



Convergent Bill and Electronic Billing Analysis Tool (eBAT)

Two new Billing Products designed to help you manage your telecommunications needs

SBC introduces two new billing products:

Convergent Bill and eBAT

Convergent Billing, and the complementary product called eBAT (electronic Billing Analysis Tool), are designed to improve the way business customers analyze and pay their telecommunications bills.

The Convergent Bill is an integration of most of SBC affiliate billing information. This provides highly flexible capabilities designed to allow customer configuration for bill presentment, bill remittance and reporting analysis. No longer will customers have to pay each state and SBC Long Distance separately.

The Convergent Billing customization capabilities maximize productivity by eliminating the administrative headaches associated with the analysis of billing data. Want to track your telecommunications expenses by cost center? Employee? Department? All of these are now possible with the new SBC Convergent Bill. A customer can have up to five levels within this hierarchy, and can receive bills at any point within the hierarchy. Yes, customers subscribing to the SBC Convergent Bill don't have to receive only one bill (unless that's what they want). They can receive one bill for one department, and another for a separate department—it truly is customizable.

The Convergent Bill is presented in a summary format with four basic categories: Monthly Service, Usage, Other Charges and Credits, and Taxes and Surcharges. Customers desiring the detail behind these categories can subscribe to eBAT—the new web-based billing analysis tool. With eBAT, customers can view their charges, execute standard or customized reports, download data to a vast array of software programs including Microsoft Access and sort / filter data to pinpoint specific areas of interest. All via the World Wide Web.

Want an employee to review everything? Want another employee to view only their charges? With eBAT the customer defines the various roles and access authority that each administrator or employee can have within the tool. This is all possible with eBAT. And it's all provided via the web—safe and sound.

If you are interested in learning more about Convergent Bill and/or eBAT, please contact your SBC Account Executive.

Sample Convergent Bill Pages

ABC COMPANY
BOB SMITH
PURCHASE ORDER # 1234
123 MAIN STREET, SUITE D
ST. LOUIS, MO 63101-1111

Page 1 of 2
Customer ID 0123456789
Bill ID 000001
Billing Date Mar 27, 2002
Web Site www.sbc.com

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FOR ILLUSTRATIVE PURPOSES ONLY

Monthly Statement

Feb 28 - Mar 27, 2002

Bill-At-A-Glance	
Previous Bill	100.00
Payment - Thank You!	100.00
Adjustments	.00
Balance	.00
Current Charges	23,116.00
Total Amount Due	\$ 23,116.00
Amount Due in Full By	Apr 20, 2002

Billing Summary

Questions? Call: 1 800 448-4166

SBCASI	3,960.00
SBCLD	4,169.00
SWBELTEL	14,987.00
Total Current Charges	23,116.00

Total Plans, Promotions and Discounts 5,023.20CR

Bill Summary
The Bill Summary page provides a charge type overview of the bill at the customer level.

Debits and credits in this section have been applied to the service provider totals in the Billing Summary section of the bill.

Item No.	Description	
SBC ASI		
246801357	1. Reward for Local Frame Relay Package Option Service	300.00CR
SBCLD		
1234567890123450	2. Discount Per Terms of National Frame Relay Service Contract	4,623.20CR
SWBELTEL		
314 235-1000	3. Usage Levels Below Required Minimum	100.00
919 577-2000	4. Discount for Exceeding Minimum Usage Levels	200.00CR
Total for SWBELTEL		100.00CR
Total Plans, Promotions and Discounts		5,023.20CR

ABC COMPANY
BOB SMITH
PURCHASE ORDER # 1234
123 MAIN STREET, SUITE D
ST. LOUIS, MO 63101-1111

Page 2 of 2
Customer ID 0123456789
Bill ID 000001
Billing Date Mar 27, 2002

SBC

Account Summary

The Account Summary section provides a charge type totals summarized by Service Provider and Service Number.

Hierarchy	Charges	Credits	Total
ABC Company			
Missouri			
1234567890123450SBC ASI	5.00		675.00
234567890 SBC LD	10.00		190.00
501 235-1001 SWBEL TEL	230.00		2,530.00
St. Louis			
Marketing 12,284.00			
Voice Services 6,687.00			
Crow			
2345678901234120SBC ASI	50.00	350.00	100.00
345678901 SBC LD	25.00	100.00	35.00
314 235-1000 SWBEL TEL	53.00	5,300.00	590.00
Holder			
314 340-1000 SWBEL TEL	697.00		
456789012 SBC LD	75.00	200.00	175.00
Data Services			
Schwarz 3,601.00			
1357902468ABC12SBC ASI	3,235.00		
246801357 SBC LD	100.00	50.00	30.00
314 235-1001 SWBEL TEL	50.00	250.00	100.00
919 577-2000	10.00	100.00	15.00

Contact Total Communications Inc. at 860.282.9999 or www.totalcomm.com for more information.

Sample eBAT Screens

eBAT Bill Details
eBAT subscribers can drill down Monthly Service, Usage, Other Charges and Credits, and Taxes and Surcharges for more detail behind the Convergent Bill.

Report Date: May 07, 2002

Station Number/Hierarchy Name: 213-555-1111 018

Provider	Description	Data	Soc Order Code	Code	Activity Date	Quantity	Charge	Discount %	Discount	Ref #
Pacific Bell	Common Language Code	LSANCA01	CKL--							395417.
Pacific Bell	Network Channel Code	UC-B	CKL--							395418.
Pacific Bell	Network Channel Interface	02NO2	CKL--							395419.
Pacific Bell	2 WIRE BRIDGE VG SERVICE		BCNV2	E,K	2002-03-09	1	\$5.02			395421.
Pacific Bell	2 WIRE CHANNEL TERMINATION AT END USER LOCATION		T6E2X	E,K	2002-03-09	1	\$3.40			395423.
Pacific Bell	SIGNALING CAPABILITY PER TERM		XSSUK		2001-7-31	1				395424.
Pacific Bell	Equipment Location									395420.
Subtotal:									\$38.42	

eBAT Screen Advantages
With eBAT, customers can view their charges, execute standard or customized reports, and download data.

Report Date: May 07, 2002

Station Number/Hierarchy Name: COST CENTER 5678

From Date	To Date	Activity	Change	Station Number	Description	Code	Quantity	Prepaid Charges	Total Charges	Ref #	
Feb 13, 2002	Mar 06, 2002	Change	72175686	108826	RRRAI	PRIMARY STATION LINE	SWBT	1	\$0.75	\$0.58	10700
Feb 13, 2002	Mar 06, 2002	Change	72175686	108826	AAFTY	TRUNKING CHARGE PRIM STA LINES	SWBT	1	\$1.25	-\$0.96	10700
Feb 13, 2002	Mar 06, 2002	Change	72175686	108826	XLL	DIR LISTS; ADDL LINE(S) OF INFO	SWBT	1	\$3.95	-\$3.00	10700
Feb 13, 2002	Mar 06, 2002	Change	72175686	108826	NPU	YOUR LISTING IS NOT PUBLISHED	SWBT	1	\$1.05	-\$0.84	10700
Feb 13, 2002	Mar 06, 2002	Change	72175686	108826	AAF	BASIC PLEXAR ACCESS	SWBT	1	\$7.10	-\$5.44	10700
Feb 13, 2002	Mar 06, 2002	Change	72175686	108826	9P2CX	FEDERAL UNIVERSAL SERVICE FEE	SWBT	1	\$0.05	-\$0.04	10700
Feb 13, 2002	Mar 06, 2002	Change	72175686	108826	9ZEUJ	ACCESS FOR INTERSTATE CALLING/MULTI-LINE BUSINESS	SWBT	1	\$4.40	-\$3.17	10700
Section									-\$12.67	\$13.13	

Benefits of the Convergent Bill and eBAT from SBC:

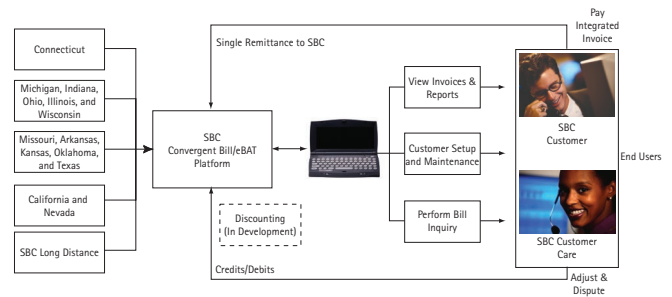
Convergent Bill:

- Integrated invoice arranged the way you want it
- Fewer remittances help reduce your administrative costs
- Convenient 8 1/2 by 11" size is easy to store and file
- Summary information simplifies "spot checking" of charges, thus saving time
- Up to 5 levels of hierarchy, designed and labeled by the customer

eBAT:

- Eliminate paper—save time analyzing your bill, and save administrative expense opening and sorting your bills from SBC
- Manage your telecommunications expenses—eBAT helps you determine where you can save money, and also helps you detect employee abuse or mis-use
- Perform "What If?" scenarios—you can break the relationship between phone lines with eBAT, which will help you determine organizational impacts to your telecom expenses
- View your inventory—eBAT tells you exactly how many of which products you are buying from SBC, as well as how much you are paying for each
- Run standard reports or filter/ sort to develop your own custom reports

Architecture/System Flow



How does this impact my existing SBC bills?

You will have a new Convergent Bill date, with a single payment due date. Your SBC affiliate bills serve as the detail behind the Convergent Bill, and, once you have become accustomed to eBAT, you may just ask us to suppress them! eBAT will then become your official detailed record of your SBC charges.

How does this impact my Customer Service?

You will work with a dedicated team (the Conversion Team) during the process of moving your billing over to the Convergent Bill. Once you are receiving the Convergent Bill, you will call only one number for billing questions, regardless of which SBC affiliate provided the service for which you have questions.

Robust, Secure Computing Environment

- The platform SBC uses to provide Convergent Bill and eBAT is a high availability, high performance, scalable computing environment.
- eBAT's web application runs on Internet Explorer version 5.0 with full password protection.
- No need to worry about privacy or security, passwords are encrypted and further security is provided by SSL encryption of sensitive transmissions.

Contact Total Communications Inc. at 860.282.9999 or www.totalcomm.com for more information.