

PSC NO: 4 TELEPHONE
SBC Telecom, Inc.
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Revision: 0
Superseding Revision:

Access Advantage Plus and SmartTrunk Customers whose service address is not located within a wire center in which SBC Telecom has collocated facilities located will be required to pay Extended Loop and mileage charges for the DS1 facility. This promotion is only available to SuperTrunk Customers whose service address is located within a wire center in which Company has collocated facilities.

10.3 Promotion "C"

During the promotion period, the Company will waive the Monthly Recurring Charge for the first month of service, together with the Non-Recurring Charges, of a Customer that purchases either the Phone Solution or Phone Solution Plus package for business or residential service. The Customer will receive a ten percent (10%) discount on the Phone Solution or Phone Solution Plus package for as long as the Customer maintains local service with the company within the same Metropolitan Statistical Area. The promotional period begins October 8, 2000 and ends January 31, 2001.

10.4 Service Guarantee

Where the Service Guarantee applies, if the Customer is not satisfied with SBC Telecom Service, the Customer may cancel within ninety (90) days after the Customer's installation date. In such event, SBC Telecom will waive any early termination charges. SBC Telecom will also reimburse the Customer for installation charges actually paid by the Customer to restore service to the Customer's previous Local Exchange Carrier. Such reimbursement will only cover installation charges for the same type and quantity of services that Company had provided to the Customer and shall in no event exceed \$1,000. Previous Local Exchange Carrier is defined as the carrier that provided service to the Customer prior to switching to SBC Telecom. For this Service guarantee to apply, the Customer must notify SBC Telecom that it is invoking this Service Guarantee within ninety (90) days from the Customer's installation date. A business customer must provide the notice in writing and must identify the reason it is not satisfied with the Service. In the case of business customers only, SBC Telecom will have thirty (30) days after receipt of the notice to rectify the Customer's problem before the Customer can exercise the Service Guarantee.

Issued by: Kevin M. Chapman, Director-Regulatory Relations, San Antonio, Texas 78215