

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

Leaf: 70
Revision: 0
Superseding Revision:

2.16.2 The Customer will also be responsible for paying any Non-recurring Charges the Company originally waived that Customer would have been charged if Customer had initially obtained Services on a month-to-month basis (or, if Service is not available on a month-to-month basis, the shortest term available for the Service). Such amount will bear interest as set forth below.

2.16.3 The Customer will also be responsible for payment in full of any Non-recurring Charges that the Company had agreed to spread out over the term of the plan, such amounts to bear interest as set forth below.

2.16.4 For purposes of this section, interest and present value will be calculated using the Prime Rate as reported in the Wall Street Journal on January 1st for the year during which Service is discontinued.

2.16.5 All early termination liability set forth above is due and owing within thirty (30) days of termination of service.

2.16.6 Prior to the completion of the selected Service term plan, the Customer may renew or change to a different term plan without incurring early termination charges, provided the new term plan: (1) is for an equal or greater number of circuits than the number ordered originally, and (2) is greater in length than the number of months remaining on the original Service term. Monthly Charges for the new term plan will be based on rates in effect at the time the new plan is ordered.

2.17 Customer Service

Correspondence from the Customer to the Company must be addressed to the attention of the Company's Customer Service department and sent to the appropriate office as listed on the Customer bill. The Customer may also contact the Company's Customer Service department by calling a toll free number provided on the Customer bill.

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