

The Public Utilities Commission of Ohio
TELECOMMUNICATIONS APPLICATION FORM

(Effective: 07/23/2003)
(Pursuant to Case Nos. 99-998-TP-COI and 99-563-TP-COI)

In the Matter of the Application of SBC Ohio)
To Modify as well as Grandfather, Certain Definitions)
And Terms & Conditions Associated with CompleteLink)

Case No. 03-2158-TP-ZTA

Name of Registrant(s) SBC Ohio
DBA(s) of Registrant(s) SBC Ohio is a registered trade name of The Ohio Bell Telephone Company.
Address of Registrant(s) 150 E. Gay Street
Company Web Address SBC.com

Regulatory Contact Person(s) Robert J. Wentz

Phone (614) 223-7950 Fax (614) 223-6229

Regulatory Contact Person's Email Address

RW7817@SBC.com

Contact Person for Annual Report Michael R. Schaedler

Phone (216) 822-8307

Consumer Contact Information Kathy Gentile-Klein

Phone (216) 822-2395

Date October 23, 2003

TRF Docket No. 90-5032-TP-TRF

Motion for protective order included with filing? ☐ Yes ☒ No

Motion for waiver(s) filed affecting this case? ☐ Yes ☒ No [Note: waiver(s) tolls any automatic timeframe]

Company Type (check all applicable): ☐ CTS (IXC) ☒ ILEC ☐ CLEC ☐ CMRS ☐ AOS

☐ Other (explain) _____

NOTE: This form must accompany all applications filed by telecommunication service providers subject to the Commission's rules promulgated in Case No. 99-998-TP-COI, as well as by ILECs filing an ARB or NAG case pursuant to the guidelines established in Case No. 96-463-TP-UNC. *It is preferable NOT to combine different types of filings, but if you do so, you must file under the process with the longest applicable review period.*

I. Please indicate the reason for submitting this form (check one)

- ☐ 1 (AAC) Application to Amend Certificate by a CLEC to modify Serving Area (0-day notice, 7 copies)
- ☐ 2 (ABN) Abandonment of all Services
 - ☐ a. CLEC (90-day approval, 10 copies) ☐ b. CTS (14-day approval, 10 copies) ☐ c. ILEC (NOT automatic, 10 copies)
- ☐ 3 (ACE) New Operating Authority for providers other than CMRS (30-day approval, 7 copies); for CMRS, see item No. 15 on this page.
 - ☐ a. Switched Local ☐ b. Non-switched local ☐ c. CTS ☐ d. Local and CTS ☐ e. Other (explain) _____
- ☐ 4 (ACO) LEC Application to Change Ownership (30-day approval, 10 copies)
- ☐ 5 (ACN) LEC Application to Change Name (30-day approval, 10 copies)
- ☐ 6 (AEC) Carrier-to-Carrier Contract Amendment to an agreement approved in a NAG or ARB case (30-day approval, 7 copies)
NOTE: see item 25 (CTR) on page two of this form for all other contract filings.
- ☐ 7 (AMT) LEC Merger (30-day approval, 10 copies)
- ☐ 8 (ARB) Application for Arbitration (see 96-463-TP-COI for applicable process, 10 copies)
- ☐ 9 (ATA) Application for Tariff Amendment for Tier 1 Services, Application to Reclassify Service Among Tiers, or Change to Non-Tier Service
 - ☐ a. Tier 1 (and Carrier-to-Carrier tariff filings as set forth in 95-845-TP-COI)
 - ☐ i. Pre-filing submittal (30-day pre-filing submittal with Staff and OCC; **Do Not Docket**, 4 copies)
 - ☐ ii. New End User Service which has been preceded by a 30-day pre-filing submittal with Staff for all submittals and a 30-day pre-filing submittal with Staff for Tier 1 residential services (0-day filing, 10 copies)
 - ☐ iii. New End User Service (NOT preceded by a 30-day filing submittal, 30-day approval, 10 copies)
 - ☐ iv. New Carrier-to-Carrier Service which has been preceded by a 30-day pre-filing with Staff (0-day filing, 10 copies)
 - ☐ v. Change in Terms and Conditions, textual revision, correction of error, etc. (30-day approval, 10 copies)
 - ☐ vi. Grandfather service (30-day approval, 10 copies)
 - ☐ vii. Initial Carrier-to-Carrier Services Tariff subsequent to ACE approval (60-day approval, 10 copies)
 - ☐ viii. Withdrawal of Tier 1 service must be filed as an "ATW", not an "ATA" - see item 12, below
 - ☐ b. Reclassification of Service Among Tiers (NOT automatic, 10 copies)
 - ☐ c. Textual revision with no effect on rates for non-specific or non-tier service (30-day approval, 10 copies)
- ☐ 10 (ATC) Application to Transfer Certificate (30-day approval, 7 copies)
- ☐ 11 (ATR) LEC Application to Conduct a Transaction Between Utilities (30-day approval, 10 copies)
- ☐ 12 (ATW) Application to Withdraw a Tier 1 Service
 - ☐ a. CLEC (60-day approval, 10 copies) ☐ b. ILEC (NOT automatic, 10 copies)
- ☐ 13 (CIO) Application for Change in Operations by Non-LEC Providers (0-day notice, 7 copies)
- ☐ 14 (NAG) Negotiated Interconnection Agreement Between Carriers (0-day effective, 90-day approval, 8 copies)
- ☐ 15 (RCC) For CMRS providers only to Register or to Notify of a Change in Operations (0-day notice, 7 copies)
- ☐ 16 (SLF) Self-complaint Application
 - ☐ a. CLEC only - Tier 1 (60-day automatic, 10 copies)
 - ☐ b. Introduce or increase maximum price range for Non-Specific Service Charge (60-day approval, 10 copies)
- ☐ 17 (UNC) Unclassified (explain) _____ (NOT automatic, 15 copies)
- ☒ 18 (ZTA) Tariff Application Involving only Tier 2 Services
 - ☐ a. New End User Service (0-day notice, 10 copies)
 - ☒ b. Change in Terms and Conditions, textual revision, correction of error, etc. (0-day notice, 10 copies)

This is to certify that the images appearing are accurate and complete reproduction of a case file as submitted and delivered in the regular course of business. Date Processed 10/23/07 technician

- ☐ c. Withdrawal of service (0-day notice, 10 copies)
- ☐ 19 Other (explain) _____ (NOT automatic, 15 copies)

THE FOLLOWING ARE TRF FILINGS ONLY, NOT NEW CASES (0-day notice, 3 copies)

- ☐ 20 Introduction or Extension of Promotional Offering
- ☐ 21 New Price List Rate for Existing Service
- ☐ a. Tier 1 ☐ b. Tier 2
- ☐ 22 Designation of Registrant's Process Agent(s)
- ☐ 23 Update to Registrant's Maps
- ☐ 24 Annual Tariff Option For Tier 2 Services - indicate which option you intend to adopt to maintain the tariff. NOTE, changing options is only permitted once per calendar year.
- ☐ Paper Tariff ☐ Electronic Tariff. If electronic, provide the tariff's web address: _____

THE FOLLOWING ARE CTR FILINGS ONLY, NOT NEW CASES (0-day notice, 7 copies)

- ☐ 25 Application to establish, revise, or cancel an end-user contract. (NOTE: see item 6 on page 1 of this form for carrier-to-carrier contract amendments)
- CTR Docket No. _____ - _____ - TP - CTR (Use same CTR number throughout calendar year)

II. Please indicate which of the following exhibits have been filed. The numbers (corresponding to the list on page (1) and above) indicate, at a minimum, the types of cases in which the exhibit is required:

<input type="checkbox"/>	[all]	A copy of any motion for waiver of O.A.C. rule(s) associated with this filing. NOTE: the filing of a motion for waiver tolls any automatic timeframe associated with this filing.
<input type="checkbox"/>	[3]	Completed Service Requirements Form.
<input type="checkbox"/>	[3, 9(vii)]	A copy of registrant's proposed tariffs. (Carrier-to-Carrier resale tariff also required if facilities-based)
<input type="checkbox"/>	[3]	Evidence that the registrant has notified the Ohio Department of Taxation of its intent to conduct operations as a telephone utility in the State of Ohio.
<input type="checkbox"/>	[3]	Brief description of service(s) proposed.
<input type="checkbox"/>	[3a-b,3d]	Explanation of whether applicant intends to provide <input type="checkbox"/> resold services, <input type="checkbox"/> facilities-based services, or <input type="checkbox"/> both resold and facilities-based services.
<input type="checkbox"/>	[3a-b,3d]	Explanation as to whether CLEC currently offers CTS services under separate CTS authority, and whether it will be including those services within its CLEC filing, or maintaining such CTS services under a separate affiliate.
<input type="checkbox"/>	[3a-b,3d]	Explanation of how the proposed services in the proposed market area are in the public interest.
<input type="checkbox"/>	[3a-b,3d]	Description of the proposed market area.
<input type="checkbox"/>	[3a-b,3d]	Description of the class of customers (e.g., residence, business) that the applicant intends to serve.
<input type="checkbox"/>	[3a-b,3d]	Documentation attesting to the applicant's financial viability, including, at a minimum, a pro forma income statement and a balance sheet. If the pro forma income statement is based upon a certain geographical area(s) or information in other jurisdictions, please indicate.
<input type="checkbox"/>	[3a-d]	Documentation attesting to the applicant's technical and managerial expertise relative to the proposed service offering(s) and proposed service area.
<input type="checkbox"/>	[3a-d]	Documentation indicating the applicant's corporate structure and ownership.
<input type="checkbox"/>	[3a-b,3d]	Information regarding any similar operations in other states. Also, if this company has been previously certified in the State of Ohio, include that certification number.
<input type="checkbox"/>	[3a-b,3d]	Verification that the applicant will maintain local telephony records separate and apart from any other accounting records in accordance with the GAAP.
<input type="checkbox"/>	[3a-b,3d]	Verification of compliance with any affiliate transaction requirements.
<input type="checkbox"/>	[3a-b,3d]	Explanation as to whether rates are derived through (check all applicable): <input type="checkbox"/> interconnection agreement, <input type="checkbox"/> retail tariffs, or <input type="checkbox"/> resale tariffs.
<input type="checkbox"/>	[1,3a-b,3d]	Explanation as to which service areas company currently has an approved interconnection or resale agreement.
<input type="checkbox"/>	[3a-b,3d, 9a(i-iii)]	Explanation of whether applicant intends to provide Local Services which require payment in advance of Customer receiving dial tone.
<input type="checkbox"/>	[3a,3b,3d, 9a,(i-iii)]	Tariff sheet(s) listing the services and associated charges that must be paid prior to customer receiving dial tone (if applicable).
<input type="checkbox"/>	[3a-b,3d,8]	Letters requesting negotiation pursuant to Sections 251 and 252 of the Telecommunications Act of 1996 and a proposed timeline for construction, interconnection, and offering of services to end users.
<input type="checkbox"/>	[3-5,7,10-11,13]	Certification from Ohio Secretary of State as to party's proper standing (domestic or foreign corporation, authorized use of fictitious name, etc.). In transfer of certificate cases, the transferee's good standing must be established.
<input type="checkbox"/>	[3-4,7,10-11,13]	List of names, addresses, and phone numbers of officers and directors, or partners.
<input type="checkbox"/>	[3]	A sample copy of the customer bill and disconnection notice the applicant plans to utilize.
<input checked="" type="checkbox"/>	[1,4,9,10-13,16-21]	Copy of superseded tariff sheet(s) & price list(s), if applicable, marked as Exhibit A.
<input checked="" type="checkbox"/>	[1,4,9,10-13,16-21]	Copy of revised tariff sheets & price lists, marked as Exhibit B.
<input type="checkbox"/>	[3]	Provide a copy of any customer application form required in order to establish residential service, if applicable.
<input checked="" type="checkbox"/>	[1-2,4-7,9,12-13,16,18-23,25]	Description of and rationale for proposed tariff changes, including a complete description of the service(s) proposed or affected. Specify for each service affected whether it is <input checked="" type="checkbox"/> business; <input type="checkbox"/> residence; or <input type="checkbox"/> both. Also indicate whether it is a <input type="checkbox"/> switched or <input type="checkbox"/> dedicated service. Include this information in either the cover letter or Exhibit C.

<input checked="" type="checkbox"/>	[1,2,4,9a(v-vi), 5,10,16,18(b-c), 20-21]	Specify which notice procedure has been utilized: <input checked="" type="checkbox"/> direct mail; <input type="checkbox"/> bill insert; <input type="checkbox"/> bill notation or <input type="checkbox"/> electronic mail. NOTE: Tier 1 price list increases must be within an approved range of rates.
<input checked="" type="checkbox"/>	[2,4-5,9a(v), 9b, 10,12-13,16, 18(b-c),20-21]	Copy of real time notice which has been provided to customers.
<input checked="" type="checkbox"/>	[1,2,5,9a(v),11-13, 21(increase only)]	Affidavit attesting that customer notice has been provided.
<input type="checkbox"/>	[2,12]	Copy of Notice which has been provided to ILEC(s).
<input type="checkbox"/>	[2,12]	Listing of Assigned (NPA) NXX's where in the LECs (NPA) NXX's would be reassigned.
<input type="checkbox"/>	[2,4,10,12-13,]	List of Ohio exchanges specifically involved or affected.
<input type="checkbox"/>	[14]	The interconnection agreement adopted by negotiation or mediation.
<input type="checkbox"/>	[15]	For commercial mobile radio service providers, a statement affirming that registrant has obtained all necessary federal authority to conduct operations being proposed, and that copies have been furnished by cellular, paging, and mobile companies to this Commission of any Form 401, 463, and / or 489 which the applicant has filed with the Federal Communications Commission.
<input type="checkbox"/>	[15]	Exhibits must include company name, address, contact person, service description, and evidence of registration with the Ohio Secretary of State.
<input type="checkbox"/>	[24]	Affidavit that total price of contract exceeds total cost of all regulated services.
<input type="checkbox"/>	[5,13]	New title sheet with proposed new company name.
<input type="checkbox"/>	[1,3,13]	For CLECs, List of Ohio Exchanges the applicant intends to serve (Use spreadsheet from: http://www.puc.state.oh.us/puco/forms/form.cfm?doc_id=357).
<input type="checkbox"/>	[1,3a-b,3d,7, 10,13, 23]	<p>Maps depicting the proposed serving and calling areas of the applicant.</p> <p>If Mirroring Large ILEC exchanges for both serving area and local calling areas: • Serving area must be clearly reflected on an Ohio map attached to tariffs and textually described in tariffs by noting that it is reflecting a particular large ILEC/CLEC territory, and listing the involved exchanges. • Local calling areas must be clearly reflected on an Ohio map attached to the tariffs, and/or clearly delineated in tariffs, including a complete listing of each exchange being served and all exchanges to which local calls can be made from each of those exchanges.</p> <p>If Self-defining serving area and/or local calling area as an area other than that of the established ILEC exchange(s): • Serving Area must be clearly reflected on an Ohio map attached to the tariffs, and textually described in tariffs by listing the involved exchanges. • Local Calling Areas must be described in the tariff through textual delineation and clear maps. Maps for self-defined serving and local calling areas are required to be traced on United States Geological Survey topography maps. These maps are the Standard Topographic Quadrangle maps, 7.5 minute 1:24,000.</p>
<input type="checkbox"/>		Other information requested by the Commission staff.
<input type="checkbox"/>	[3]	Initial certification that includes Tier 2 Services, indicate which option you intend to adopt to maintain the tariff: <input type="checkbox"/> Paper Tariff <input type="checkbox"/> Electronic Tariff - If electronic, provide the web address for the tariff:

III. Registrant hereby attests to its compliance with the following requirements in the Service Requirements Form, as well as all pertinent entries and orders issued by the Commission with respect to these issues. Further, registrant hereby affirms that it will maintain with its TRF docket an up-to-date, properly marked, copy of the Service Requirements Form available for public inspection.

MANDATORY REQUIREMENTS FOR ALL BASIC LOCAL EXCHANGE AND CTS PROVIDERS:

- ☒ Sales tax
- ☒ Minimum Telephone Service Standards (MTSS)
- ☒ Surcharges

MANDATORY REQUIREMENTS FOR ALL BASIC LOCAL EXCHANGE PROVIDERS:

- ☒ 1+ IntraLATA Presubscription

SERVICE REQUIREMENTS FOR PROVISION OF CERTAIN SERVICES (CHECK ALL APPLICABLE):

- ☐ Discounts for Persons with Communication Disabilities and the Telecommunication Relay Service [Required if toll service provided]
- ☐ Emergency Services Calling Plan [Required if toll service provided]
- ☐ Alternative Operator Service (AOS) requirements [Required for all providing AOS (including inmate services) service]
- ☐ Limitation of Liability Language [Required for all who have tariff language that may limit their liability]
- ☐ Termination Liability Language [Required for all who have early termination liability language in their tariffs]
- ☐ Service Connection Assistance (SCA) [Required for all LECs]
- ☐ Local Number Portability and Number Pooling [Required for facilities-based LECs]
- ☐ Package Language [Required for tariffs containing packages or service bundles containing both local and toll and/or non-regulated services]

IV. List names, titles, phone numbers, and addresses of those persons authorized to respond to inquiries from the Consumer Services Department on behalf of the applicant regarding end-user complaints:

Kathy Gentile-Klein
45 Erieview Plaza

Manager – Customer Complaints (216) 822-2395
Cleveland, Ohio 44114

V. List names, titles, phone numbers, and addresses of those persons authorized to make and/or affirm or verify filings at the Commission on behalf of the applicant:

Robert J. Wentz
150 E. Gay Street

Manager – Dockets & Issues
Columbus, Ohio 43215

(614) 223-7950

NOTE: An annual report is required to be filed with the Commission by each company on an annual basis. The annual report form will be sent for completion to the address and individual(s) identified in this Section unless another address or individual is so indicated.

VI. List Name(s), DBA(s) and PUCO Certification Number(s) of any affiliates you have operating in Ohio under PUCO authority, whether Telecommunication or other. (If needed, use a separate sheet and check here: ☐)

Ameritech Advanced Data Services of Ohio, Inc., d/b/a SBC Advanced Solutions, Inc., Cert. No. 90-5181; Cincinnati SMSA Limited Partnership, d/b/a Cingular, Cert. No. 90-5304; Ameritech Wireless Communications, Inc., d/b/a Cingular, Cert. No. 90-5354; Ameritech Mobile Communications, Inc., d/b/a SBC Paging, Cert. No. 90-5541.

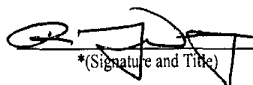
AFFIDAVIT

Minimum Telephone Service Standards

I am an officer of the applicant corporation, SBC Ohio, and am authorized to make this statement on its behalf. I attest that these tariffs comply with the Minimum Telephone Service Standards (MTSS) for the state of Ohio. I understand that the Minimum Telephone Service Standards, as modified and clarified from time to time, supercede any contradictory provisions in our tariff. We will fully comply with the rules of the state of Ohio and understand that noncompliance can result in various penalties, including the suspension of our certificate to operate within the state of Ohio.

I declare under penalty of perjury that the foregoing is true and correct.

Executed on October 23, 2003 at Columbus, Ohio


*(Signature and Title)


Manager – Dockets & Issues

October 23, 2003

**** This affidavit is required for every tariff-affecting filing. It may be signed by counsel or an officer of the applicant, or an authorized agent of the applicant.***

VERIFICATION

I, Robert J. Wentz verify that I have utilized, verbatim, the Commission's Telecommunications Application Form and that all of the information submitted here, and all additional information submitted in connection with this case, is true and correct to the best of my knowledge.


*(Signature and Title)

Manager – Dockets & Issues

October 23, 2003

****Verification is required for every filing. It may be signed by counsel or an officer of the applicant, or an authorized agent of the applicant.***

Send your completed Application Form, including all required attachments as well as the required number of copies, to:

Public Utilities Commission of Ohio
Attention: Docketing Division (or to the Telecommunications Division Chief if a pre-filing submittal)
180 East Broad Street, Columbus, OH 43215-3793

THE OHIO BELL
TELEPHONE COMPANY

Ameritech
Tariff

P.U.C.O. NO. 20

PART 1 SECTION 3

PART 1 - Preface
SECTION 3 - Alphabetical Subject Index

19th Revised Sheet No. 2
Cancels
18th Revised Sheet No. 2

ALPHABETICAL SUBJECT INDEX (cont'd)

TOPIC	PART	SECTION	SHEET
A (cont'd)			
Ameritech Base Rate Service (see Dedicated Communications Services)			
Ameritech Call Control	8	2	8
Ameritech Centrex Service (ACS)	5	1	1
Ameritech CompleteLink	4	2	27
Ameritech CompleteLink Termination Fee Waiver	4	2	42 (N)
Ameritech Customer Location Alternate Routing (ACLAR)	8	4	5
Ameritech Digital Transport Service (ADTS) (Grandfathered)	20	6	4
Ameritech Digital Transport Service - Enhanced (ADTS)	6	7	9
Ameritech DS1 Service (see Dedicated Communications Services)			
Ameritech DS3 Service (see Dedicated Communications Services)			
Ameritech EasyLink	4	2	39
Ameritech EasyLink Save/Winback	4	2	36
Ameritech FeatureLink Service SM	7	5	3
Ameritech Fiber Distributed Data Interface (FDDI) Service (see Dedicated Communications Services)			
Ameritech Home Services Packages	20	4	17
Ameritech Inmate Calling Service	13	1	12
Ameritech Integrated Services Digital Network (ISDN) Local Calling Value Plan (AILCVP)	4	2	19.1
Ameritech Intercept Referral Extension Service	11	4	4
Ameritech ISDN Direct	17	1	1
Ameritech ISDN Prime Service	17	2	1
Ameritech LAN Interconnect Service (ALIS) (see Dedicated Communications Services)			
Ameritech National Integrated Services Digital Network (ISDN) Direct	17	1	14
Ameritech Network Reconfiguration Service (ANRS) (see Dedicated Communications Services)			
Ameritech Network Switch Alternate Routing (ANSAR)	8	4	1

Issued: September 26, 2002

Effective: October 28, 2002

In accordance with Case No. 02-2761-TP-ATA, issued September 26, 2002.

By James C. Smith, President, Columbus, Ohio

Exhibit A Sheet 1

THE OHIO BELL
TELEPHONE COMPANY

Ameritech

Tariff

P.U.C.O. NO. 20

PART 1 SECTION 3

4th Revised Sheet No. 5

Cancels

PART 1 - Preface

SECTION 3 - Alphabetical Subject Index

3rd Revised Sheet No. 5

ALPHABETICAL SUBJECT INDEX (cont'd)

TOPIC	PART	SECTION	SHEET
C (cont'd)			
Complimentary Network Services (CNS)	7	3	-
Concentrator-Identifier Equipment	6	8	1
Conduit Occupancy	2	6	7
Connecting Company Lines, Use of	2	2	19
Connections	2	9	-
Connections of Customer-Provided Test Equipment	2	9	32
Connections with Customer Premises Equipment Provided by Customers	2	9	1
Connections with Facilities and Equipment of Specific Groups of Customers	2	9	22
Construction Charges	2	5	-
Construction Charges, General Regulations	2	5	1
Connections for Private Line Services	2	9	48
CourtesyLine	13	1	8
Custom BizSaver® Packages	4	5	29
Custom Calling Features	7	1	-
Call Forwarding	7	1	1
Call Waiting	7	1	1
Three-Way Calling	7	1	1
Custom Calling Service Packages	7	2	8
Custom Number Service	8	8	70
Customer Control Option	7	3	6
Customer-Owned, Coin-Operated Telephones (COCOT)	13	2	1
P.U.C.O. Requirements (APPENDIX A)	13	2	-
P.U.C.O. Requirements (APPENDIX B)	13	2	-
Customer Premises Equipment	8	8	-
Dual Element Charges	8	8	19
Emergency Reporting, Alerting and Dispatching Services	8	8	53
Establishment and Furnishing of Service	8	8	14
General Provisions	8	8	13
Initial Contract	8	8	15
Interconnection Equipment	8	8	37
Key Telephone Systems	8	8	47
Miscellaneous and Supplemental Equipment	8	8	22

Issued: November 12, 2002

Effective: November 12, 2002

In accordance with Case No. 02-2966-TP-ATA, issued November 12, 2002.

By James C. Smith, President, Columbus, Ohio

Exhibit A Sheet 2

THE OHIO BELL
TELEPHONE COMPANY

Ameritech
Tariff

P.U.C.O. NO. 20

PART 4 SECTION 2

2nd Revised Sheet No. 27

PART 4 - Exchange Access Services

Cancels

SECTION 2 - Exchange Lines and Usage

1st Revised Sheet No. 27

4. AMERITECH COMPLETELINK

A. DESCRIPTION

Ameritech CompleteLink is an optional access and usage volume discount plan for Ameritech business customers. Customers subscribing to Ameritech CompleteLink receive monthly discounts on selected services based on the customer's Minimum Annual Revenue Commitment (MARC). Ameritech CompleteLink requires Ameritech local access, local usage and local toll.

(C)

B. DEFINITIONS

Minimum Annual Revenue Commitment (MARC)

The minimum annual revenue commitment that the customer must commit to, per year, in order to receive the volume discount.

Minimum Annual Toll Usage Commitment (MATUC)

The total minimum annual toll usage commitment for all customer locations covered by the Ameritech CompleteLink plan.

(D)

Contributory Services

Those services whose revenue is counted towards achievement of the customers selected MARC.

(D)

(C)

Eligible Services

Those services that are eligible for discounts based on achievement of a specified MARC.

(C)

Issued: October 1, 1999

Effective: October 1, 1999

In accordance with Case No. 99-1028-TP-ATA, issued August 31, 1999.

By J. F. Woods, President, Cleveland, Ohio

Exhibit A Sheet 3

THE OHIO BELL
TELEPHONE COMPANY

Ameritech

Tariff

P.U.C.O. NO. 20

PART 4 SECTION 2

3rd Revised Sheet No. 28

PART 4 - Exchange Access Services

Cancels

SECTION 2 - Exchange Lines and Usage

2nd Revised Sheet No. 28

4. AMERITECH COMPLETELINK (cont'd)

C. TERMS AND CONDITIONS

1. Minimum Annual Revenue Commitment

The MARC is the minimum annual revenue commitment that the customer must commit to, per year, in order to receive the volume discount.

(D)

MARC revenue is the sum total of the customer's annual billed revenue, for services specified in Ameritech's CompleteLink tariffs, for all eligible business accounts located in the Ameritech region, including customer affiliated revenue, before discounts are applied for the following contributory services for the following options:

(D)

Contributory Services:

(C)

Business Exchange Access Service
Business trunk
ADTS-E
Centrex Service and Features including Centrex Single Payment Option
Local Usage Service (Local Calling Plus, Community Calling, Econo Calling Service) including Ameritech Calling Card surcharges and usage
ADTS-E usage
Centrex usage
ISDN usage
ISDN direct
ISDN prime including features
IntraLATA DS0, DS1 and DS3 including intraLATA interstate Custom and Advanced Custom Calling Features
IntraLATA Toll usage including intraLATA interstate
Toll-free 800/888 usage including intraLATA interstate
Telework

(T)

The Ameritech CompleteLink plan is available with one year, three year or five year term plans.

Issued: January 29, 2001

Effective: March 1, 2001

In accordance with Case No. 01-229-TP-ATA, issued January 29, 2001.

By James C. Smith, President, Cleveland, Ohio

Exhibit A Sheet 4

THE OHIO BELL
TELEPHONE COMPANY

Ameritech

Tariff

P.U.C.O. NO. 20

PART 4 SECTION 2

PART 4 - Exchange Access Services
SECTION 2 - Exchange Lines and Usage

3rd Revised Sheet No. 29
Cancels
2nd Revised Sheet No. 29

4. AMERITECH COMPLETELINK (cont'd)

C. TERMS AND CONDITIONS (cont'd)

1. Minimum Annual Revenue Commitment (cont'd)

CompleteLink customers who fail to meet their selected MARC will be billed the difference between the selected MARC and the Annual revenue billed.

MARC volume discounts apply to the following eligible services:

(C)

Business Exchange Access Service
Business Trunks
ADTS-E
Local Usage Services (Local Calling Plus, Community Calling,
Econo Calling Service)
ADTS-E usage
Centrex usage
ISDN usage
IntraLATA Toll usage
Toll-free 800/888 usage
Ameritech Calling Card surcharges and usage
Custom and Advanced Custom Calling Features

(C)

(C)

(D)

(D)

(D)

Local and state additional charges, taxes and the End User Common Line Charge are not volume discount eligible.

With the exception of the Minimum Annual Toll Usage Commitment (MATUC) as described following and local access and usage, Ameritech CompleteLink customers are not required to purchase any of the MARC contributory services. Tariffed recurring and nonrecurring charges apply to the installation and use of these services.

Issued: January 29, 2001

Effective: March 1, 2001

In accordance with Case No. 01-229-TP-ATA, issued January 29, 2001.

By James C. Smith, President, Cleveland, Ohio

Exhibit A Sheet 5

THE OHIO BELL
TELEPHONE COMPANY

Ameritech

Tariff

P.U.C.O. NO. 20

PART 4 SECTION 2

3rd Revised Sheet No. 30

Cancels

PART 4 - Exchange Access Services

SECTION 2 - Exchange Lines and Usage

2nd Revised Sheet No. 30

4. AMERITECH COMPLETELINK (cont'd)

C. TERMS AND CONDITIONS (cont'd)

1. Minimum Annual Revenue Commitment (cont'd)

A customer's MARC volume discount may not exceed the following maximums per plan, per year:

<u>Minimum Annual Revenue</u>	<u>Maximum Annual MARC Discount</u>	(C)
\$ 700- 1,199	\$ 350	(C)
1,200- 2,999	700	
3,000- 6,999	1,000	
7,000- 11,999	1,500	
12,000- 17,999	2,500	
18,000- 24,999	2,500	
25,000- 34,999	3,500	(C)
35,000- 49,999	5,250	
50,000- 74,999	8,250	
75,000- 99,999	11,500	
100,000-124,999	24,000	
125,000-149,999	24,000	
150,000-199,999	36,000	
200,000 plus	36,000	

Issued: January 29, 2001

Effective: March 1, 2001

In accordance with Case No. 01-229-TP-ATA, issued January 29, 2001.

By James C. Smith, President, Cleveland, Ohio

Exhibit A Sheet 6

THE OHIO BELL
TELEPHONE COMPANY

Ameritech

Tariff

P.U.C.O. NO. 20

PART 4

SECTION 2

1st Revised Sheet No. 30.1

Cancels

PART 4 - Exchange Access Services
SECTION 2 - Exchange Lines and Usage

Original Sheet No. 30.1

4. AMERITECH COMPLETELINK (cont'd)

C. TERMS AND CONDITIONS (cont'd)

1. Minimum Annual Revenue Commitment (cont'd)

(C)

An eligible CompleteLink customer may include up to, but not exceed 250 of its locations per state, under one Ameritech CompleteLink Plan. A customer may subscribe to only one CompleteLink Plan at a time.

A CompleteLink plan is not transferable to, or may not be assumed by, a customer or customers other than the customer of record without prior written consent of Ameritech.

The Ameritech CompleteLink plan applies to all of the intraLATA services of the subscribing customer, including all business usage and message toll service for all business locations covered by the plan. The jurisdiction of the main billing telephone number selected by the customer will dictate the jurisdiction of the governing tariff for the Ameritech CompleteLink contract.

MARC discounts will not accumulate or be effective until August 14, 1999.

Issued: October 1, 1999

Effective: October 1, 1999

In accordance with Case No. 99-1028-TP-ATA, issued August 31, 1999.

By J. F. Woods, President, Cleveland, Ohio

Exhibit A Sheet 7

THE OHIO BELL
TELEPHONE COMPANY

Ameritech

Tariff

P.U.C.O. NO. 20

PART 4

SECTION 2

2nd Revised Sheet No. 31

Cancels

PART 4 - Exchange Access Services
SECTION 2 - Exchange Lines and Usage

1st Revised Sheet No. 31

4. AMERITECH COMPLETELINK (cont'd)

C. TERMS AND CONDITIONS (cont'd)

2. Minimum Annual Toll Usage Commitment (MATUC) (C)

The MATUC is the total minimum annual toll usage revenue commitment (C)
for all customer service locations covered by the Ameritech
CompleteLink plan for the following Ameritech services: IntraLATA,
interstate and intraLATA intrastate, message toll service; Ameritech
Calling Card charges excluding surcharges; intraLATA intrastate and
intraLATA interstate 800/888 toll-free services.

An Ameritech CompleteLink MARC that has less than a 10% MATUC will (C)
receive a lesser discount than MARCs that have a 10% or more MATUC.
CompleteLink requires a Minimum Annual Toll Usage Commitment. See (C)
PRICES following.

MATUC usage prices as specified in PRICES, following, apply to (C)
customer-dialed, station-to-station calling card and IntraLATA,
intrastate toll calls.

Ameritech CompleteLink MATUC may not be combined with any other (C)
optional calling plan.

Ameritech CompleteLink MATUC charges are billed per minute with (C)
initial increments of eighteen (18) seconds and additional
increments of six (6) seconds or fraction thereof.

Ameritech CompleteLink customers who fail to meet their selected (C)
MATUC will be billed the difference between the selected MATUC and
the Annual Toll revenue billed. (C)

Issued: October 1, 1999

Effective: October 1, 1999

In accordance with Case No. 99-1028-TP-ATA, issued August 31, 1999.

By J. F. Woods, President, Cleveland, Ohio

Exhibit A Sheet 8

THE OHIO BELL
TELEPHONE COMPANY

Ameritech

Tariff

P.U.C.O. NO. 20

PART 4 SECTION 2

PART 4 - Exchange Access Services
SECTION 2 - Exchange Lines and Usage

3rd Revised Sheet No. 32

Cancels

2nd Revised Sheet No. 32

4. AMERITECH COMPLETELINK (cont'd)

D. PRICES

1. Service Elements

% Discount on Eligible Services^{/1/}

(T)

Annual Minimum	MARC less than 10% toll			
	1 Year	3 Years	5 Years	
\$ 700- 1,199	2.0%	4.0%	4.5%	(C)
1,200- 2,999	2.25%	4.25%	4.75%	(D)
3,000- 6,999	2.5%	4.5%	5.0%	(D)
7,000- 11,999	3.0%	5.0%	5.5%	(C)
12,000- 17,999	3.5%	5.5%	6.0%	
18,000- 24,999	3.5%	5.5%	6.0%	
25,000- 34,999	4.5%	6.5%	7.0%	(C)
35,000- 49,999	5.0%	7.0%	7.5%	
50,000- 74,999	5.5%	7.5%	8.0%	
75,000- 99,999	6.0%	8.0%	8.5%	
100,000-124,999	6.5%	8.5%	9.0%	
125,000-149,999	6.5%	8.5%	9.0%	
150,000-199,999	7.0%	9.0%	9.5%	
200,000 plus	7.0%	9.0%	9.5%	

/1/ CompleteLink customers with the One-Way Optional Plan, will receive the CompleteLink Discount and NOT the toll rate indicated in their One-Way Optional Plan.

Issued: January 29, 2001

Effective: March 1, 2001

In accordance with Case No. 01-229-TP-ATA, issued January 29, 2001.

By James C. Smith, President, Cleveland, Ohio

Exhibit A Sheet 9

THE OHIO BELL
TELEPHONE COMPANY

Ameritech

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P.U.C.O. NO. 20

PART 4 SECTION 2

3rd Revised Sheet No. 33

PART 4 - Exchange Access Services

Cancels

SECTION 2 - Exchange Lines and Usage

2nd Revised Sheet No. 33

4. AMERITECH COMPLETELINK (cont'd)

D. PRICES (cont'd)

1. Service Elements (cont'd)

% Discount on Eligible Services^{/1/}

(T)

Annual Minimum	MARC greater than 10% toll			
	1 Year	3 Years	5 Years	
\$ 700- 1,199	5.0%	7.0%	7.5%	(C)
1,200- 2,999	5.25%	7.25%	7.75%	(D)
3,000- 6,999	5.5%	7.5%	8.0%	(D)
7,000- 11,999	6.0%	8.0%	8.5%	(C)
12,000- 17,999	6.5%	8.5%	9.0%	
18,000- 24,999	6.5%	8.5%	9.0%	
25,000- 34,999	7.5%	9.5%	10.0%	(C)
35,000- 49,999	8.0%	10.0%	10.5%	
50,000- 74,999	8.5%	10.5%	11.0%	
75,000- 99,999	9.0%	11.0%	11.5%	
100,000-124,999	9.5%	11.5%	12.0%	
125,000-149,999	9.5%	11.5%	12.0%	
150,000-199,999	10.0%	12.0%	12.5%	
200,000 plus	10.0%	12.0%	12.5%	

/1/ CompleteLink customers with the One-Way Optional Plan, will receive the CompleteLink Discount and NOT the toll rate indicated in their One-Way Optional Plan.

Issued: January 29, 2001

Effective: March 1, 2001

In accordance with Case No. 01-229-TP-ATA, issued January 29, 2001.

By James C. Smith, President, Cleveland, Ohio

Exhibit A Sheet 10

THE OHIO BELL
TELEPHONE COMPANY

Ameritech

Tariff

P.U.C.O. NO. 20

PART 4 SECTION 2

2nd Revised Sheet No. 34

Cancels

PART 4 - Exchange Access Services
SECTION 2 - Exchange Lines and Usage

1st Revised Sheet No. 34

4. AMERITECH COMPLETELINK (cont'd)

D. PRICES (cont'd)

1. Service Elements (cont'd)

Description	MATUC	Toll Sub-Commitment		
		Base 1 Year	Base 3 Years	Base 5 Years
IntraLATA	\$ 70- 119	\$0.130	\$0.120	\$0.110
Toll/800-888	120- 299	0.130	0.120	0.110
Rates/ minute	300- 699	0.126	0.116	0.106
	700- 1,199	0.122	0.112	0.102
	1,200- 1,799	0.118	0.108	0.098
	1,800- 2,499	0.118	0.108	0.098
	2,500- 3,499	0.114	0.104	0.094
	3,500- 4,999	0.110	0.100	0.090
	5,000- 7,499	0.106	0.096	0.086
	7,500- 9,999	0.102	0.092	0.082
	10,000-12,499	0.098	0.088	0.078
	12,500-14,999	0.098	0.088	0.078
	15,000-19,999	0.094	0.084	0.074
	20,000-29,999	0.094	0.084	0.074
	30,000-49,999	0.090	0.080	0.070
	50,000 plus	0.086	0.076	0.066

(C)

(C)

(D)

Issued: October 1, 1999

Effective: October 1, 1999

In accordance with Case No. 99-1028-TP-ATA, issued August 31, 1999.

By J. F. Woods, President, Cleveland, Ohio

Exhibit A Sheet 11

THE OHIO BELL
TELEPHONE COMPANY

Ameritech

Tariff

P.U.C.O. NO. 20

PART 4 SECTION 2

3rd Revised Sheet No. 35

PART 4 - Exchange Access Services

Cancels

SECTION 2 - Exchange Lines and Usage

2nd Revised Sheet No. 35

4. AMERITECH COMPLETELINK (cont'd)

D. PRICES (cont'd)

2. Other Applicable Charges and Payments

Service Connection Charges are not applicable when establishing or changing to Ameritech CompleteLink.

3. Termination Charges

Customers terminating a CompleteLink plan prior to the expiration of the selected term period are subject to termination charges.

Termination charges are equal to 50% of the MARC multiplied by the number of years remaining in the customer's term period. For a partial year, if the partial year revenue is less than the MARC, the customer is liable for the difference between 50% of the MARC and the actual billed revenue. (C)

Termination liability charges are not applicable if during the CompleteLink term period the customer converts to another Ameritech access or usage plan with a term equal to or greater than the existing CompleteLink plan, and a revenue commitment equal to or greater than the CompleteLink MARC. (C)

Commission approval of the above termination liability language is not intended to indicate that the Commission has sanctioned any particular legal result should a dispute arise between the parties. In the event of dispute signatories to such contracts may pursue whatever legal remedies they deem appropriate to resolve the dispute.

4. Service Guarantee

Within 90 days of subscribing to Ameritech CompleteLink 3 year and 5 year term plans, customers may cancel this service without incurring the termination liability charges specified in this tariff. This guarantee does not apply to customers who terminate or convert to another Ameritech toll, access and/or usage commitment product for the purpose of subscribing to Ameritech CompleteLink.

Issued: April 26, 2001

Effective: May 29, 2001

In accordance with Case No. 01-1005-TP-ATA, issued May 29, 2001.

By James C. Smith, President, Cleveland, Ohio

Exhibit A Sheet 12

THE OHIO BELL
TELEPHONE COMPANY

SBC
Tariff

P.U.C.O. NO. 20

PART 1 SECTION 3

PART 1 - Preface
SECTION 3 - Alphabetical Subject Index

20th Revised Sheet No. 2
Cancels
19th Revised Sheet No. 2

ALPHABETICAL SUBJECT INDEX (cont'd)

TOPIC	PART	SECTION	SHEET
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Ameritech Call Control	5	1	1
Ameritech Centrex Service (ACS)	4	2	27
Ameritech CompleteLink Termination Fee Waiver	4	2	42
Ameritech Customer Location Alternate Routing (ACLAR)	8	4	5
Ameritech Digital Transport Service (ADTS) (Grandfathered)	20	6	4
Ameritech Digital Transport Service - Enhanced (ADTS)	6	7	9
Ameritech DS1 Service (see Dedicated Communications Services)			
Ameritech DS3 Service (see Dedicated Communications Services)			
Ameritech EasyLink	4	2	39
Ameritech EasyLink Save/Winback	4	2	36
Ameritech FeatureLink Service SM	7	5	3
Ameritech Fiber Distributed Data Interface (FDDI) Service (see Dedicated Communications Services)			
Ameritech Home Services Packages	20	4	17
Ameritech Inmate Calling Service	13	1	12
Ameritech Integrated Services Digital Network (ISDN) Local Calling Value Plan (AILCVP)	4	2	19.1
Ameritech Intercept Referral Extension Service	11	4	4
Ameritech ISDN Direct	17	1	1
Ameritech ISDN Prime Service	17	2	1
Ameritech LAN Interconnect Service (ALIS) (see Dedicated Communications Services)			
Ameritech National Integrated Services Digital Network (ISDN) Direct	17	1	14
Ameritech Network Reconfiguration Service (ANRS) (see Dedicated Communications Services)			
Ameritech Network Switch Alternate Routing (ANSAR)	8	4	1

/1/ Material now appears on 5th Revised Sheet No. 5 in Part 1, Section 3 of
this Tariff.

Issued: October 23, 2003

Effective: October 24, 2003

In accordance with an Order issued by the Public Utilities Commission of
Ohio, dated January 6, 2003, Case No. 02-3069-TP-ALT.

By Connie Browning, President, Cleveland, Ohio

THE OHIO BELL
TELEPHONE COMPANY

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Tariff

P.U.C.O. NO. 20

PART 1 SECTION 3

PART 1 - Preface
SECTION 3 - Alphabetical Subject Index

5th Revised Sheet No. 5
Cancels
4th Revised Sheet No. 5

ALPHABETICAL SUBJECT INDEX (cont'd)

TOPIC	PART	SECTION	SHEET	
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CompleteLink	4	2	21	(N)
Grandfathered	20	4	27	(N)
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Concentrator-Identifier Equipment	6	8	1	
Conduit Occupancy	2	6	7	
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Connections of Customer-Provided Test Equipment	2	9	32	
Connections with Customer Premises Equipment Provided by Customers	2	9	1	
Connections with Facilities and Equipment of Specific Groups of Customers	2	9	22	
Construction Charges	2	5	-	
Construction Charges, General Regulations	2	5	1	
Connections for Private Line Services	2	9	48	
CourtesyLine	13	1	8	
Custom BizSaver® Packages	4	5	29	
Custom Calling Features	7	1	-	
Call Forwarding	7	1	1	
Call Waiting	7	1	1	
Three-Way Calling	7	1	1	
Custom Calling Service Packages	7	2	8	
Custom Number Service	8	8	70	
Customer Control Option	7	3	6	
Customer-Owned, Coin-Operated Telephones (COCOT)	13	2	1	
P.U.C.O. Requirements (APPENDIX A)	13	2	-	
P.U.C.O. Requirements (APPENDIX B)	13	2	-	
Customer Premises Equipment	8	8	-	
Dual Element Charges	8	8	19	
Emergency Reporting, Alerting and Dispatching Services	8	8	53	
Establishment and Furnishing of Service	8	8	14	
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Interconnection Equipment	8	8	37	
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Issued: October 23, 2003

Effective: October 24, 2003

In accordance with an Order issued by the Public Utilities Commission of Ohio, dated January 6, 2003, Case No. 02-3069-TP-ALT.

By Connie Browning, President, Cleveland, Ohio

THE OHIO BELL
TELEPHONE COMPANY

SBC
Tariff

P.U.C.O. NO. 20
PART 4 SECTION 2

PART 4 - Exchange Access Services
SECTION 2 - Exchange Lines and Usage

3rd Revised Sheet No. 27
Cancels
2nd Revised Sheet No. 27

4. COMPLETELINK

(T)

A. DESCRIPTION

CompleteLink is an optional access and usage volume discount plan for SBC Ohio business customers. Customers subscribing to CompleteLink receive monthly discounts on selected services based on the customer's Minimum Annual Revenue Commitment (MARC). For plan agreements entered into on or after October 24, 2003, CompleteLink requires SBC Ohio local access and local usage.

(T)
(T)
(T)
(T)
(C)

B. DEFINITIONS

Minimum Annual Revenue Commitment (MARC)

The minimum annual revenue commitment that the customer must commit to, per year, in order to receive the volume discount.

(D)/1/

Contributory Services

Those services whose revenue is counted towards achievement of the customers selected MARC.

Eligible Services

Those services that are eligible for discounts based on achievement of a specified MARC.

/1/ Material now appears on Original Sheet 21 in Part 20, Section 4 of this Tariff.

(N)
(N)

Issued: October 23, 2003

Effective: October 24, 2003

In accordance with an Order issued by the Public Utilities Commission of Ohio, dated January 6, 2003, Case No. 02-3069-TP-ALT.

By Connie Browning, President, Cleveland, Ohio

THE OHIO BELL
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P.U.C.O. NO. 20

PART 4 SECTION 2

PART 4 - Exchange Access Services
SECTION 2 - Exchange Lines and Usage

4th Revised Sheet No. 28
Cancels
3rd Revised Sheet No. 28

4. COMPLETELINK (cont'd)

(T)

C. TERMS AND CONDITIONS

1. Minimum Annual Revenue Commitment

The MARC is the minimum annual revenue commitment that the customer must commit to, per year, in order to receive the volume discount.

MARC revenue is the sum total of the customer's annual billed revenue, for services specified in the Company's CompleteLink tariffs, for all customer's eligible business accounts located in the SBC Midwest region, before discounts are applied.

(T)

(T)

Services contributing towards the MARC include, except as noted below, all SBC Midwest regulated services (monthly recurring revenue, usage revenue, and Other Charges & Credits (OC&C), including fractionalized recurring and non-recurring charges), excluding the following if applicable:

(C)

End User common Line (EUCL) surcharges, EUCL offset charges, Enhanced 9-1-1 (E911) surcharges, Handicap surcharges, Primary Interexchange Carrier (PIC) charges, Local Number Portability (LNP) charges, Infrastructure Maintenance Fees (IMF), Universal Service Fund (USF) surcharges, Federal & State Line Port charges.

Additionally any service provided by the Company's affiliates (other than an SBC Midwest Incumbent Local Exchange Carrier), charges for services provided by any other service provider and billed on behalf of that other service provider, and any other tax or charge imposed by local, state, or federal government entity are also excluded.

(C)

The CompleteLink plan is available with one year, two year, three year or five year term plans.

(C)

Issued: October 23, 2003

Effective: October 24, 2003

In accordance with an Order issued by the Public Utilities Commission of Ohio, dated January 6, 2003, Case No. 02-3069-TP-ALT.

By Connie Browning, President, Cleveland, Ohio

THE OHIO BELL
TELEPHONE COMPANY

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Tariff

P.U.C.O. NO. 20
PART 4 SECTION 2

PART 4 - Exchange Access Services
SECTION 2 - Exchange Lines and Usage

4th Revised Sheet No. 29
Cancels
3rd Revised Sheet No. 29

4. COMPLETELINK (cont'd)

(T)

C. TERMS AND CONDITIONS (cont'd)

1. Minimum Annual Revenue Commitment (cont'd)

CompleteLink customers who fail to meet their selected MARC will be billed the difference between the selected MARC and the Annual revenue billed.

MARC volume discounts apply to the following eligible services:

- Business Exchange Access Service
- Business Trunks

All SBC Ohio Local Usage Services (Local Calling Plus, Community Calling, Econo Calling Service, except local usage from 'AILCVP' calling plan)

(D)/1/
(T)
(C)
(C)
(D)/1/

- Centrex usage
- ISDN usage
- SBC Ohio IntraLATA Toll usage
- SBC Ohio Toll-free 800/888 usage
- SBC Calling Card surcharges and usage
- Custom and Advanced Custom Calling Features, excluding Pay Per Use
- Remote Call Forwarding
- Multi-Ring Service
- Busy Line Transfer
- Alternate Answering
- Message Waiting Indication
- FeatureLink Service

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|
(T)
(C)
(C)
(N)

(N)

Local and state additional charges, taxes and the End User Common Line Charge are not volume discount eligible.

Effective with agreements signed on or after 10/24/03, with the exception of local access and usage, CompleteLink customers are not required to purchase any of the MARC contributory services.

(C)
(T)

Tariffed recurring and nonrecurring charges apply to the installation and use of these services.

/1/ Material now appears on Original Sheet 21 in Part 20, Section 4 of this Tariff.

Issued: October 23, 2003

Effective: October 24, 2003

In accordance with an Order issued by the Public Utilities Commission of Ohio, dated January 6, 2003, Case No. 02-3069-TP-ALT.

By Connie Browning, President, Cleveland, Ohio

THE OHIO BELL
TELEPHONE COMPANY

SBC
Tariff

P.U.C.O. NO. 20

PART 4 SECTION 2

PART 4 - Exchange Access Services
SECTION 2 - Exchange Lines and Usage

4th Revised Sheet No. 30
Cancels
3rd Revised Sheet No. 30

4. COMPLETELINK (cont'd)

(T)

C. TERMS AND CONDITIONS (cont'd)

1. Minimum Annual Revenue Commitment (cont'd)

A customer's MARC volume discount may not exceed the following
maximums per plan, per year:

<u>MARC Revenue</u>	<u>Maximum Annual MARC Discount</u>	(C)
\$ 700	\$ 350	(T)
1,200	700	
3,000	1,000	
7,000	1,500	
12,000	2,500	
18,000	2,500	
25,000	3,500	
35,000	5,250	
50,000	8,250	
75,000	11,500	
100,000	24,000	
125,000	24,000	
150,000	36,000	
200,000	36,000	(T)

Issued: October 23, 2003

Effective: October 24, 2003

In accordance with an Order issued by the Public Utilities Commission of
Ohio, dated January 6, 2003, Case No. 02-3069-TP-ALT.

By Connie Browning, President, Cleveland, Ohio

THE OHIO BELL
TELEPHONE COMPANY

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P.U.C.O. NO. 20
PART 4 SECTION 2

PART 4 - Exchange Access Services
SECTION 2 - Exchange Lines and Usage

2nd Revised Sheet No. 30.1
Cancels
1st Revised Sheet No. 30.1

4. COMPLETELINK (cont'd)

(T)

C. TERMS AND CONDITIONS (cont'd)

1. Minimum Annual Revenue Commitment (cont'd)

An eligible CompleteLink customer may include up to, but not exceed 250 of its locations per state, under one CompleteLink Plan. A customer may subscribe to only one CompleteLink Plan at a time.

(T)

Except as required by law, a CompleteLink plan is not transferable to, or may not be assumed by, a customer or customers other than the customer of record without prior written consent of the Company.

(C)

(T)

The CompleteLink plan applies to all SBC Ohio intraLATA services of the subscribing customer, including all business usage and message toll service for all business locations covered by the plan. The jurisdiction of the main billing telephone number selected by the customer will dictate the jurisdiction of the governing tariff for the CompleteLink contract.

(T)

(T)

MARC discounts will not accumulate or be effective until August 14, 1999.

Issued: October 23, 2003

Effective: October 24, 2003

In accordance with an Order issued by the Public Utilities Commission of Ohio, dated January 6, 2003, Case No. 02-3069-TP-ALT.

By Connie Browning, President, Cleveland, Ohio

THE OHIO BELL
TELEPHONE COMPANY

SBC
Tariff

P.U.C.O. NO. 20

PART 4	SECTION 2
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PART 4 - Exchange Access Services
SECTION 2 - Exchange Lines and Usage

3rd Revised Sheet No. 31
Cancels
2nd Revised Sheet No. 31

4. COMPLETELINK (cont'd)

(T)

(D)/1/

/1/ Material now appears on Original Sheet 22 in Part 20, Section 4 of this (N)
Tariff. (N)

Issued: October 23, 2003

Effective: October 24, 2003

In accordance with an Order issued by the Public Utilities Commission of
Ohio, dated January 6, 2003, Case No. 02-3069-TP-ALT.

By Connie Browning, President, Cleveland, Ohio

THE OHIO BELL
TELEPHONE COMPANY

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P.U.C.O. NO. 20

PART 4	SECTION 2
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PART 4 - Exchange Access Services
SECTION 2 - Exchange Lines and Usage

4th Revised Sheet No. 32
Cancels
3rd Revised Sheet No. 32

4. COMPLETELINK (cont'd)

(T)

(D) /1/

/1/ Material now appears on Original Sheet 23 in Part 20 Section 4 of this (N)
Tariff. (N)

Issued: October 23, 2003

Effective: October 24, 2003

In accordance with an Order issued by the Public Utilities Commission of
Ohio, dated January 6, 2003, Case No. 02-3069-TP-ALT.

By Connie Browning, President, Cleveland, Ohio

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TELEPHONE COMPANY

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Tariff

P.U.C.O. NO. 20

PART 4	SECTION 2
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PART 4 - Exchange Access Services
SECTION 2 - Exchange Lines and Usage

4th Revised Sheet No. 33
Cancels
3rd Revised Sheet No. 33

4. COMPLETELINK (cont'd)

(T)

(D)/1/

/1/ Material now appears on Original Sheet 24 in Part 20, Section 4 of this (N)
Tariff. (N)

Issued: October 23, 2003

Effective: October 24, 2003

In accordance with an Order issued by the Public Utilities Commission of
Ohio, dated January 6, 2003, Case No. 02-3069-TP-ALT.

By Connie Browning, President, Cleveland, Ohio

THE OHIO BELL
TELEPHONE COMPANY

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PART 4 SECTION 2

PART 4 - Exchange Access Services
SECTION 2 - Exchange Lines and Usage

3rd Revised Sheet No. 34
Cancels
2nd Revised Sheet No. 34

4. COMPLETELINK (cont'd)

(T)

(D)/1/

/1/ Material now appears on Original Sheet 25 in Part 20, Section 4 of this (N)
Tariff. (N)

Issued: October 23, 2003

Effective: October 24, 2003

In accordance with an Order issued by the Public Utilities Commission of
Ohio, dated January 6, 2003, Case No. 02-3069-TP-ALT.

By Connie Browning, President, Cleveland, Ohio

THE OHIO BELL
TELEPHONE COMPANY

SBC
Tariff

P.U.C.O. NO. 20
PART 4 SECTION 2

PART 4 - Exchange Access Services
SECTION 2 - Exchange Lines and Usage

Original Sheet No. 34.1

4. COMPLETELINK (cont'd)

(N)

D. PRICES

1. Service Elements (cont'd)

% Discount on Eligible Services

MARC	1 Year	2 Years	3 Years	5 Years
\$ 700	5.0%	6.0%	7.0%	7.5%
1,200	5.25%	6.25%	7.25%	7.75%
3,000	5.5%	6.5%	7.5%	8.0%
7,000	6.0%	7.0%	8.0%	8.5%
12,000	6.5%	7.5%	8.5%	9.0%
18,000	6.5%	7.5%	8.5%	9.0%
25,000	7.5%	8.5%	9.5%	10.0%
35,000	8.0%	9.0%	10.0%	10.5%
50,000	8.5%	9.5%	10.5%	11.0%
75,000	9.0%	10.0%	11.0%	11.5%
100,000	9.5%	10.5%	11.5%	12.0%
125,000	9.5%	10.5%	11.5%	12.0%
150,000	10.0%	11.0%	12.0%	12.5%
200,000	10.0%	11.0%	12.0%	12.5%

IntraLATA Toll and
800/888 Base Rates
Per Minute

\$0.110 \$0.105 \$0.100 \$0.090

(N)

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SBC
Tariff

P.U.C.O. NO. 20
PART 4 SECTION 2

PART 4 - Exchange Access Services
SECTION 2 - Exchange Lines and Usage

4th Revised Sheet No. 35
Cancels
3rd Revised Sheet No. 35

4. COMPLETELINK (cont'd)

(T)

D. PRICES (cont'd)

2. Other Applicable Charges and Payments

Service Connection Charges are not applicable when establishing or changing to CompleteLink.

(T)

3. Termination Charges

Customers terminating a CompleteLink plan prior to the expiration of the selected term period are subject to termination charges.

Termination charges are equal to 50% of the MARC multiplied by the number of years remaining in the customer's term period. For a partial year, if the partial year revenue is less than the MARC, the customer is liable for the difference between 50% of the MARC and the actual billed revenue.

Termination liability charges are not applicable if during the CompleteLink term period the customer converts to another Company access or usage plan with a term equal to or greater than the existing CompleteLink plan, and a revenue commitment equal to or greater than the CompleteLink MARC.

(T)

Commission approval of the above termination liability language is not intended to indicate that the Commission has sanctioned any particular legal result should a dispute arise between the parties. In the event of dispute signatories to such contracts may pursue whatever legal remedies they deem appropriate to resolve the dispute.

4. Service Guarantee

Within 90 days of subscribing to CompleteLink 2 year, 3 year and 5 year term plans, customers may cancel this service without incurring the termination liability charges specified in this tariff. This avoidance of termination liability does not apply to customers who terminate or convert to another Company toll, access and/or usage commitment product for the purpose of subscribing to CompleteLink.

(C)

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(T)

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SBC
Tariff

P.U.C.O. NO. 20
PART 4 SECTION 2

PART 4 - Exchange Access Services
SECTION 2 - Exchange Lines and Usage

Original Sheet No. 35.1

4. COMPLETELINK (cont'd)

(N)

D. PRICES (cont'd)

5. MARC Downgrade Allowance for MATUC Removal^{/1/}

Customers with existing CompleteLink agreements signed prior to 10/24/03 will be allowed to downgrade their MARC commitment without termination liability for the purpose of removing their intraLATA toll service and MATUC commitment provided: a) the Customer enters into a new CompleteLink service agreement for the shortest length term period which is equal to or greater than the time remaining on their current agreement, and b) the MARC on the new agreement is the next lower MARC. This waiver of charges will be allowed only once per Customer, per Agreement term. CompleteLink \$700 MARC service agreements are specifically not eligible.

6. MARC Downgrade Allowance for Technology Upgrade^{/2/}

Termination liability charges will not apply if during the term of the CompleteLink agreement the Customer disconnects one or more of the services which are specified under Column A below, and those services are contributory to their CompleteLink MARC, and replaces the service(s) with the SBC service specified on the same line in Column B, and as a direct result of that replacement the Customer's annual spending on those services is reduced (comparing customer's current spending on the removed services and the anticipated customer spending for the replacement services), and that reduction results in a 50% or greater difference between the customer's current MARC and the next lower MARC, at the Customer's option and request, the Customer may terminate the existing CompleteLink agreement without termination liability provided: a) the Customer enters into a new CompleteLink service agreement for a term period which is equal to or greater than the time remaining on their current agreement, and b) the MARC on the new agreement is the next lower MARC. This waiver of charges as a result of replacing Column A contributory services with the associated Column B contributory service will be allowed only once per Customer, per agreement term. CompleteLink \$700 MARC service agreements are specifically not eligible.

(N)

/1/ Applicable for agreements signed prior to 10/24/03 only.

/2/ Applicable for agreements signed on or after 10/24/03 only.

Issued: October 23, 2003

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By Connie Browning, President, Cleveland, Ohio

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TELEPHONE COMPANY

SBC
Tariff

P.U.C.O. NO. 20
PART 4 SECTION 2

PART 4 - Exchange Access Services
SECTION 2 - Exchange Lines and Usage

Original Sheet No. 35.2

4. COMPLETELINK (cont'd)

(N)

D. PRICES (cont'd)

6. MARC Downgrade Allowance for Technology Upgrade^{/1/} (cont'd)

For purposes of the waiver, "as a direct result" means that the newly installed product(s) must be installed at the same customer service location(s) and in the same relative quantity(ies) as those being displaced. It is at SBC's sole determination whether a product change satisfies the requirements for waiver of the termination liability under this provision.

<u>A</u>		<u>B</u>
Analog Trunks	to	ISDN Prime, DS1, DS3, SONET, or GigaMAN
ADTS-E	to	ISDN Prime
Ameritech Centrex Service (ACS)	to	ACS Electronic Key, ISDN Direct, or Internet Protocol Lines
FeatureLink	to	ACS
Grandfathered Centrex	to	ACS
Measured or Flat Business Lines	to	ACS, ISDN Prime, DS1, DS3, SONET, GigaMAN, or FeatureLink
DS0 or ISDN Direct	to	DS1, DS3, SONET, or GigaMAN
DS1	to	DS3, SONET, GigaMAN
DS3	to	SONET or GigaMAN

The following is stated as a matter of convenience and not intended to imply that the list above is not inclusive. In no event will the following product changes satisfy the conditions required for termination without liability under this provision.

Centrex (any type)	to	PBX
Centrex (any type)	to	ISDN Prime

Example: Customer has a CompleteLink \$25,000 MARC, 3-year agreement, with 18 months remaining. MARC attainment in current year is 60%. A customer replaces its Analog Trunks to ISDN Prime, which would result in an annual spending reduction of \$4,000 from what was spent for the Analog Trunks. At the time of the new contract, the CompleteLink tariff reflects the next lower MARC to be \$18,000, so the customer may terminate its \$25,000 MARC agreement without liability if it enters into a new 2-year (24 month) CompleteLink agreement at the \$18,000 MARC. The applicable discount will be that available with the \$18,000 commitment level.

(N)

/1/ Applicable for agreements signed on or after 10/24/03 only.

Issued: October 23, 2003

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By Connie Browning, President, Cleveland, Ohio

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TELEPHONE COMPANY

SBC
Tariff

P.U.C.O. NO. 20
PART 4 SECTION 2

PART 4 - Exchange Access Services
SECTION 2 - Exchange Lines and Usage

Original Sheet No. 35.3

4. COMPLETELINK (cont'd)

(N)

D. PRICES (cont'd)

6. MARC Downgrade Allowance for Technology Upgrade^{/1/} (cont'd)

NOTE: Both the MARC Downgrade waivers named in D.5 and D.6 above only apply to the termination charges applicable to the CompleteLink agreement. Termination charges may apply on those services being disconnected, and the application of those termination charges are not affected by this waiver. All applicable recurring and non-recurring charges apply to the installation and removal of services. Products and services are subscribed to separately and not as a part of the CompleteLink subscription. As a result of selecting a reduced MARC level, discounts provided under the new CompleteLink agreement may be less than those received under the higher MARC agreement (discounts for the new agreement will be those applicable to the new MARC level under the CompleteLink tariff in effect at the time the new contract is executed.) 90 day service guarantee does not apply to the new agreement.

(N)

/1/ Applicable for agreements signed on or after 10/24/03 only.

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Effective: October 24, 2003

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By Connie Browning, President, Cleveland, Ohio

THE OHIO BELL
TELEPHONE COMPANY

SBC
Tariff

P.U.C.O. NO. 20
PART 20 SECTION 4

PART 20 - Grandfathered Services
SECTION 4 - Exchange Access Services

Original Sheet No. 21

COMPLETELINK

(T)

Note: Effective October 24, 2003 the following elements of CompleteLink service are no longer available to Business customers. Business customers who had these elements under a signed agreement prior to October 24, 2003 may retain them until their current agreement expires.

(N) /1/

(N)

A. DESCRIPTION

CompleteLink is an optional access and usage volume discount plan for SBC Ohio business customers. Customers subscribing to CompleteLink receive monthly discounts on selected services based on the customer's Minimum Annual Revenue Commitment (MARC). CompleteLink requires SBC Ohio local access, local usage and local toll.

(T)

(T)

(T)

(T)

B. DEFINITIONS

Minimum Annual Toll Usage Commitment (MATUC)

The total minimum annual toll usage commitment for all customer locations covered by the CompleteLink plan.

(T)

/1/

C. TERMS AND CONDITIONS

MARC volume discounts apply to the following eligible services:

ADTS-E

ADTS-E Usage

/2/

/2/

/1/ Material formerly appeared on 2nd Revised Sheet 27 in Part 4, Section 2 of this Tariff. (N)

/2/ Material formerly appeared on 3rd Revised Sheet 29 in Part 4, Section 2 of this Tariff. (N)

Issued: October 23, 2003

Effective: October 24, 2003

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By Connie Browning, President, Cleveland, Ohio

THE OHIO BELL
TELEPHONE COMPANY

SBC
Tariff

P.U.C.O. NO. 20
PART 20 SECTION 4

PART 20 - Grandfathered Services
SECTION 4 - Exchange Access Services

Original Sheet No. 22

COMPLETELINK (cont'd)

(T)/1/

C. TERMS AND CONDITIONS (cont'd)

2. Minimum Annual Toll Usage Commitment (MATUC)

(T)

The MATUC is the total minimum annual toll usage revenue commitment for all customer service locations covered by the CompleteLink plan for the following SBC Ohio services: IntraLATA, interstate and intraLATA intrastate, message toll service; SBC Calling Card charges excluding surcharges; intraLATA intrastate and intraLATA interstate 800/888 toll-free services.

(T)

(T)

A CompleteLink MARC that has less than a 10% MATUC will receive a lesser discount than MARCs that have a 10% or more MATUC. CompleteLink requires a Minimum Annual Toll Usage Commitment. See PRICES following.

MATUC usage prices as specified in PRICES, following, apply to customer-dialed, station-to-station calling card and IntraLATA, intrastate toll calls.

(T)

CompleteLink MATUC may not be combined with any other optional calling plan.

(T)

CompleteLink MATUC charges are billed per minute with initial increments of eighteen (18) seconds and additional increments of six (6) seconds or fraction thereof.

(T)

/1/

CompleteLink customers who fail to meet their selected MATUC will be billed the difference between the selected MATUC and the Annual Toll revenue billed.

/1/ Material formerly appeared on 2nd Revised Sheet No. 31 in Part 4, Section 2 of this Tariff.

Issued: October 23, 2003

Effective: October 24, 2003

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By Connie Browning, President, Cleveland, Ohio

THE OHIO BELL
TELEPHONE COMPANY

SBC
Tariff

P.U.C.O. NO. 20
PART 20 SECTION 4

PART 20 - Grandfathered Services
SECTION 4 - Exchange Access Services

Original Sheet No. 23

COMPLETELINK (cont'd)

(T)/2/

D. PRICES

1. Service Elements

% Discount on Eligible Services^{/1/}

Annual Minimum	MARC less than 10% toll		
	1 Year	3 Years	5 Years
\$ 700- 1,199	2.0%	4.0%	4.5%
1,200- 2,999	2.25%	4.25%	4.75%
3,000- 6,999	2.5%	4.5%	5.0%
7,000- 11,999	3.0%	5.0%	5.5%
12,000- 17,999	3.5%	5.5%	6.0%
18,000- 24,999	3.5%	5.5%	6.0%
25,000- 34,999	4.5%	6.5%	7.0%
35,000- 49,999	5.0%	7.0%	7.5%
50,000- 74,999	5.5%	7.5%	8.0%
75,000- 99,999	6.0%	8.0%	8.5%
100,000-124,999	6.5%	8.5%	9.0%
125,000-149,999	6.5%	8.5%	9.0%
150,000-199,999	7.0%	9.0%	9.5%
200,000 plus	7.0%	9.0%	9.5%

/1/ CompleteLink customers with the One-Way Optional Plan, will receive the CompleteLink Discount and NOT the toll rate indicated in their One-Way Optional Plan.

/2/ Material formerly appeared on 3rd Revised Sheet No. 32 in Part 4,
Section 2 of this Tariff.

(N)
(N)

Issued: October 23, 2003

Effective: October 24, 2003

In accordance with an Order issued by the Public Utilities Commission of Ohio, dated January 6, 2003, Case No. 02-3069-TP-ALT.

By Connie Browning, President, Cleveland, Ohio

THE OHIO BELL
TELEPHONE COMPANY

SBC
Tariff

P.U.C.O. NO. 20
PART 20 SECTION 4

PART 20 - Grandfathered Services
SECTION 4 - Exchange Access Services

Original Sheet No. 24

(T)/2/

COMPLETELINK (cont'd)

D. PRICES (cont'd)

1. Service Elements (cont'd)

% Discount on Eligible Services^{/1/}

Annual Minimum	MARC greater than 10% toll		
	1 Year	3 Years	5 Years
\$ 700- 1,199	5.0%	7.0%	7.5%
1,200- 2,999	5.25%	7.25%	7.75%
3,000- 6,999	5.5%	7.5%	8.0%
7,000- 11,999	6.0%	8.0%	8.5%
12,000- 17,999	6.5%	8.5%	9.0%
18,000- 24,999	6.5%	8.5%	9.0%
25,000- 34,999	7.5%	9.5%	10.0%
35,000- 49,999	8.0%	10.0%	10.5%
50,000- 74,999	8.5%	10.5%	11.0%
75,000- 99,999	9.0%	11.0%	11.5%
100,000-124,999	9.5%	11.5%	12.0%
125,000-149,999	9.5%	11.5%	12.0%
150,000-199,999	10.0%	12.0%	12.5%
200,000 plus	10.0%	12.0%	12.5%

/1/ CompleteLink customers with the One-Way Optional Plan, will receive the CompleteLink Discount and NOT the toll rate indicated in their One-Way Optional Plan.

/2/ Material formerly appeared on 3rd Revised Sheet No. 33 in Part 4,
Section 2 of this Tariff.

(N)
(N)

Issued: October 23, 2003

Effective: October 24, 2003

In accordance with an Order issued by the Public Utilities Commission of Ohio, dated January 6, 2003, Case No. 02-3069-TP-ALT.

By Connie Browning, President, Cleveland, Ohio

THE OHIO BELL
TELEPHONE COMPANY

SBC
Tariff

P.U.C.O. NO. 20
PART 20 SECTION 4

PART 20 - Grandfathered Services
SECTION 4 - Exchange Access Services

Original Sheet No. 25

COMPLETELINK (cont'd)

(T)/1/

D. PRICES (cont'd)

1. Service Elements (cont'd)

Description	MATUC	Toll Sub-Commitment		
		Base 1 Year	Base 3 Years	Base 5 Years
IntraLATA	\$ 70- 119	\$0.130	\$0.120	\$0.110
Toll/800-888	120- 299	0.130	0.120	0.110
Rates/ minute	300- 699	0.126	0.116	0.106
	700- 1,199	0.122	0.112	0.102
	1,200- 1,799	0.118	0.108	0.098
	1,800- 2,499	0.118	0.108	0.098
	2,500- 3,499	0.114	0.104	0.094
	3,500- 4,999	0.110	0.100	0.090
	5,000- 7,499	0.106	0.096	0.086
	7,500- 9,999	0.102	0.092	0.082
	10,000-12,499	0.098	0.088	0.078
	12,500-14,999	0.098	0.088	0.078
	15,000-19,999	0.094	0.084	0.074
	20,000-29,999	0.094	0.084	0.074
	30,000-49,999	0.090	0.080	0.070
	50,000 plus	0.086	0.076	0.066

/1/ Material formerly appeared on 2nd Revised Sheet No. 34 in Part 4,
Section 2 of this Tariff.

(N)
(N)

Issued: October 23, 2003

Effective: October 24, 2003

In accordance with an Order issued by the Public Utilities Commission of
Ohio, dated January 6, 2003, Case No. 02-3069-TP-ALT.

By Connie Browning, President, Cleveland, Ohio

SBC Ohio proposes to revise Parts 4 & 20, Sections 2 & 4, of its SBC Tariff P.U.C.O. No. 20, to modify the definitions and the terms & conditions for the CompleteLink product. With this filing, customers will no longer be required to commit to toll service and existing customers will be allowed to downgrade their Minimum Annual Revenue Commitment (MARC) without penalty in order to remove their MATUC from existing agreements.

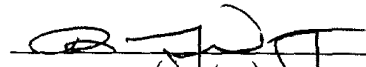
Exhibit C

State of Ohio)
)
) ss.
)
County of Franklin)

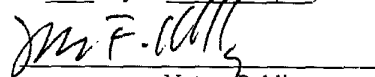
AFFIDAVIT OF ROBERT J. WENTZ

Robert J. Wentz, being first duly cautioned and sworn, deposes and says as follows:

1. I am the Manager - Dockets & Issues for SBC Ohio, where one of my responsibilities is to prepare tariff applications such as the one this affidavit supports.
2. I am aware of the rule of the Public Utilities Commission of Ohio, Ohio Admin. Code Section 4901:1-6-17 that applications for abandonment of all services, withdrawal of a service, amendment of a certificate, change in carrier's name, price increases, and changes in terms and conditions of an existing service, must contain an affidavit attesting that prior actual customer notification was provided to the affected customers by bill insert, bill message, direct mail, or, if the customer consents, electronic mail. For cases in which the Commission review period is 30 days or less, the notice must be sent to customers at least 15 days prior to filing the application with the Commission. For cases in which the Commission review period is greater than 30 days, the customer notice must be filed simultaneously with the application being filed at the Commission. In addition to the affidavit, the application, when filed at the Commission, must include a copy of the actual notice that was sent to affected customers.
3. I have worked with our corporate customer notification group and have confirmed that a customer notice meeting the test of that rule has been provided.
4. Therefore, I hereby attest that SBC Ohio has met the requirements of that rule.


(signature)

Sworn to and subscribed before me this 23rd day of October, 2003.


Notary Public

JON F. KELLY, Attorney-at-Law
NOTARY PUBLIC—STATE OF OHIO
My commission has no expiration date.
Section 147.03 R. G.

The information shown below was sent via direct mail, to current CompleteLink customers.

Dear Business Customer,

Our records indicate that you are currently enjoying the benefits of our **CompleteLink®** business package. We would like to let you know that effective October 24, 2003, we are making some changes to the CompleteLink tariff. These changes include the establishment of a two year term plan, the establishment of a single toll rate based on the length of the customer's term plan, and the grandfathering of several existing CompleteLink features. These changes will provide CompleteLink customers with greater discounts and increased savings. Customers may also choose to retain their current CompleteLink package. Those who do may do so until they either move or disconnect their service.

No action is required on your part to continue to receive your existing CompleteLink® benefits for the remainder of your term. If you have any questions, would like more information, or wish to cancel this service, please call 1-800-660-4017.

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