

PSC NO: 4 TELEPHONE
SBC Telecom, Inc.
Initial Effective Date: May 18, 2003

Leaf: 165
Revision: 0
Superseding Revision:

In order to qualify for reimbursement of installation charges, the Customer must submit a written claim for reimbursement of such charges, together with a copy of the invoice documenting such charges from the prior carrier, within thirty (30) days of the date of such invoice from the prior carrier.

The Service Guarantee applies to Customers purchasing under Promotions "B" or "C".

10.5 Promotion "D" (Reserved for Future Use)

10.6 Promotion "E"

During the promotion period, if the Customer selects a month-to-month or term plan for an eligible service, the Company will:

- (1) Waive the Monthly Recurring Charges for the first month the Customer has the following eligible services:

Phone Solution for Residence and Business Customers
Phone Solution Plus for Residence and Business Customers

- (2) Waive any Non-Recurring Charges that the Customer would ordinarily be obligated to pay during the promotion period for the following eligible services:

Phone Solution for Residential and Business Customers
Phone Solution Plus for Residential and Business Customers
Multi-Lines
Business Single Lines
SmartTrunk-ISDN Primary Rate
SuperTrunk
Access Advantage Plus

The promotion period for Promotion "E" begins March 1, 2001 and continues to April 30, 2001.

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