



Michelle A. Thomas
Executive Director – Federal Regulatory

SBC Telecommunications Inc.
1401 I Street NW; Suite 1100
Washington, D.C. 20005
Phone: (202) 326-8919
Fax: (202) 408-4809

July 20, 2004

RECEIVED

JUL 20 2004

Federal Communications Commission
Office of Secretary

Ms. Marlene H. Dortch
Secretary
Federal Communications Commission
445 Twelfth Street, SW
Room CY-B402
Washington, D.C. 20554

Re: Permanent Cost Allocations Manual for the Separation of Regulated and Nonregulated Costs for Ameritech, Pacific Bell, Nevada Bell and Southwestern Bell Telephone Companies

Dear Ms. Dortch:

Pursuant to Section 64.903(b) of the Commission’s rules, as amended by the *Report and Order* in CC Docket No. 99-253, SBC Communications Inc. (“SBC”) respectfully submits an original and three copies of partial updates to the Cost Allocation Manual (“CAM”) filing for Ameritech, Pacific Bell, Nevada Bell and Southwestern Bell Telephone Companies.

The primary purpose for this CAM filing is to accommodate the OI&M service offerings to SBC’s advanced services affiliates, SBC Advanced Solutions, Inc. and Ameritech Advanced Data Services, Inc.

The filing incorporates a description of revisions to cost pools and technical and narrative changes to the CAM. All changes to the CAM can be identified by annotations in the right hand margin of each revised page and are described in the attachment. SBC’s CAM is being revised to reflect new affiliates and services, and update existing affiliate and service descriptions.

Please stamp and return the provided copy to confirm your receipt of this filing. Please contact me at (202) 326-8919 should you have any questions about this CAM filing.

Sincerely,

Enclosures

No. of Copies rec'd 03
List A B C D E



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Sincerely,

A handwritten signature in black ink, appearing to read "Michelle A. Thomas". The signature is written in a cursive, flowing style with a long, sweeping underline that extends to the right.

Enclosures

TRANSMITTAL MATRIX CAM CHANGES

Description of change

<u>Page USOA Account</u>	<u>Change From</u>	<u>Change To</u>	<u>Reason for Change</u>	<u>Annualized Quantification</u>
II-3	This activity begins after the initial point of sale until the first bill is rendered to the customer.	This activity begins after the initial point of sale.	To clarify duration of the Post Sales Customer Care service activity.	Not Applicable- N/A
II-3	N/A	Project Management Services	To add the Project Management service to Section II as a new nonregulated offering.	N/A
II-4-6	N/A	13-Project Management and associated X's added to chart, which pushed subsequent activities up a number.	To reflect the addition of Project Management per Section II and accounts impacted.	N/A
V-5	N/A	Callisma, Inc. #7	Added affiliate to list of affiliates	N/A
V-6	SBC IP Communications, Inc.	SBC IP Communications, Inc.	Updated service description	N/A
V-7	Southwestern Bell Telecommunications, Inc.	N/A	Deleted affiliate from list of affiliates	N/A
V-8	Customer Care	Customer Care	Updated service description	N/A
V-8	Marketing Services	Marketing Services	Updated service description	N/A
V-9	Customer Premise Equipment (CPE) and Wire Services	Customer Premise Equipment (CPE) and Wire Services	Updated service description	N/A
V-9	Primary Interexchange Carrier Services	Primary Interexchange Carrier Services	Updated service description	N/A
V-9	N/A	Project Management	Added service category	N/A
V-12-15	7=N/A	7=Callisma, Inc.	Added affiliate to list of affiliates	N/A
V-12-15	24-Southwestern Bell Telecommunications, Inc.	24-N/A	Deleted affiliate from list of affiliates and services	N/A
V-12	N/A	Real Estate Services (Tariff)-SNET Diversified Group, Inc., #5, Daily	Added service to affiliate	N/A
V-12	N/A	Tariffed Telecommunications Services (Tariff)-Callisma, Inc., #7, Daily	Added service to affiliate	N/A
V-12	CPE and Wire Services (Prevailing Price)-SBC Advanced Solutions, Inc., #20, Occasionally	CPE and Wire Services (Prevailing Price)-SBC Advanced Solutions, Inc., #20, Daily	Updated Matrix	N/A
V-13	N/A	Real Estate Services (FDC, FMV)-SNET Diversified Group, Inc., #5 and Callisma, Inc., #7, Daily	Added service to affiliates	N/A

TRANSMITTAL MATRIX CAM CHANGES

Description of change

<u>Page USOA Account</u>	<u>Change From</u>	<u>Change To</u>	<u>Reason for Change</u>	<u>Annualized Quantification</u>
V-13, 18	N/A	Temporary Services- #9, 33, 35, 40, 45, Occasionally	Added service to affiliate	N/A
V-14, 18	N/A	Project Management, (FDC, FMV)	Added service category to matrix	N/A
V-14	N/A	Marketing Services (FDC, FMV)-SNET Diversified Group, Inc., #5 and SBC Laboratories, Inc., #18, Occasionally	Added service to affiliates	N/A
V-14	CPE and Wire Services (FDC/FMV)-SBC Advances Solutions, Inc., #20, Occasionally	CPE and Wire Services (FDC, FMV)-SBC Advances Solutions, Inc., #20, Daily	Updated Matrix	N/A
V-14	N/A	Training Provided to Others (FDC, FMV)-SBC Advanced Solutions, Inc., #20 Occasionally	Added service to affiliate	N/A
V-14	N/A	Collection Services (FDC, FMV)-Southwestern Bell Video Services, Inc., #25, Daily	Added service to affiliate	N/A
V-15	N/A	Customer Care (FDC, FMV)-SBC Advanced Solutions, Inc., #20, Daily	Added service to affiliate	N/A
V-17	N/A	Official Communications (FDC, FMV)-Cingular Wireless, LLC, #44, Occasionally	Added service to affiliate	N/A
V-18	CPE and Wire Services (FDC/FMV)-Ameritech Advanced Data Services, Inc., #33, Occasionally	CPE and Wire Services (FDC, FMV)-Ameritech Advanced Data Services, Inc., #33, Daily	Updated Matrix	N/A
V-18	N/A	Regulatory (FDC)-SBC DataComm, Inc., #37, Occasionally	Added service to affiliate	N/A
V-18	N/A	Project Management (FDC, FMV)-Ameritech Advanced Data Services, Inc., #33, Daily	Added service to affiliate	N/A
V-18	N/A	Training Provided to Others (FDC, FMV)-Ameritech Advanced Data Services, Inc., #33, Occasionally	Added service to affiliate	N/A
V-18	N/A	Collection Services (FDC, FMV)-Cingular Wireless, LLC, #44, Daily	Added service to affiliate	N/A
V-19	N/A	Customer Care (FDC, FMV)-Ameritech Advanced Data Services, Inc., #33, Daily	Added service to affiliate	N/A

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	12	12/24/03
	13	12/24/03
	14	12/24/03
	15	12/24/03
	16	12/24/03
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	10	12/24/03
	11	12/24/03
	12	7/20/04
	13	7/20/04
	14	7/20/04
	15	7/20/04
	16	3/25/04
	17	7/20/04
	18	7/20/04
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	9	3/25/04
	10	12/24/02
	11	12/24/02
	12	12/24/02
	13	12/24/03
	14	3/12/03
	15	3/25/04
	16	12/24/03
	17	7/31/03
	18	12/24/02
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Planning and Development Activities

This service involves the planning and development of potential nonregulated services, and also includes regulated services that are classified as nonregulated. These planning and development activities include all preparation activities prior to introducing the product for public offering. There are no revenues associated with this activity.

Post Sales Customer Care

This activity begins after the initial point of sale. It includes handling customer complaints; and customer inquiries and change requests related to due dates, services, features, pricing plans, etc.

Professional Services – Ameritech

This activity provides outside third parties with an array of professional services (e.g., legal, tax, marketing, human resources) by third party vendors as well as developed internally. This service also includes provision to outside third parties of training classes/curriculums and training materials which have been developed or acquired for use within the Company, and which may be modified to meet a customer's specific needs. Training services for employees of affiliates are provided by a separate subsidiary, as displayed in Section V.

Project Management Services-Ameritech

The Project management service includes single point of contact for broadband services, back-office order handling and input, coordination of service requests with other departments and affiliates, and coordination of service turn-up, testing and customer hand-off.

Protocol Conversion - Ameritech, Pacific and Southwestern Bell

The Protocol Conversion service provides net conversions between different transmission protocols (e.g., asynchronous, bisynchronous, X.25, X.75, 370 SNA, X.PC), excluding conversions between X.25 and X.75. Net conversion occurs when the protocol originated at the sending computer or terminal is different than that delivered at the receiving end.

Protocol processing includes both regulated (basic) and nonregulated (enhanced) components. The basic components support like - protocol transmissions (e.g., asynchronous to asynchronous, X.25 to X.25) and X.25 to X.75 transport, and are offered as tariffed services. The enhanced portion provides net conversion between protocols, excluding X.25 to X.75.

Software Services - Ameritech and Southwestern Bell

These services include: a) the licensing, sub-licensing or other sale of programming efforts to create, maintain or customize software for outside third parties and affiliates; and b) funding the development of applications software by outside third parties and affiliates, for which royalties may be received.

Spread Spectrum Alarm Service – Ameritech

This service provides for the "enhanced" transmission of alarm information between an alarm company and its customers over ordinary telephone loops. This service is provided subject to the conditions outlined in the Commission's AST Order, including that the costs associated with the scanning and routing functions be treated as nonregulated.

Voice Messaging Services – Ameritech

These services provide customers the ability to record customized greetings for incoming messages, and store messages for future retrieval, forwarding and deletion.

NONREGULATED ACTIVITIES

ACTIVITY		
1: Billing and Payment Processing Services	7: Marketing Services	13: Project Management
2: Computer Services	8: Pay Telephone CPE and Service	14: Protocol Conversion
3: Customer Premises Equipment and Wire Services.	9: Phone Cost Management Support	15: Software Services
4: Directory Listing Services	10: Planning and Development Activities	16: Spread Spectrum Alarm Service
5: Directory White Page Service	11: Post Sales Customer Care	17: Voice Messaging Services
6: Incidental InterLATA Services	12: Professional Services	

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
ACCT														X	X	X	X
1220	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
1410	X	X	X	X	X	X	X	X	X	X	X	X	X				
2002			X					X							X	X	X
2003			X	X		X		X						X	X	X	X
2111	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
2112	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
2114	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
2121	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
2122	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
2123	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
2124	X	X	X	X	X	X	X	X	X	X	X	X	X				
2211									X					X			
2212						X			X	X							
2220				X													
2231						X										X	
2232						X											
2311			X														
2341		X	X														
2351								X									
2411										X							
2422						X											
2423						X											
2441						X								X	X	X	
2681	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
2682	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
2690	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
3100	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
3410	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X

NONREGULATED ACTIVITIES

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
ACCT																	
3420	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
3500	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
4100	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
4300	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
4340	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
5280	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
5300	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
6112	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
6114	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
6121	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
6122	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
6123	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
6124	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
6211									X								X
6212						X											
6220				X				X									
6231						X											
6232		X															
6311			X														
6341			X														
6351								X									
6362		X	X						X								
6421			X														
6422			X			X											
6423			X														
6441			X			X											
6512	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
6531			X	X	X	X	X				X		X	X			X
6532			X	X	X	X	X	X		X							X
6533			X				X	X			X		X			X	
6534	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
6535	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
6540								X									
6561	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
6563	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
6564	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
6611	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X

NONREGULATED ACTIVITIES

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
ACCT																	
6613		X	X	X			X	X	X		X		X		X	X	X
6622			X	X	X		X	X	X		X		X				
6623		X	X	X			X	X	X		X		X				
6720	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
7100	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
7210		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
7220	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
7230	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
7240	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
7250	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
7300	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
7500	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X

LIST OF AFFILIATES

Ameritech Advanced Data Services, Inc.	Incorporated in each of the five states within the Ameritech region. These companies provide business customers with advanced data communications services.
Ameritech Center Phase I, Inc.	Provides space rental to the AOCs.
Ameritech Corporation	(FDC Exception applies) Holding company for the AOCs and subsidiaries that are primarily engaged in the provision of communications products and services. Ameritech is an affiliate existing solely to provide services to members of the AOC's corporate family.
Ameritech Credit Corporation	Provider of capital financing and leasing services.
Ameritech Information Industry Services, Inc.	Provides information services to third-party information providers.
Ameritech Interactive Media Services, Inc.	Handles Ameritech's delivery, sales, marketing, development and strategy of its Internet products and services.
Ameritech Mobile Services, Inc.	Paging services and equipment provider. Does business as SBC Ameritech Paging.
Ameritech Payphone Services, Inc.	Payphone provider outside of SBC Midwest Region.
Ameritech Publishing, Inc.	Directory advertising and publishing provider.
Ameritech Services, Inc.	(FDC Exception applies) Provides various administrative and support services for the parent holding company and other subsidiaries.
Callisma, Inc.	Provider of network consultation services.
Cingular Wireless, LLC (Includes Pacific Bell Wireless, LLC; Southwestern Bell Wireless, Inc.; and SNET Cellular)	Wireless services and equipment provider
New Southwestern Bell Mobile Systems, Inc.	Wireless property holding company.
Pacific Bell Directory	Directory publishing and advertising provider.
Pacific Bell Information Services	Voice messaging service provider.
Pacific Bell Internet Services	Internet service provider.
Pacific Telesis Group	(FDC exception applies) Provides various administrative and support services for the parent holding company and other subsidiaries.
Prodigy Communications Limited Partnership	Internet service provider.
SBC Advanced Solutions, Inc.	Data services provider.

LIST OF AFFILIATES

SBC Asset Management, Inc.	Real estate services provider.
SBC DataComm, Inc.	Furnishes telecommunications and systems integration products to customers and operates divisions which sell and service data systems for business use.
SBC E-Services	Web hosting provider.
SBC Global Services, Inc.	Furnishes telecommunications and systems integration products to customers and operates divisions which sell and service voice systems for business use.
SBC International, Inc.	Holding company for SBC subsidiaries and affiliates operating internationally whose interests are in foreign telecommunications and other related businesses.
SBC IP Communications, Inc.	Provider of information services.
SBC Management Services, L.P.	(FDC exception applies) Provides various administrative and support services for the parent holding company and other subsidiaries.
SBC Management Services, USA, Inc.	(FDC exception applies) Provides various administrative and support services for the parent holding company and other subsidiaries.
SBC Operations, Inc.	(FDC exception applies) Provides for the planning, development and other support for the sale and merchandising of telecommunications services and products.
SBC Services, Inc.	(FDC exception applies) Performs centralized administrative support services including Information Technology and Billing Support Services, Real Estate Support Services, Procurement Support Services, Human Resources Support Services, Training Services and Finance Support Services.
SBC Laboratories, Inc.	(FDC exception applies) Involved in applications research; the preparation of general generic specifications for products; the testing and evaluation of manufacturers' designs and products to determine if the general specifications set by the various SBC subsidiaries are being met; and writing applications software for computers with processing systems that have been designed to be user-programmed.
SBC Telecom, Inc.	Competitive local exchange carrier.
SNET America, Inc.	Interexchange service provider through carrier alliances.
SNET Diversified Group, Inc.	Engages in a variety of business activities including tandem switching services, customer call center operations, operator services and consulting services.
SNET Information Services, Inc.	Provides yellow pages directory advertising and publishing, and engages in electronic publishing and internet services.

LIST OF AFFILIATES

Southern New England Telecommunications Corporation	(FDC exception applies) Provides various administrative and support services for the holding company and other subsidiaries.
Southwestern Bell Communications Services, Inc.	(Section 272 Affiliate) Provides interexchange services. Does business as SBC Long Distance.
Southwestern Bell Internet Services, Inc.	Internet service provider.
Southwestern Bell Messaging Services, Inc.	Voice messaging services provider.
Southwestern Bell Video Services, Inc.	Video Programming services provider.
Southwestern Bell Yellow Pages, Inc.	Directory publishing and advertising provider.
Sterling Commerce, Inc.	Provider of e-business integration solutions.

LIST OF ASSETS AND SERVICES PROVIDED
FROM TELCOS TO AFFILIATES

Service Provided	Service Description
Administrative Services	Services include various combinations of general administrative activities, fraud management, preparation and maintenance of technical and other documents, ID and access cards, facsimile provisioning, conference rooms, E-Rate calculations, etc. FDC or FMV depending on the specific service provided from this service grouping. CLEC website support.
Official Communications	Services include the installation, maintenance, and administration of local, intraLATA and interLATA corporate communications services. (In Ameritech, only interLATA corporate communication at the higher of FDC/FMV.) Also includes related consulting and engineering, official directory, conference calls and terminal equipment. FDC or FMV depending on the specific service provided from this service grouping. FDC at PB and NB.
Real Estate Services	Services include asset use, property management, lease administration, architectural planning, design and construction, floor space planning, furniture inventory, floor space, furniture and equipment leasing, parking facilities, and antenna site licenses. SWBT and AOCs provide at either FDC, FMV, or Tariff rates for central office space; hourly services are provided at FDC, furniture leasing depends on item leased and floor space leasing depends on local market conditions. At PB and NB, provided at FDC, except for PB property management services provided at FMV.
Temporary Projects	Services include temporary support, one-time transactions including licensing of intellectual property, and consultation for general administrative activities.
Human Resources Support	Includes support activities related to staffing, work force development, benefit administration, absence management and labor relations.
Public Relations Services	May include handling of customer inquiries, complaints, appeals, and customer service measurement. May also include general public relations services such as layout, video, news clippings, employee information publications, graphics, and audio tape production. FDC or FMV depending on the specific employee level providing support.
Customer Care	Includes post-sale customer care for 272 and 272-like affiliates; encompasses services provided during the period from initial point of sale until first bill is rendered. Includes Customer Account Record Exchange (CARE) testing and high volume business record indicator services. Does not include marketing efforts that precede customer care, and Billing and Collection inquiry service following customer care. Also includes Single Point of Contact (SPOC) support for Global and Major Accounts for all affiliates.
Marketing Services	Includes marketing, retail sales of products and the administrative support of sales operations up to and including issuing orders for outside third parties and affiliates, including sales support by our Global and Major Accounts units. Use of Telco assets for advertising (e.g. van wrapping, banner advertising on telco buildings). PB provides at FDC except for certain analyst services provided at FMV. SWBT and NB provide at FDC or FMV depending on the specific service provided from this service grouping. Customer care is not included in marketing services provided to 272 and 272-like affiliates.

LIST OF ASSETS AND SERVICES PROVIDED
FROM TELCOS TO AFFILIATES

Customer Premises Equipment (CPE) and Wire Services	Includes the sale or lease, installation, maintenance and repair of CPE, simple and complex wire, intra- and inter-building cables and voice, data and/or video equipment as well as other related telecommunications equipment on the customer's side of the network interface. Also included are installation, maintenance, operations support and/or management services (e.g., consulting, design, engineering and administration activities). These network plans can consist of customized wiring (copper, coaxial or fiber) and/or equipment that provides voice, data and/or video services. Inside wire maintenance plans are also offered as a part of this service. Provided at tariff, prevailing price, FDC or FMV depending on the specific service provided from this service grouping. Training of Telco employees to provide CPE Splitter/Filter Support at FDC.
Billing and Collections	Services include billing on Telco bill and associated collection for services provided by the affiliate to its customers. Provided based upon tariff or prevailing price depending on state commission requirements.
Telephone Directory Services	Includes provision of White Pages listings to telephone directory publishers as well as other listing services, both at prevailing price and other miscellaneous directory support at FDC.
Tariffed Telecommunications Services	Provision of services covered by federal and/or state tariff.
Primary Interexchange Carrier Services	May include account maintenance, provision of customer information, verification of customer record and switch data, and service order issuance, which are provided at prevailing price, FDC or FMV.
Wholesale Telecommunications Services	Provision of services (e.g. broadband or other non-tariff wholesale services) on a wholesale basis at Prevailing Price.
Collection Services	Provision of collection services which are not included in a separate billing and collection agreement.
Finance & Treasury Services	Includes budget analysis support, accounting standards, safety services, risk management, and finance corporate fraud management.
Regulatory	Services include regulatory support, audit oversight, consulting services and public affairs support. FDC or FMV depending on the specific service provided from the service grouping
Other Directory Services	Oversight of billing and collection of Yellow Pages sales and advertising, and related project management.
Training Provided to Others	Training classes, curriculums and materials developed or acquired for Telco use are provided to others, and can include custom training development. FDC or FMV depending on specific training provided.
Interconnection	Establishment of interconnection arrangements with other telecommunications providers.
Telecommunications Services	Includes telecommunications support activities such as access to test systems for purpose of performing tests on telco owned facilities used by affiliates and special construction activities. FDC
Project Management	Includes single point of contact for broadband services, back-office order handling and input, coordination of service requests with other departments and affiliates, and coordination of service turn-up, testing and customer hand-off.
Asset Transfers	Occasional transfers of assets to affiliates, listed in the associated matrix by asset type.

**AFFILIATE TRANSACTIONS MATRIX
FROM TELCOS TO AFFILIATES**

Asset/Service Provided**	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	
TARIFFED RATE																															
Billing & Collections		D		D		D		D									D		D	D	D					D					
Real Estate Services					D	D		D				D																			
Tariffed Telecommunications Services	D	D		D	D	D	D	D	D	D	D	D	D	D	D		D	D	D	D	D			D		D					
PUBLICLY FILED AGREEMENT																															
Interconnection		O																			O										
PREVAILING PRICE																															
CPE and Wire Services	O	O	O	O	O	O		O		O		O	O	O	O		O	O	O	D	O					O					
Billing & Collections		D		D		D											D		D	D	D					D					
Telephone Directory Services																				O											
Primary Interexchange Carrier Services		D			D																										
Wholesale Telecommunications Services		D																		D											

- 1= SBC Telecom, Inc.
- 2= Southwestern Bell Communication Services, Inc.
- 3= SBC International, Inc.
- 4= Pacific Bell Directory
- 5= SNET Diversified Group, Inc.
- 6= Pacific Bell Information Services
- 7= Callisma, Inc.
- 8= Pacific Bell Internet Services
- 9= SBC Management Services, USA, Inc.

- 10= Pacific Telesis Group
- 11= Southern New England Telecommunications Corporation
- 12= SBC Services, Inc.
- 13= SBC Management Services, L.P.
- 14= SBC Operations, Inc.
- 15= New Southwestern Bell Mobile Systems, Inc.
- 16= N/A
- 17= Southwestern Bell Internet Services, Inc.
- 18= SBC Laboratories, Inc.

- 19= Southwestern Bell Yellow Pages, Inc.
- 20= SBC Advanced Solutions, Inc.
- 21= Southwestern Bell Messaging Services, Inc.
- 22= N/A
- 23= Sterling Commerce, Inc.
- 24= N/A
- 25= Southwestern Bell Video Services, Inc.
- 26= N/A
- 27= SNET Information Services, Inc.

- 28= SNET America, Inc.
- 29= N/A
- 30= N/A

** See pages V-8 through V-11 appearing earlier in Section V for a more detailed description of services provided
Legend: D = Daily, W = Weekly, M = Monthly, Q = Quarterly, A = Annually, O = Occasionally

**AFFILIATE TRANSACTIONS MATRIX
FROM TELCOS TO AFFILIATES**

Asset/Service Provided**	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	
ASSETS – Higher of Fair Market Value and Net Book Cost																															
Inventory																															
Furniture and Office Equipment		O										O																			
General Purpose Computers												O																			
Central Office Equipment													O								O										
Tools												O																			
Vehicles	O											O									O										
Support Assets												O																			
SERVICES – Higher of Fair Market Value and Fully Distributed Cost																															
Finance & Treasury Services (FDC, FMV)	D	D										O									D										
Administrative Services (FDC, FMV)	D	O	O	O	O	O		O		O	O	O	O	O	D		O	O	O	O	O						D				
Official Communications (FDC, FMV)	D	D	D	D		D		D	D	D	O	D	D	D	D		M	D	D	D	D					M					
Real Estate Services (FDC, FMV)	D	D		D	D	D	D	D	D	D	D	D	D	D	D		D	D	D	D	D					D					
Temporary Projects (FDC, FMV)	O	O	O	O	O	O		O	O	O	O	O	O	O	O		O	O	O	O	O		O		O		O	O			

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**AFFILIATE TRANSACTIONS MATRIX
FROM TELCOS TO AFFILIATES**

Asset/Service Provided**	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
Marketing Services (FDC, FMV)	D	D		D	O	D		D			D	O	D																	
CPE and Wire Svcs (FDC, FMV)	D	D		O		O	O	O			O																			
Telephone Directory Services (FDC)				D																										
Primary Interexchange Carrier Services (FDC, FMV)	D	D																												
Regulatory (FDC, FMV)	M	M		O	O	O	O	O	O	O	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M
Project Management (FDC, FMV)																														
Other Directory Services (FDC)				D																										
Training Provided to Others (FDC, FMV)		O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O
Collection Services (FDC, FMV)	O							D																						
Telecommunications Services (FDC)																														

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FROM TELCOS TO AFFILIATES**

Asset/Service Provided**	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	
Human Resources Support (FDC, FMV)																															
Public Relations Services (FDC, FMV)	O	O	O	O		O		O		O	O	O	O	O	D		O	O	O	O	W		O		O						
Customer Care (FDC, FMV)		D																			D							D			

- | | | | |
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