termination Amendment	May 8, 2002
50	Michigan Bell to ACI	MOU - Agreement for Account Maintenance Services	December 27, 2002
51	Michigan Bell to ACI	MOU - Agreement for Rating, Recording, Collection and Payment Services (Ameritech Prepaid Phone Card)	October 16, 2002
52	Michigan Bell to ACI	MOU - Billing and Collections (1999)	October 16, 2002
53	Michigan Bell to ACI	MOU - Directory Assistance Listings License Agreements	October 16, 2002
54	Michigan Bell to ACI	MOU - License Agreement for Emergency Listings Data	October 16, 2002
55	Michigan Bell to SBCS	GSA MI-600115 - Schedule 423 - PIC Care	December 6, 2001
56	Ohio Bell to ACI	General Services Agreement (GSA) OH-600101	December 11, 2002
57	Ohio Bell to ACI	GSA OH-600101 - Schedule 113 - Employee Concession Services	October 16, 2002
58	Ohio Bell to ACI	Consultant Agreement-Termination Amendment	May 8, 2002
59	Ohio Bell to ACI	MOU - Agreement for Account Maintenance Services	December 27, 2002
60	Ohio Bell to ACI	MOU - Agreement for Rating, Recording, Collection and Payment Services (Ameritech Prepaid Phone Card)	October 16, 2002
61	Ohio Bell to ACI	MOU - Billing and Collections (1999)	October 16, 2002
62	Ohio Bell to ACI	MOU - Directory Assistance Listings License Agreements	October 16, 2002
63	Ohio Bell to ACI	MOU - License Agreement for Emergency Listings Data	October 16, 2002
64	Ohio Bell to SBCS	GSA OH-600115 - Schedule 423 - PIC Care	December 6, 2001
65	Wisconsin Bell to ACI	General Services Agreement (GSA) WI-600101	December 11, 2002

List of Affiliate Agreements Terminated During the Audit Test Period			
Line No.	BOC/Section 272 Affiliate	Agreement Description	Termination Date
66	Wisconsin Bell to ACI	GSA WI-600101 - Schedule 113 - Employee Concession Services	October 16, 2002
67	Wisconsin Bell to ACI	Consultant Agreement-Termination Amendment	May 8, 2002
68	Wisconsin Bell to ACI	MOU - Agreement for Account Maintenance Services	December 27, 2002
69	Wisconsin Bell to ACI	MOU - Agreement for Rating, Recording, Collection and Payment Services (Ameritech Prepaid Phone Card)	October 16, 2002
70	Wisconsin Bell to ACI	MOU - Billing and Collections (1999)	October 16, 2002
71	Wisconsin Bell to ACI	MOU - Directory Assistance Listings License Agreements	October 16, 2002
72	Wisconsin Bell to ACI	MOU - License Agreement for Emergency Listings Data	October 16, 2002
73	Wisconsin Bell to SBCS	GSA WI-600115 - Schedule 423 - PIC Care	December 6, 2001
74	SNET to SBCS	Consultant Agreement - Termination Amendment	June 3, 2002

Affiliate Agreements Posted to the Internet More Than Ten Days After Their Effective Date							
Line No.	Agreement	Contract Number	Providing Service	Receiving Service	Effective Date	Posting Date On The Internet	Number of Days Posted Late
1	Global Sales Support	999	SWBT	SBCS	February 21, 2003	March 4, 2003	1
2	Account Maintenance Agreement Memorandum of Understanding	5500 & 5792	Illinois Bell	SBCS	February 7, 2003	March 4, 2003	15
3	Account Maintenance Agreement Memorandum of Understanding	5500 & 5792	Indiana Bell	SBCS	February 7, 2003	March 4, 2003	15
4	Account Maintenance Agreement Memorandum of Understanding	5500 & 5792	Ohio Bell	SBCS	February 7, 2003	March 6, 2003	17
5	Premise Sales Support	977	SNET	SBCS	December 16, 2002	January 3, 2003	8
6	Premise Sales Support-Pricing Addendum	977	SNET	SBCS	October 15, 2002	January 3, 2003	70
7	Global Sales Support - Pricing Addendum	999	SNET	SBCS	April 9, 2002	May 29, 2002	40
8	Preprinted Inserts Agreement	N/A	SWBT	SBCS	July 18, 2001	July 31, 2001	3
9	Joint Marketing Planning	114	Illinois Bell	SBCS	February 21, 2003	March 4, 2003	1
10	Joint Marketing Planning	114	Indiana Bell	SBCS	February 21, 2003	March 4, 2003	1
11	Joint Marketing Planning	114	Ohio Bell	SBCS	February 21, 2003	March 4, 2003	1
12	Joint Marketing Planning - Pricing Addendum -2/03	114	Michigan Bell	SBCS	February 21, 2003	March 4, 2003	1
13	Joint Marketing Planning-Pricing Addendum- 2/03	114	Wisconsin Bell	SBCS	February 21, 2003	March 4, 2003	1

Summary of Rate Differences Noted from the Sampled SBCS Billings to SBC BOCs													
	Invoice/ BAN	Billed To	Bill Date	Description of Service	SBCS Bill Amount Tested	Service Sub- cate- gory	Minutes of Use	Rate Billed	FMV Rate	FDC Rate	Lower of FDC or FMV	Rate Differ- ence	Bill Differ- ence
1	801333533	SWBT-AREA MNGR- BILLING	1/3/2003	Toll Free Service - Destination - Domestic	6.44	Intra- state	46.00	0.14	0.09	0.11	0.09	0.05	2.30
2	801333534	SWBT-AREA MNGR- BILLING	1/3/2003	Toll Free Service - Destination - Domestic	12.22	Inter- state	135.80	0.09	0.07	0.07	0.07	0.02	2.72
3	430688114	SWBT-AREA MNGR-SPEC SVCS-MARTHA QUEEN	8/3/2001	Toll Free Service - Dedicated Switched - Domestic	7.26	Intra- state	88.48	0.08	0.07	0.09	0.07	0.01	0.89
4		SOUTHWESTE RN BELL ATTN NETWORK	11/19/200 1	Switched Outbound Voice - Domestic	5.21	Intra- state	52.10	0.10	0.07	0.08	0.07	0.03	1.46
Total Billed Difference													\$7.37

Summary of Differences Noted Between Sampled SBCS Invoice Amounts and SBC BOC Payment Amounts						
	Invoice/BAN	Billed to	Bill Date	SBCS Invoice Amount	SBC BOC Payment Amount	Difference
1	300035245	PACIFIC BELL	9/26/2002	\$78,121.91	\$ 56,862.78	\$41,265.13
2	408321400	SWETN - LITTLE ROCK	11/3/2002	178,038.16	174,234.00	3,804.16
3	423696868	SWBT	3/3/2002	18,624.19	25,847.66	(7,223.47)
4	300065183	PACIFIC BELL- DAL NORTH	8/26/2002	12,773.03		12,773.03
5	801333533	SWBT-AREA MNGR-BILLING	1/3/2003	10,303.86		10,303.86
6	801284544	SWBT-BUSINESS	3/3/2003	9,251.09		9,251.09
7	801279650	SOUTHWESTERN BELL TELEPHONE	5/3/2002	14,267.02		14,267.02
8	801133702	SWBT CO	2/3/2002	60,860.16		60,860.16
9	801280493	SWBT-CONSUMER-QUICK SVC	6/3/2002	2,776.76		2,776.76
10	427941319	PACIFIC BELL	2/3/2003	173.38		173.38
11	803992001	PACIFIC BELL	3/26/2003	2,232.29		2,232.29
12	300066184	NEVADA BELL	1/26/2002	2,215.85		2,215.85
13	800374927	SWBT-FACILITIES SPEC	8/3/2001	128.30		128.30
14	409352352	SOUTHWESTERN BELL TELEPHONE	12/3/2001	2,022.17		2,022.17
15	409352352	SOUTHWESTERN BELL TELEPHONE	7/3/2002	5,162.13		5,162.13
16	801284102	SWBT-CONSUMER-REUSE	2/3/2003	1,657.22		1,657.22
17	801133702	SOUTHWESTERN BELL TELEPHONE	3/3/2002	14,935.33	57,238.79	(42,303.46)
18	801133702	SOUTHWESTERN BELL TELEPHONE	8/3/2002	14,418.21		14,418.21
19	801133702	SOUTHWESTERN BELL TELEPHONE	2/3/2002	60,860.16		60,860.16
20	300037258	PACIFIC BELL- DAL SOUTH	7/26/2001	1,639.54		1,639.54
21	417086607	SOUTHWESTERN BELL TELEPHONE	8/3/2002	2,724.74		2,724.74
22	800485409	SWBT-AREA MGR-CCT	4/3/2002	1,090.79		1,090.79
23	200001038	SBC SERVICES	3/3/2003	1,113.74		1,113.74
24	800026471	PACIFIC BELL - PVL	1/3/2003	4,005.78		4,005.78
25	801283678	SWBT-CONSUMER-WINBACK	6/3/2002	1,101.25		1,101.25
26	804802264	PACIFIC BELL	3/26/2003	1,820.79	853.38	967.41
27	423644106	SWBT	2/3/2002	860.73		860.73
28	800568614	SWBT-MANAGER FIELD SVCS	10/3/2001	585.49		585.49
29	804116376	PACIFIC BELL	11/26/2002	639.70		639.70
30	408321400	SOUTHWESTERN BELL TELEPHONE	8/3/2001	46,931.10		46,931.10
31	801711359	SWBT-MANAGER-TELESALES	2/3/2003	555.80	550.80	5.00

Summary of Differences Noted Between Sampled SBCS Invoice Amounts and SBC BOC Payment Amounts						
	Invoice/BAN	Billed to	Bill Date	SBCS Invoice Amount	SBC BOC Payment Amount	Difference
32	804116376	PACIFIC BELL	12/26/2002	1,038 10		1,038 10
33	801279774	SWBT-CONSUMER-CTC	3/3/2002	345 31		345 31
34	800295432	SWBT C CRU GROUP	11/3/2001	336 64		336 64
35	406345277	SWBT	1/3/2002	281 00		281 00
36	803991964	PACIFIC BELL	11/26/2002	408 12		408 12
37	800045907	SWBT-AREA MGR-CCT	3/3/2002	277 27		277 27
38	428713871	SWBT	11/3/2001	285 00		285 00
39	428713871	SWBT	10/3/2001	281 74		281 74
40	406345277	SWBT	8/3/2002	230 19		230 19
41	801028851	SWBT-AREA MGR-CALL CTR TECH	6/3/2002	220 95		220 95
42	430025613	SWBT-AREA MGR CREDIT & COLLECTION	12/3/2002	52,136 06	38,333 26	13,802 80
43	801294477	SWBT- DIR - LOCAL	4/3/2002	203.90		203.90
44	430025613	SWBT-AREA MNGR CREDIT-COLLECTIONS	9/3/2002	75,542 32	181,968 22	(106,425 90)
45	428694468	SWBT	8/3/2001	181.64		181 64
46	800045907	SWBT-AREA MGR-CCT	2/3/2002	160.98		160 98
47	800264015	SWBT-MGR-FORCE MGT CTR	11/3/2001	162.67		162 67
48	800646233	SWBT - MNG-REAL ESTATE	11/3/2002	154 15		154 15
49		SOUTHWESTERN BELL ATTN NETWORK	11/19/2001	662 48		662 48
50	801280380	SWBT-CONSUMER-SWB INFO	5/3/2002	110 09		110.09

Summary of Rate Differences Noted from Sampled ACI Invoices to SBC BOCs										
Bill Date	Account #	Invoice #	Service	State	Billed Rate	FDC Rate	FMV Rate	Lower of FDC/FMV	Difference	
9/22/01	2000000004262	1000005557	OB Switched Intrastate	IL to IL	0 060	0 056	0 072	0 056	0 004	
9/22/01	2000000004262	1000005557	OB Switched Intrastate	IN to IN	0 066	0 062	0 072	0 062	0 004	
9/22/01	2000000004262	1000005557	OB Switched Intrastate	MI to MI	0 054	0 052	0 072	0 052	0 002	
9/22/01	2000000004262	1000005557	OB Switched Intrastate	OH to OH	0 054	0 053	0 072	0 053	0 001	
10/22/01	2000000004262	1000005681	Toll Free Switched Intrastate	IL to IL	0 060	0 056	0 072	0 056	0 004	
10/22/01	2000000004262	1000005681	Toll Free Switched Intrastate	IN to IN	0 066	0 062	0 072	0 062	0 004	
10/22/01	2000000004262	1000005681	Toll Free Switched Intrastate	MI to MI	0 054	0 052	0 072	0 052	0 002	
10/22/01	2000000004262	1000005681	Toll Free Switched Intrastate	OH to OH	0 054	0 053	0 072	0 053	0 001	
10/22/01	2000000004262	1000005681	Toll Free Switched Intrastate	OH to OH	0 054	0 053	0 072	0 053	0 001	
10/22/01	2000000004262	1000005681	Toll Free Switched Intrastate	IL to IL	0 057	0 056	0 072	0 056	0 001	
10/22/01	2000000004262	1000005681	Toll Free Dedicated Intrastate	OH to OH	0 100	0 036	0 054	0 036	0 064	
12/22/01	2000000004262	1000005926	OB Dedicated Interstate	IL	0 084	0 030	0 042	0 030	0 054	
12/22/01	2000000004262	1000005926	Toll Free Switched Interstate	IL	0 060	0 048	0 060	0 048	0 012	
12/22/01	2000000004262	1000005926	Toll Free Switched Interstate	MO	0 108	0 048	0 060	0 048	0 060	
12/22/01	2000000004262	1000005926	Toll Free Switched Interstate	OH	0 054	0 048	0 060	0 048	0 006	
12/22/01	2000000004262	1000005926	Toll Free Switched Intrastate	IL to IL	0 060	0 056	0 072	0 056	0 004	
12/22/01	2000000004262	1000005926	Toll Free Switched Intrastate	IN to IN	0 066	0 062	0 072	0 062	0 004	
12/22/01	2000000004262	1000005926	Toll Free Switched Intrastate	MI to MI	0 054	0 052	0 072	0 052	0 002	

Summary of Rate Differences Noted from Sampled ACI Invoices to SBC BOCs										
Bill Date	Account #	Invoice #	Service	State	Billed Rate	FDC Rate	FMV Rate	Lower of FDC/FMV	Difference	
19	12/22/01	2000000004262	1000005926	Toll Free Switched Intrastate	OH to OH	0 054	0 053	0 072	0 053	0 001
20	12/22/01	2000000004262	1000005926	Toll Free Switched Intrastate	OH to OH	0 054	0 053	0 072	0 053	0 001
21	12/22/01	2000000004262	1000005926	Toll Free Dedicated IntraLATA	MI to MI	0 036	0 033	0 054	0 033	0 003
22	1/22/02	2000000004262	1000006054	Toll Free Dedicated IntraLATA	MI	0 036	0 033	0 054	0 033	0 003
23	2/22/02	2000000004262	1000006181	Toll Free Dedicated Interstate	MI	0 036	0 030	0 042	0 030	0 006
24	2/22/02	2000000004262	1000006181	Toll Free Dedicated Interstate	TX	0 042	0 030	0 042	0 030	0 012
25	3/22/02	2000000004262	1000006307	OB Dedicated IntraLATA	MI	0 036	0 033	0 054	0 033	0 003
26	3/22/02	2000000004262	1000006307	Toll Free Switched IntraLATA	IL	0 060	0 056	0 072	0 056	0 004
27	3/22/02	2000000004262	1000006307	Toll Free Switched IntraLATA	CA	0 049	0 055	0 048	0 048	0 001
28	3/22/02	2000000004262	1000006307	Toll Free Switched IntraLATA	IN	0 066	0 062	0 072	0 062	0 004
29	3/22/02	2000000004262	1000006307	Toll Free Switched IntraLATA	MI	0 054	0 052	0 072	0 052	0 002
30	3/22/02	2000000004262	1000006307	Toll Free Switched IntraLATA	OH	0 054	0 053	0 072	0 053	0 001
31	3/22/02	2000000004262	1000006307	Toll Free Switched IntraLATA		0 060	0 056	0 072	0 056	0 004
32	4/22/02	2000000004262	1000006521	OB Switched IntraLATA	IL	0 060	0 029	0 072	0 029	0 031
33	4/22/02	2000000004262	1000006521	OB Switched IntraLATA	MI	0 054	0 034	0 072	0 034	0 020
34	4/22/02	2000000004262	1000006521	OB Switched IntraLATA	OH	0 054	0 039	0 072	0 039	0 015
35	6/22/02	2000000004262	1000006973	OB Switched IntraLATA	OH	0 040	0 039	0 072	0 039	0 001
36	7/22/02	2000000004262	1000007200	OB Switched Intrastate	IN	0 030	0 029	0 072	0 029	0 001
37	7/22/02	2000000004262	1000007200	OB Switched Intrastate	WI	0 067	0 050	0 072	0 050	0 017

Summary of Rate Differences Noted from Sampled ACI Invoices to SBC BOCs										
Bill Date	Account #	Invoice #	Service	State	Billed Rate	FDC Rate	FMV Rate	Lower of FDC/FMV	Difference	
38	7/22/02	2000000004262	1000007200	Toll Free Dedicated Interstate	TX	0 039	0 024	0 042	0 024	0 015
39	8/22/02	2000000004262	1000007429	OB Switched Intrastate	IL	0 038	0 029	0 072	0 029	0 009
40	8/22/02	2000000004262	1000007429	OB Switched Intrastate	IN	0 035	0 034	0 072	0 034	0 001
41	9/22/02	2000000060600	1000007670	Toll Free Switched Interstate	IN	0 047	0 034	0 060	0 034	0 013
42	12/22/02	2000000060600	1000008395	Toll Free Switched International	WI	0 043	0 042	0 280	0 042	0 001
43	2/22/03	2000000060600	1000008867	Toll Free Switched International	OH	0 050	0 042	0 300	0 042	0 008
44	2/22/03	2000000004262	1000008865	OB Switched IntraLATA	MI	0 033	0 029	0 072	0 029	0 004

Decision Matrix Scores Comparison					
Comparison of Unaffiliated Entity Proposal Response to SBCS Proposal Response					
Line No.	Decision Factors	Unaffiliated Entity 1	Unaffiliated Entity 2	Unaffiliated Entity 3	Unaffiliated Entity 4
Provisioning:					
1	Will Bidder pay monthly PIC charges and PIC change Charges?	Less Favorable	Less Favorable	Less Favorable	Same
2	Evaluate Bidder's ability to maintain service in case of network emergency or malfunction	Same	Same	Same	Same
3	Evaluate Bidder's proposed system for capturing originating traffic data	More Favorable	More Favorable	More Favorable	More Favorable
4	Evaluate the types of audit documentation that Bidder will make available to SBC	Less Favorable	Less Favorable	Same	Same
5	Evaluate Bidder's refund policy for non-sent paid calls	Same	Same	Less Favorable	Same
6	Evaluate which credit cards and proprietary calling cards Bidder's service will accept and bill	Same	More Favorable	More Favorable	More Favorable
7	Evaluate Bidder's system for preventing occurrences of fraud.	Same	Same	Same	Same
8	Evaluate reasonableness of Bidder's non-sent paid call rate structures	Same	Same	Same	Same
9	Evaluate Bidder's procedure for notifying SBC of changes to these rates	Less Favorable	Less Favorable	Same	Less Favorable
10	Evaluate Bidder's prompting instructions to assist users in completing calls	Same	Same	Same	Same
11	Evaluate the number of languages Bidder's operators make available to the customer and hours of availability.	Same	Same	Same	Same
12	Does Bidder's system provide the "tone back" feature on all non-sent paid 0+ class without operator intercept?	Same	Less Favorable	Same	Same
13	Evaluate any enhanced services Bidder will provide that are not currently available	Same	Same	Same	Less Favorable
14	Evaluate Bidder's Operator Services Center based on volume of calls processed each month	Same	Same	Same	Same
15	Evaluate Bidder's Operator Services Center based on volume of calls requiring live operator assistance	Same	Same	Same	Same
16	Will Bidder's Operator Service Center accept commercial credit cards orally given by a customer to pay for a call?	More Favorable	More Favorable	More Favorable	More Favorable
17	Provisioning Total	Less Favorable	Less Favorable	Less Favorable	Less Favorable
Commission Payments:					
18	Inmate Intrastate	Less	Less	Less	Less

Decision Matrix Scores Comparison					
Comparison of Unaffiliated Entity Proposal Response to SBCS Proposal Response					
Line No.	Decision Factors	Unaffiliated Entity 1	Unaffiliated Entity 2	Unaffiliated Entity 3	Unaffiliated Entity 4
		Favorable	Favorable	Favorable	Favorable
19	Inmate Interstate	Less Favorable	Less Favorable	More Favorable	Less Favorable
20	Inmate International	Same	Same	Same	Same
21	Non-inmate Intrastate	Less Favorable	Less Favorable	More Favorable	More Favorable
22	Non-inmate Interstate	Less Favorable	Less Favorable	More Favorable	More Favorable
23	Non-inmate International	Less Favorable	Less Favorable	Less Favorable	More Favorable
24	<i>Commissions Weighted Score</i>	<i>Less Favorable</i>	<i>Less Favorable</i>	<i>More Favorable</i>	<i>Less Favorable</i>
Miscellaneous Factors:					
25	Prerequisites	More Favorable	More Favorable	More Favorable	More Favorable
26	Scope of Services	More Favorable	More Favorable	Same	Less Favorable
27	Miscellaneous	More Favorable	Less Favorable	Less Favorable	Less Favorable
28	<i>Miscellaneous Factor Totals</i>	<i>More Favorable</i>	<i>More Favorable</i>	<i>Same</i>	<i>Less Favorable</i>
	Overall Total Score	<i>Less Favorable</i>	<i>Less Favorable</i>	<i>Less Favorable</i>	<i>Less Favorable</i>

Summary of Differences Noted in Local Exchange USOCs Billed to Section 272 Affiliates from SBC BOCs										
Sample Item Count	State	Billing Telephone Number	Class of Service	USOC	USOC Description	Rate per Bill	Total Amount Billed	Tariff Rate	Difference in Tariff Rate less Billed Rate	Difference in Total Amount Billed
1	TX	817 4960555035	1FL	1FL	Individual - Business - Flat - without telephone - class of service	\$23.74	\$47.48	\$23.10	\$(0.64)	\$(1.28)
2	CA	925 4493425410	1MB	1MBLS	Measured Rate Business Service Line Sharing Basis	10.03	10.03	10.57	0.54	0.54
3	CA	925 5560662129	1MBLS	1MBLS	Measured Rate Business Service Line Sharing Basis	10.03	10.03	10.57	0.54	0.54
4	CA	408 2299784307	1MB	9PZBU	Federal Universal Service Fee	0.43	0.43	0.60	0.17	0.17
	CA	714 6661410316	1MB	9PZBU	Federal Universal Service Fee	0.43	0.43	0.60	0.17	0.17
	CA	925 4493425410	1MB	9PZBU	Federal Universal Service Fee	0.43	1.72	0.60	0.17	0.68
	CA	925 4493826589	1MB	9PZBU	Federal Universal Service Fee	0.43	1.29	0.60	0.17	0.51
	CA	925 4608295731	1MB	9PZBU	Federal Universal Service Fee	0.43	0.86	0.60	0.17	0.34
	CA	925 4671742550	1MB	9PZBU	Federal Universal Service Fee	0.43	0.86	0.60	0.17	0.34
	CA	925 4680325455	1MB	9PZBU	Federal Universal Service Fee	0.43	1.29	0.60	0.17	0.51
	CA	925 8292185379	1MB	9PZBU	Federal Universal Service Fee	0.43	0.43	0.60	0.17	0.17
	CA	925 8332705360	1MB	9PZBU	Federal Universal Service Fee	0.43	0.43	0.60	0.17	0.17
	CA	925 8377361123	1MB	9PZBU	Federal Universal Service Fee	0.43	0.43	0.60	0.17	0.17
	CA	925 8551438841	1MB	9PZBU	Federal Universal Service Fee	0.43	0.43	0.60	0.17	0.17
	CA	925 9240950659	1MB	9PZBU	Federal Universal Service Fee	0.43	0.43	0.60	0.17	0.17
5	CA	925 5560662129	1MBLS	9PZBU	Federal Universal Service Fee	0.43	0.43	0.60	0.17	0.17
	CA	408 2299568140	1MBSL	9PZBU	Federal Universal Service Fee	0.43	0.43	0.60	0.17	0.17

Summary of Differences Noted in Local Exchange USOCs Billed to Section 272 Affiliates from SBC BOCs										
Sample Item Count	State	Billing Telephone Number	Class of Service	USOC	USOC Description	Rate per Bill	Total Amount Billed	Tariff Rate	Difference in Tariff Rate less Billed Rate	Difference in Total Amount Billed
	CA	510 8487574771	1MBSL	9PZBU	Federal Universal Service Fee	0.43	0.43	0.60	0.17	0.17
	CA	661 2966573376	1MBSL	9PZBU	Federal Universal Service Fee	0.43	0.43	0.60	0.17	0.17
	CA	714 7920851087	1MBSL	9PZBU	Federal Universal Service Fee	0.43	0.43	0.60	0.17	0.17
	CA	831 4251993825	1MBSL	9PZBU	Federal Universal Service Fee	0.43	0.43	0.60	0.17	0.17
	CA	925 4621067925	1MBSL	9PZBU	Federal Universal Service Fee	0.43	0.43	0.60	0.17	0.17
	CA	925 4626935044	1MBSL	9PZBU	Federal Universal Service Fee	0.43	0.43	0.60	0.17	0.17
	CA	925 4680221952	1MBSL	9PZBU	Federal Universal Service Fee	0.43	1.72	0.60	0.17	0.68
	CA	925 4690316250	1MBSL	9PZBU	Federal Universal Service Fee	0.43	0.43	0.60	0.17	0.17
	CA	925 4690649248	1MBSL	9PZBU	Federal Universal Service Fee	0.43	0.43	0.60	0.17	0.17
	CA	925 4690744249	1MBSL	9PZBU	Federal Universal Service Fee	0.43	0.43	0.60	0.17	0.17
	CA	925 5563164799	1MBSL	9PZBU	Federal Universal Service Fee	0.43	0.43	0.60	0.17	0.17
	CA	925 6480719930	1MBSL	9PZBU	Federal Universal Service Fee	0.43	0.43	0.60	0.17	0.17
	CA	925 8337138582	1MBSL	9PZBU	Federal Universal Service Fee	0.43	0.43	0.60	0.17	0.17
	CA	925 9241975576	1MBSL	9PZBU	Federal Universal Service Fee	0.43	0.43	0.60	0.17	0.17
6	CA	925 2271391236	1ML	9PZBU	Federal Universal Service Fee	0.43	0.86	0.60	0.17	0.34
	CA	925 3718612947	1ML	9PZBU	Federal Universal Service Fee	0.43	0.43	0.60	0.17	0.17
	CA	925 4608590272	1ML	9PZBU	Federal Universal Service Fee	0.43	0.43	0.60	0.17	0.17
7	WI	262 9383040	E6KJX	9PZLX	Federal Universal Service Fee	0.10	3.90	0.11	0.01	0.39
8	IL	847 6710225	1B8	9ZR	Federal Access Charge	4.49	4.49	4.50	0.01	0.01

Summary of Differences Noted in Local Exchange USOCs Billed to Section 272 Affiliates from SBC BOCs										
Sample Item Count	State	Billing Telephone Number	Class of Service	USOC	USOC Description	Rate per Bill	Total Amount Billed	Tariff Rate	Difference in Tariff Rate less Billed Rate	Difference in Total Amount Billed
	IL	847 6710225	1B8	9ZR	Federal Access Charge	4.49	4.49	4.50	0.01	0.01
	IL	847 6710364	1B8	9ZR	Federal Access Charge	4.49	8.98	4.50	0.01	0.02
	IL	847 6710568	1B8	9ZR	Federal Access Charge	4.49	4.49	4.50	0.01	0.01
	IL	847 6711168	1B8	9ZR	Federal Access Charge	4.49	4.49	4.50	0.01	0.01
	IL	847 6711173	1B8	9ZR	Federal Access Charge	4.49	4.49	4.50	0.01	0.01
	IL	847 6711401	1B8	9ZR	Federal Access Charge	4.49	4.49	4.50	0.01	0.01
	IL	847 6711473	1B8	9ZR	Federal Access Charge	4.49	4.49	4.50	0.01	0.01
	IL	847 9280761	1B8	9ZR	Federal Access Charge	4.49	4.49	4.50	0.01	0.01
9	IL	847 2339726	1SO	9ZR	Federal Access Charge	4.49	13.47	4.50	0.01	0.03
10	IL	847 R160777	MZC	9ZR66	Federal Access Charge	22.45	22.45	22.50	0.05	0.05
11	IL	847 2339726	1SO	P2L	National ISDN Direct Line	23.92	71.76	16.73	(7.19)	(21.57)
12	OK	405 9730933642	BM5UA	PT8YX	End User - Line Port Charge -BRI ISDN PORT	1.73	1.73	1.59	(0.14)	(0.14)
13	CA	925 4685000600	25J5X	RXRA3	Primary Station Line	3.93	7.86	3.73	(0.20)	(0.40)
14	OK	405 9730933642	BM5UA	Z22	Digiline - Occasional User Plan - Basic Rate Interface	47.50	47.50	47.75	0.25	0.25
15	IL	847R160777	MZC	9PZLX	Federal Universal Service Fee	4.29	4.29	5.45	1.16	1.16
	WI	262R366020	MZC	9PZLX	Federal Universal Service Fee	5.14	30.84	6.29	1.15	6.90

Summary of Differences Noted in Local Exchange USOCs Billed to Section 272 Affiliates from SBC BOCs										
Sample Item Count	State	Billing Telephone Number	Class of Service	USOC	USOC Description	Rate per Bill	Total Amount Billed	Tariff Rate	Difference in Tariff Rate less Billed Rate	Difference in Total Amount Billed
	WI	414R098811	MZC	9PZLX	Federal Universal Service Fee	5 14	10 28	6 29	1 15	2.30
Total Amount Identified as Underbilled to Section 272 Affiliate										\$3 48

SBC Business Rules for Section 272 (e) (1) Performance Measurements	
Service Category 1	
Successful Completion According to Customer Desired Due Date	
Definition:	
The percentage of orders completed on or before the customer desired due date.	
Exclusions:	
<ul style="list-style-type: none"> • Spare Span facilities • Unbundling 	
Business Rules:	
<p>This service category includes the N, T, and C Service Orders with Activity Codes of A and R. The orders counted will be the completed In Effect (IE) orders. Both channelized and non-channelized orders will be counted. Orders missed due to customer reasons will be included in the denominator and counted as a "made" in the numerator. The Miss Codes designated as customer misses in each as of 2001 are</p> <ul style="list-style-type: none"> • AIT – A, C, D, and I37, • PB – A, C, D, and I37, • SNET – A, C, D, and I37, and • SWBT – A, C, D, and I37 <p>Beginning 2001, all companies will count MFC A, C, and D as met. Effective 2002 retroactive to the beginning of 2001, all companies will count MFC I37 as met. Downstream technicians use this code when orders are met but paperwork has not processed.</p> <p>Results will be tracked for two entity categories: 1. SBC and affiliates and 2. Non-affiliated telecommunications providers. Effective 1/03, 3 categories will be tracked: 272 affiliates, Other affiliates, and Non-affiliates. All ACNAs within the 13-state territory have been classified into 272, Other, Non-affiliates and Retail. Retail customers of SBC are not part of this reporting process. The Other affiliates category includes the SBC BOCs, SBC data affiliates, SBC Internet affiliates, SBC Wireless companies and SBC Messaging companies. The 272 affiliates consist of the SBC Long Distance companies. Non-affiliated telecommunications providers include IXCs, CLECs, ISPs, Paging companies, and Wireless providers.</p> <p>The results will be reported by product. The products of interest are</p> <ul style="list-style-type: none"> • DS0 – Defined as all DS0, ISDN, both analog and digital • DS1 – Defined as all DS1, T1, and ISDN Prime circuits • DS3 – Defined as all DS3, T3, and higher speed (i.e., OC3, OC12) circuits 	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • By State • By Entity Category <ul style="list-style-type: none"> • 272 affiliates • Other affiliates • Non-affiliated telecommunications providers • By Product <ul style="list-style-type: none"> • DS0 • DS1 • DS3 	
Calculation:	Report Structure:

SBC Business Rules for Section 272 (e) (1) Performance Measurements	
Service Category 1	
Successful Completion According to Customer Desired Due Date	
[(Completion Date less than or equal to the CDDD) + (Completion Date greater than CDDD when the miss code = customer)] / [Total IE N/T/C orders with Appropriate Activity Codes] If no CDDD, do not count If no ACNA, do not count	Monthly data will be generated quarterly by: 1 State 2 Entity Category 3 Product
Key Contacts:	
Regulatory Results/Operational Reviews – Gary Hajda Industry Market Support – Eric Larsen Merger Compliance – Sherry Ramsey Federal Regulatory – Linda Yohe	

SBC Business Rules for Section 272 (e) (1) Performance Measurements	
Service Category 2	
Time from BOC Promised Due Date to Circuit being placed In Service	
Definition:	
The percentage of orders placed in service by the due date and in each successive 24-hour period until 95% of orders are in service	
Exclusions:	
<ul style="list-style-type: none"> • Spare Span facilities • Unbundling 	
Business Rules:	
<p>This service category includes the N, T, and C Service Orders with Activity Codes of A and R. All completed In Effect (IE) orders will be counted, both channelized and non-channelized. Orders missed due to customer reasons will be included in the denominator and counted as "made" in the numerator. The Miss Codes designated as customer misses in each region as of 2001 are:</p> <ul style="list-style-type: none"> • AIT – A, C, D and I37, • PB – A, C, D and I37, • SNET – A, C, D and I37, and • SWBT – A, C, D and I37 <p>Beginning 2001, all companies will count MFC A, C, and D as met. Effective 2002 retroactive to the beginning of 2001, all companies will count MFC I37 as met. Downstream technicians use this code when the order is met but paperwork has not processed. Results will be tracked for two entity categories: 1 SBC and affiliates and 2 Non-affiliated telecommunications providers. Effective 1/03, 3 categories will be tracked: 272 affiliates, Other affiliates, and Non-affiliates. All ACNAs within the 13-state territory have been classified into 272, Other, Non-affiliates, and Retail. Retail customers of SBC are not part of this reporting process. The Other affiliates category includes the SBC BOCs, SBC data affiliates, SBC Internet affiliates, SBC Wireless companies and SBC Messaging companies. The 272 affiliates consist of the SBC Long Distance companies. Non-affiliated telecommunications providers include IXC, CLECs, ISPs, Paging companies and Wireless providers.</p> <p>The results will be reported by product. The products of interest are:</p> <ul style="list-style-type: none"> • DS0 – Defined as all DS0, ISDN, both analog and digital. • DS1 – Defined as all DS1, T1, and ISDN Prime circuits • DS3 – Defined as all DS3, T3, and higher speed (i.e., OC3, OC12) circuits • Results will be reported by calendar days in AIT, SNET, and SWBT. PB will report results based on business days. Effective 04/01/01 AIT, 05/01/01 SNET, SWBT will report business days for standardization purposes. 	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • By State • By Entity Category <ul style="list-style-type: none"> • 272 affiliates • Other affiliates • Non-affiliated telecommunications providers • By Product <ul style="list-style-type: none"> • DS0 • DS1 • DS3 	
Calculation:	Report Structure:

SBC Business Rules for Section 272 (e) (1) Performance Measurements	
Service Category 2	
Time from BOC Promised Due Date to Circuit being placed In Service	
[Total IE N/T/C orders with the Appropriate Activity Codes with a (Completion Date less than or equal to the Due Date) or (a Completion Date greater than Due Date when missed for customer reasons)] (Counted as Day Zero)/ [Total IE N/T/C orders with the Appropriate Activity Codes] Add completed orders for each due date increment until 95% of the total is reached If no ACNA, do not count	Monthly data will be generated quarterly by: 1 State 2. Entity Category 3 Product 4. DD and each 24-Hour Period thereafter
Key Contacts:	
Regulatory Results/Operational Reviews – Gary Hajda Industry Market Support – Eric Larsen Merger Compliance – Sherry Ramsey Federal Regulatory – Linda Yohe	

SBC Business Rules for Section 272 (e) (1) Performance Measurements	
Service Category 3	
Time to Firm Order Confirmation	
Definition:	
The percentage of firm order confirmations sent within each successive 24-hour period until 95% is achieved	
Exclusions:	
<ul style="list-style-type: none"> • Non DS0, DS1 and DS3 orders • All internal orders issued for billing projects • Unbundling • ASRs of D, K, and R • Specific requests to not provide a FOC 	
Business Rules:	
<p>This service category includes the percentage of all Access Service Request orders with activity codes of A- (add), M- (move), and C- (change) from date received to date confirmed within a 24-hour period until 95% is achieved. This percentage also includes any customer errors. NOTE While switched access data is part of this service category, the data cannot be captured on the front-end in the products specified. On 03/01/03, we will begin receiving the data electronically. Effective 3rd quarter (July 1), 2002, all ASRs of D- (disconnects), K- (suppl, cancels), and R- (record changes) will be excluded. Meet Point circuits are not part of these results. Effective 10/1/2001, all internal orders issued for billing purposes will not be counted.</p> <p>Results will be tracked for two entity categories: 1 SBC and affiliates and 2 Non-affiliated telecommunications providers. Effective 1/03, 3 categories will be tracked: 272 affiliates, Other affiliates, and Non-affiliates. All ACNAs within the 13-state territory have been classified into 272, Other, Non-affiliates, and Retail. Retail customers of SBC are not part of this reporting process. The Other affiliates category includes the SBC BOCs, SBC data affiliates, SBC Internet affiliates, SBC Wireless companies and SBC Messaging companies. The 272 affiliates consist of the SBC Long Distance companies. Non-affiliated telecommunications providers include IXCs, CLECs, ISPs, Paging companies and Wireless providers.</p> <p>The results will be reported by product. The products of interest are:</p> <ul style="list-style-type: none"> • DS0 – Defined as all DS0, ISDN, both analog and digital • DS1 – Defined as all DS1, T1, and ISDN Prime circuits • DS3 – Defined as all DS3, T3, and higher speed (i.e., OC3, OC12) circuits. 	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • By State • By Entity Category <ul style="list-style-type: none"> • 272 affiliates • Other affiliates • Non-affiliated telecommunications providers • By Product <ul style="list-style-type: none"> • DS0 • DS1 • DS3 	
Calculation:	Report Structure:
Total IE orders with a firm order confirmation / Total IE	Monthly data will be generated quarterly by

SBC Business Rules for Section 272 (e) (1) Performance Measurements									
Service Category 3									
Time to Firm Order Confirmation									
orders Add firm order confirmations for each successive daily increment until 95% of the total is reached	<table border="1"> <tr> <td>1</td> <td>State</td> </tr> <tr> <td>2</td> <td>Entity Category</td> </tr> <tr> <td>3</td> <td>Product</td> </tr> <tr> <td>4</td> <td>Received date and each 24 Hour Period thereafter</td> </tr> </table>	1	State	2	Entity Category	3	Product	4	Received date and each 24 Hour Period thereafter
1	State								
2	Entity Category								
3	Product								
4	Received date and each 24 Hour Period thereafter								
If no ACNA, do not count									
If no FOC specifically requested, do not count									
Key Contacts:									
Regulatory Results/Operational Reviews - Gary Hajda									
Quality M&P Process- Tammy R. Larsen									
Industry Market Support - Eric Larsen									
Merger Compliance - Sherry Ramsey									
Federal Regulatory - Linda Yohe									

SBC Business Rules for Section 272 (e) (1) Performance Measurements	
Service Category 4	
Time from PIC Change Request to Implementation	
Definition:	
The percentage of complete and accurate PIC change requests implemented within each successive 6-hour period until 95% is achieved	
Exclusions:	
<ul style="list-style-type: none"> • PIC requests where there is no underlying access arrangement in the central office • PIC requests for lines that are PIC protected • PIC requests that are originated through service orders • PIC requests for lines that are not able to be PICed 	
Business Rules:	
<p>This service category includes PIC-only change requests from Long Distance providers that have established access service within the central office serving the line for which the request was intended. Only complete and accurate mechanized PIC requests for lines that can be PICed are counted. PIC protected lines are excluded from the measure. This measurement applies to each state in which SBC or an affiliate has received section 271 authorizations. The states and dates where SBC has received 271 authorization are</p> <ul style="list-style-type: none"> • Texas – July 10, 2000 • Kansas – Marcy 7, 2001 • Oklahoma – March 7, 2001 • Arkansas – November 26, 2001 • Missouri – December 7, 2001 • California – December 30, 2002 • Nevada – April 25, 2003 <p>Results will be tracked for two entity categories 1. SBC and affiliates and 2 Non-affiliated telecommunications providers. Effective 1/03, 3 categories will be tracked 272 affiliates, Other affiliates, Non-affiliates. All CICs within the 13-state territory have been classified into the 3 categories 272, Other, and Non affiliates. The Other affiliates category includes the SBC BOCs, SBC data affiliates, SBC Internet affiliates, SBC Wireless companies and SBC Messaging companies. The 272 affiliates consist of the SBC Long Distance companies. Non-affiliated telecommunications providers include IXCs, CLECs, ISPs, Paging companies and Wireless providers. The results will be tracked by CIC for Non-Affiliated providers. Effective 09/01, Texas can now be reported as a whole state instead of by the previous 3 entities of Dallas, Houston, and San Antonio.</p>	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • By State • By Entity Category • 272 affiliates • Other affiliates • Non-affiliated telecommunications providers by CIC 	
Calculation:	Report Structure:
(Number of PIC requests where request date & time to completion date & time is within six hours)/(the total number of requests), divided into 6-hour intervals starting 0 hours to 5 99 hours.	The report will be generated monthly by. <ul style="list-style-type: none"> 1 State 2 Entity Category 3 CIC
Key Contacts:	

SBC Business Rules for Section 272 (e) (1) Performance Measurements
Service Category 4

Time from PIC Change Request to Implementation

Regulatory Results/Operational Reviews – Gary Hajda

Quality M&P Process - Jon Rainey

Industry Market Support – Eric Larsen

Merger Compliance – Sherry Ramsey

Federal Regulatory – Linda Yohe

SBC Business Rules for Section 272 (e) (1) Performance Measurements	
Service Category 5	
Mean Time to Restore	
Definition:	
The percentage of circuits restored within each successive 1-hour period after the trouble is reported	
Exclusions:	
<ul style="list-style-type: none"> • Spare Span facilities • Unbundling • Channelized circuits- T1, T3, O • Non-CR trouble reports • Non-network troubles (IEC, CPE, INF) • Reports coded to TOK NTF 	
Business Rules:	
<p>This service category includes the Actual Duration on all non-channelized, customer reported, measured trouble reports cleared in each 1 hour period until 95% is attained. Trouble reports will be excluded if they are found to be CPE, problems outside the SBC network or within the IEC or CLEC provided facilities, or should have been classified as informational. Effective 2002, all states will use actual duration to further standardization initiatives within the SBC family.</p> <p>Results will be tracked for two entity categories: 1 SBC and affiliates and 2 Non-affiliated telecommunications providers. Effective 1/03, 3 categories will be tracked: 272 affiliates, Other affiliates, and Non-affiliates. All ACNAs within the 13-state territory have been classified into 272, Other, Non-affiliates, and Retail. Retail customers of SBC are not part of this reporting process. The Other affiliates category includes the SBC BOCs, SBC data affiliates, SBC Internet affiliates, SBC Wireless companies and SBC Messaging companies. The 272 affiliates consist of the SBC Long Distance companies. Non-affiliated telecommunications providers include IXCs, CLECs, ISPs, Paging companies and Wireless providers.</p> <p>The results will be reported by product. The products of interest are:</p> <ul style="list-style-type: none"> • DS0 – Defined as all DS0, ISDN, both analog and digital • DS1 – Defined as all DS1 and ISDN Prime circuits • DS3 – Defined as all DS3 and higher speed circuits 	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • By State • By Entity Category <ul style="list-style-type: none"> • 272 affiliates • Other affiliates • Non-affiliated telecommunications providers • By Product <ul style="list-style-type: none"> • DS0 • DS1 • DS3 	
Calculation:	Report Structure:
[Total actual duration on non-channelized, CR, measured trouble reports cleared]/[Total non-channelized, CR, measured trouble reports], for each 1-hour increment until 95% is reached If no ACNA, do not count	Monthly data will be generated quarterly by: <ol style="list-style-type: none"> 1. State 2. Entity Category 3. Product 4. 1-Hour Intervals
Key Contacts:	

SBC Business Rules for Section 272 (e) (1) Performance Measurements
Service Category 5

Mean Time to Restore

Regulatory Results/Operational Reviews – Gary Hajda

Industry Market Support – Eric Larsen

Merger Compliance – Sherry Ramsey

Federal Regulatory – Linda Yohe

SBC Business Rules for Section 272 (e) (1) Performance Measurements Service Category 6
Time to Restore PIC After Trouble Report
Definition: The percentage of PIC troubles cleared within each successive 1-hour period until 95% is achieved.
Exclusions: <ul style="list-style-type: none"> • All categories of reports except category one (CD) and category two (CR) reports • Trouble reports where trouble is not found in SBC Network • Trouble reports that are not classified as Type Codes 260, 871, 885, 886, 872, 873, 874 • Subsequent Reports • Trouble reports where the PIC and/or LPIC effective dates cannot be determined • Trouble reports where the customer has no PIC or LPIC assigned
Business Rules: <p>This service category includes trouble reports that are reported to SBC by either the end-user customer or the LD provider where trouble was found in the SBC network and closed to disposition code 052X. The duration in hours from receipt of the trouble report until it is cleared will be used to calculate this measure. The trouble reports will have the following descriptions and type codes:</p> <ul style="list-style-type: none"> • Can't Call Long Distance (CCLD) – Type Code = 260 • PIC Verify or Repair – Type Code = 871, 885, 886, 872, 873, 874 <p>This measurement applies to each state in which SBC or an affiliate has received section 271 authorization. The states and dates where SBC has received 271 authorization are:</p> <ul style="list-style-type: none"> • Texas – July 10, 2000 • Kansas – March 7, 2001 • Oklahoma – March 7, 2001 • Arkansas – November 26, 2001 • Missouri – December 7, 2001 • California – December 30, 2002 • Nevada – April 25, 2003 <p>Trouble reports received after the date(s) above are included in this service category</p> <p>Results will be tracked for two entity categories</p> <ol style="list-style-type: none"> 1 SBC and Affiliates 2 Non-Affiliated long distance providers. Effective 1/03, 3 categories of reports will be tracked: 272 affiliates, other affiliates, and Non-affiliates <p>The Other affiliates category includes the SBC affiliated companies providing long distance service (BOCs, data affiliates, Internet affiliates, and wireless companies). The 272 affiliates consist of the SBC Long Distance companies. Non-Affiliated long distance providers include IXCs, CLECs, ISPs, paging companies and wireless companies</p> <p>In addition, for each entity category above, results will be tracked for two subcategories.</p> <ol style="list-style-type: none"> 1 IntraLATA long distance provider (LPIC) 2 InterLATA long distance provider (PIC) <p>The relevant entity and subcategory will be determined based on the PIC and/or LPIC designation that is present on the end-user account. When an account has both a PIC and LPIC assigned, then the associated trouble report will be</p>

<p>SBC Business Rules for Section 272 (e) (1) Performance Measurements Service Category 6</p>	
<p>Time to Restore PIC After Trouble Report</p> <p>counted twice, once based on the PIC and once based on the LPIC. If an account had an Affiliate PIC and a Non-Affiliate LPIC the trouble report would be included in both the PIC subcategory for Affiliates and the LPIC subcategory for Non-Affiliates</p> <p>If unable to determine the PIC or LPIC assignments that were relevant to the time period when a trouble ticket was open, then that trouble ticket will be excluded from the measure</p> <p>The information for PIC and LPIC is now available and retained in the ASKME databases as of 05/01</p>	
<p>Levels of Disaggregation:</p> <ul style="list-style-type: none"> • By State • By Entity Category <ul style="list-style-type: none"> • 272 affiliates • Other affiliates • Non-affiliated telecommunications providers • By Sub-Category <ul style="list-style-type: none"> • PIC (Inter-LATA Carrier) • LPIC (Intra-LATA Carrier) 	
<p>Calculation:</p> <p>Total Reports cleared hourly/Total reports cleared, for each 1-hour increment until 95% is reached</p>	<p>Report Structure:</p> <p>Monthly data will be generated quarterly by.</p> <ol style="list-style-type: none"> 1 State 2 Entity Category (Affiliated/Non-Affiliated) 3 Entity Sub-Category (PIC/LPIC)
<p>Key Contacts:</p> <p>Regulatory Results/Operational Reviews – Gary Hajda Industry Market Support – Eric Larsen Merger Compliance – Sherry Ramsey Federal Regulatory – Linda Yohe</p>	

SBC Business Rules for Section 272 (e) (1) Performance Measurements	
Service Category 7	
Mean Time to Clear Network Trouble	
Definition:	
The average number of hours to clear network trouble	
Exclusions:	
<ul style="list-style-type: none"> • Spare Span facilities • Unbundling • Channelized circuits - T1 (DS3, T3, O are also not measured) • Non-CR trouble reports • Non-network troubles (IEC, CPE, INF) • Reports coded to TOK, NTF 	
Business Rules:	
<p>This service category includes the Actual Duration on all non-channelized, customer reported, measured trouble reports. The results will be measured in hours and decimal hours. Trouble reports will be excluded if they are found to be CPE, problems outside the SBC network or within the IEC or CLEC provided facilities, or should have been classified as informational. Effective 2002 all companies will report Actual duration to further standardization initiatives within the SBC family.</p> <p>Results will be reported for two entity categories: 1 SBC and affiliates and 2 Non-affiliated telecommunications providers. Effective 1/03, 3 categories of reports will be tracked: 272 affiliates, Other affiliates, and Non-affiliates. All ACNAs within the 13-state territory have been classified into 272, Other, Non-affiliates, and Retail. Retail customers of SBC are not part of this reporting process. The Other affiliates category includes the SBC BOCs, SBC data affiliates, SBC Internet affiliates, SBC Wireless companies and SBC Messaging companies. The 272 affiliates consist of the SBC Long Distance companies. Non-affiliated telecommunications providers include IXCs, CLECs, ISPs, Paging companies and Wireless providers.</p> <p>The results will be tracked by product. The products of interest are:</p> <ul style="list-style-type: none"> • DS0 – Defined as all DS0, ISDN, both analog and digital • DS1 – Defined as all DS1 and ISDN Prime circuits 	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • By State • By Entity Category <ul style="list-style-type: none"> • 272 affiliates • Other affiliates • Non-affiliated telecommunications providers • By Product <ul style="list-style-type: none"> • DS0 • DS1 	
Calculation:	Report Structure:
$\frac{[\text{Total Actual Duration on all non-channelized, CR, measured trouble reports}]}{[\text{Total non-channelized, CR, measured trouble reports}]}$ <p>If no ACNA, do not count</p>	<p>Monthly data will be generated quarterly by:</p> <ol style="list-style-type: none"> 1 State 2 Entity Category 3 Product
Key Contacts:	

SBC Business Rules for Section 272 (e) (1) Performance Measurements Service Category 7
Mean Time to Clear Network Trouble
Regulatory Results/Operational Reviews – Gary Hajda
Industry Market Support – Eric Larsen
Merger Compliance – Sherry Ramsey
Federal Regulatory – Linda Yohe