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PUCO

July 9, 2004

BY HAND DELIVERY

Steven T. Nourse
Assistant Attorney General
Public Utilities Commission of Ohio
180 East Broad Street, 9th Floor
Columbus, Ohio 43215-3793

Re: SBC Ohio
Case No. 98-1082-TP-AMT

Dear Mr. Nourse:

As called for in the Commission's Entry adopted on June 9, 2004, SBC Ohio hereby submits to the Staff its report covering all three periods covered by the retail service quality provisions of the Stipulation and Recommendation in the referenced case.

The attached report includes the restated figures for the 12 months ended April 30, 2001 and the service quality results for the 12 month periods ended April 30, 2002 and 2003. This report describes SBC Ohio's performance for those periods. In each case, SBC Ohio met the applicable service quality test with the result that no payments are due for failing to meet the standards for any period.

Consistent with the requirement of the June 9, 2004 Entry, SBC Ohio has served a copy of this report on the parties shown on the attached service list.

Thank you for your attention to this matter. Please contact me if you have any questions.

Very truly yours,

Attachments

cc: All parties

98-1082.ltr.7-9-04.doc

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Service Quality Test Report

Delivered to the
Staff of the Public Utilities Commission of Ohio

By
SBC Ohio

on
July 9, 2004

In Fulfillment of
Section XIII of the
Stipulation and Recommendation
Case No. 98-1082-TP-AMT

In the Matter of the Joint Application of SBC Communications Inc.,
Delaware, Inc., SBC Corporation, and Ameritech Ohio for Consent and
Approval of a Change of Control

The Stipulation and Recommendation in the SBC/Ameritech merger (Case No. 98-1082-TP-AMT) states:

6. Ameritech Ohio will provide a report to the Commission Staff, OCC, Edgemont, and any other consumer group that is a Supporting Stipulating Party within 45 days following the end of each Measurement Period describing its performance for that Measurement Period as to each of the Performance Measures on a statewide basis or by Geographic Area, as applicable. Ameritech Ohio will also file a report with the Commission within 50 days following the end of each Measurement Period stating whether or not payment is due under Section XIII.A.7., below. If payment is due under Section XIII.A.7. below, Ameritech Ohio's filing will include proposed credits to be applied as provided in Section XIII.A.8. below, which credits will be made as proposed upon the Commission's approval of such filing. If the Commission has not ordered otherwise within 60 days of such filing, the filing shall be deemed approved. (Section XIII, Enforcement, p. 46)

Pursuant to the Commission's June 9, 2004 Entry¹, SBC Ohio hereby submits to staff, with notice to intervenors, its report: a) with restated figures for the 12 months ending April 30, 2001; b) for the 12 months ending April 30, 2002, and c) for the 12 months ending April 30, 2003. The restated performance measurement calculations cover the Out-of-Service Repair Cleared within 24 Hours, New Access Lines Installed Within 5 Days, Repair Premises Appointments and Outside Commitments Met, and Installation Premises Appointments Met. The performance measurements for all three years are consistent with the directives of the Commission's June 20, 2002 Entry on Rehearing, as documented in Staff's June 7, 2004 Report of its review of these measurements.

Although the June 9, 2004 Entry allowed SBC Ohio to provide each years' report on a staggered schedule (30, 45, and 60 days respectively from the date of the Entry), SBC Ohio is providing a combined report that includes all three years of results by Performance Measure on the due date for the first report.

Exhibit 1 denotes SBC Ohio's performance by Performance Measure. It illustrates that the sum of the weights associated with the Geographic Measures plus the sum of the weights for the Statewide Measures for applicable measurement period is not less than 5 for any of the measurement periods.

Accordingly, no payment is due for any of the measurement periods.

¹ The Commission's June 9, 2004 Entry appropriately notes that the deadline for the report's approval was extended several times.

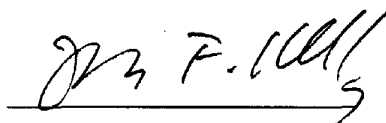
SBC Ohio
Merger Service Quality Final Test Results
98-1082-TP-AMT

Exhibit 1

| Performance Measures | Weight | Standard | Test Year 1 | | | Test Year 2 | | | Test Year 3 | | |
|--|---------------|--|--|--------|--|--|--------|--|--|--------|--|
| | | | May 2000 to April 2001 | Points | | May 2001 to April 2002 | Points | | May 2002 to April 2003 | Points | |
| 1) Business Office Ave. Speed of Answer | 1 | ≤ 60 Seconds | 52.82 sec | 1 | | 52.37 sec | 1 | | 57.52 sec | 1 | |
| 2) Repair Reporting Center Ave. Speed of Answer | 1 | ≤ 60 Seconds | 43.20 sec | 1 | | 29.85 sec | 1 | | 33.87 sec | 1 | |
| 3) Out-of-service Repair Cleared within 24 Hours | 2 | ≥ 90% | | | | | | | | | |
| Area Code 216/330/440 | | | 71.34% | 0 | | 91.32% | 2 | | 92.46% | 2 | |
| Area Code 419/513/937 | | | 68.57% | 0 | | 86.75% | 0 | | 92.48% | 2 | |
| Area Code 614/740 | | | 74.45% | 0 | | 87.54% | 0 | | 91.63% | 2 | |
| 4) New Access Lines Installed within 5 Days | 1 | Test Year 1: ≥ 90% Test Year 2: ≥ 91% Test Year 3: ≥ 92% | | | | | | | | | |
| Area Code 216/330/440 | | | 90.61% | 1 | | 94.73% | 1 | | 96.70% | 1 | |
| Area Code 419/513/937 | | | 92.58% | 1 | | 95.00% | 1 | | 97.22% | 1 | |
| Area Code 614/740 | | | 90.93% | 1 | | 93.42% | 1 | | 96.65% | 1 | |
| 5) Repair Premises Appointments & Outside Commitments Met | 1 | Test Year 1: ≥ 90% Test Year 2: ≥ 91% Test Year 3: ≥ 92% | | | | | | | | | |
| Area Code 216/330/440 | | | 91.85% | 1 | | 92.73% | 1 | | 93.62% | 1 | |
| Area Code 419/513/937 | | | 90.62% | 1 | | 92.66% | 1 | | 94.64% | 1 | |
| Area Code 614/740 | | | 91.37% | 1 | | 92.44% | 1 | | 93.66% | 1 | |
| 6) Installation Premises Appointments Met | 1 | Test Year 1: ≥ 90% Test Year 2: ≥ 91% Test Year 3: ≥ 92% | | | | | | | | | |
| Area Code 216/330/440 | | | 88.15% | 0 | | 92.10% | 1 | | 93.69% | 1 | |
| Area Code 419/513/937 | | | 90.21% | 1 | | 93.00% | 1 | | 94.34% | 1 | |
| Area Code 614/740 | | | 88.32% | 0 | | 91.13% | 1 | | 95.59% | 1 | |
| 7) Compliance with Certain PUCO Orders & Rules | 1 | Missed appointment notification Marketing rule Provide USA program information Provide USA arreage informatio Combined Average | 87.29% 85.71% 96.67% 86.21% 90.02% | | | 90.16% 76.67% 96.55% 75.95% 86.24% | | | 96.12% 94.51% 98.70% 86.36% 95.23% | | |
| Total Points: | | | | | | | | | | | |
| Area Code 216/330/440 | | | | 5 | | | 7 | | | 8 | |
| Area Code 419/513/937 | | | | 6 | | | 5 | | | 8 | |
| Area Code 614/740 | | | | 5 | | | 5 | | | 8 | |

CERTIFICATE OF SERVICE

I hereby certify that a copy of the foregoing was served via first class mail, postage prepaid, on the parties listed below on this 9th day of July, 2004.



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