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TELECOMMUNICATIONS SERVICES
FOR CONNECTICUT COMPANIES



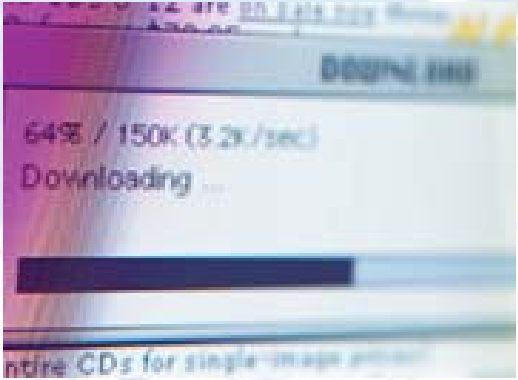


PRESENTED BY
SBC & TOTAL COMMUNICATIONS INC.



2004

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W H Y S B C ?



WHY SBC?

ONE OF THE WORLD'S LEADING VOICE, DATA & INTERNET SERVICE PROVIDERS



- **Nation's 2nd largest local telephone provider**
- **Largest provider of DSL service**
- **One of top 5 Internet service providers**
- **Owns 60 % of Cingular Wireless**
- **Telecommunications Investments in 28 countries**

WHY SBC?

ONE OF THE WORLD'S LEADING VOICE, DATA & INTERNET SERVICE PROVIDERS

- Recognized by Fortune Magazine as “most admired communications company”

MOST ADMIRED COMPANIES

One Great Company

And the numbers prove it.

SBC Named America's Most Admired by FORTUNE



February 19, 2003

FORTUNE magazine's 2003 Annual Most Admired issue has named SBC the Most Admired Telecommunications Company in America.

This is the fourth consecutive year and the seventh time in the past eight years that SBC has been No. 1 among all U.S. telecom companies.

In the 2003 annual survey, SBC joins a number of other Most Admired corporate leaders such as Wal-Mart Stores, PepsiCo, Procter & Gamble and Starbucks — each with number one rankings in their respective industries. This year, SBC received a total score of 7.5 — an improvement over its winning score of 7.3 in 2002.

"2002 was extremely challenging for every company in the telecommunications industry," said Ed Whitacre, chairman and CEO. "Keeping our position at the top of FORTUNE's Most Admired rankings speaks to SBC's continued focus on serving our customers and communities in ways that build trust, inspire integrity, and demonstrate dependability and attention to quality. Our ranking is a result of the hard work and dedication of our employees."

The FORTUNE Most Admired listing is one of the most highly respected registers of corporate performance

In separate surveys, Fortune magazine has ranked SBC Communications the Most Admired telecommunications company in America and the World. This is the seventh time in the past eight years that SBC has been named America's Most Admired Telecommunications Company. SBC has held the World's Most Admired distinction for six years in a row, making SBC the only telecommunications company to hold the No. 1 spot on Fortune's global list since the ranking was first published.

The Fortune Most Admired ranking is one of the most highly respected registers of corporate performance and reputation in the nation. Results are based on surveys of telecommunications executives.

AMERICA'S MOST ADMIRED

Rank	Company	Score
1	SBC Communications Inc.	7.50
2	Verizon	6.78
3	BellSouth	6.66
4	Comcast	5.91
5	A&T Wireless	5.49
6	Sprint	5.34
7	A&T	5.33
8	Alltel	4.79
9	Qwest	3.90
10	WorldCom	2.55

WORLD'S MOST ADMIRED

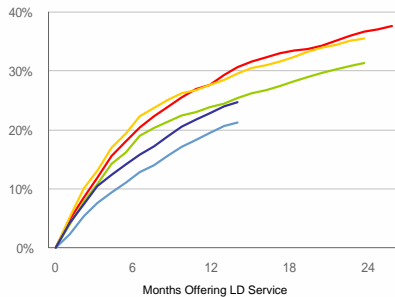
Rank	Company	Score
1	SBC Communications Inc.	7.32
2	Verizon	6.66

WHY SBC?

MAJOR GROWTH DRIVERS DELIVER STRONG RESULTS

Long-Distance Growth

InterLATA PIC Penetration
(LD PICs / retail voice access lines)



SBC 2002 Q4 Earnings

- **Fortune 30 company**
- **One of the 20 largest employers in the United States**
- **\$13.1 Billion revenues in 2Q 2002**
- **Strong credit profile**



WHY SBC ?

FINANCIALLY STABLE FORTUNE 30 COMPANY

“Our ability to deliver these results, despite a continued stagnant economy, a tough competitive landscape, and a difficult regulatory environment is a testament to our strict cost control (and) financial strength . . .”

-Edward E. Whitacre Jr., Chairman and CEO, SBC Communications Inc., July 23, 2002

Source: “SBC Corporate Profile, 2Q 2002

WHY SBC?

SIZE, SCALE & RESOURCES TO OFFER COMPREHENSIVE SERVICE

- **World's 1st commercial telephone exchange, New Haven, 1878**
- **SNET merged with SBC Communications Inc. (“SBC”)**
- **Proven to be highly beneficial to CT**
- **Merger provides best of both worlds**
- **Local presence of an experienced telecommunications company**
- **Backing of a company that serves ~ 1/3 of US**
- **Resources to meet CT's current & future communications needs**

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W H Y T O T A L ?



WHY TOTAL?

IN PARTNERSHIP WITH SBC TO SERVICE CONNECTICUT BUSINESSES



Total Communications' Main Office in
East Hartford, CT



Lori S. Blanco
Manager Agency Sales
SBC SNET
6 Devine Street, 3rd fl
North Haven, CT 06473
Phone: 203-287-6014
Fax: 203-287-6034

March, 2003

To Whom It May Concern:

Total Communications Inc. is an Authorized Sales Agent of The Southern New England Telephone Company (SBC SNET).

Total Communications Inc. has been a successful Authorized Sales Agent of SBC for over 13 years and has an excellent record in quality customer service and telecommunications experience.

Total Communications Inc. can offer the complete line of SBC Network products and services. As an Authorized Agent, they have full access to the SBC resources required to provide the best solutions for your voice and data telecommunication needs.

Each Total Communications Inc. Account Executive and Sales Manager has completed a training program, delivered by SBC, certifying them to represent SBC. All SBC Network products and services that Total Communications Inc. sells are installed and maintained by SBC.

SBC and Total Communications Inc. value your business and we are committed to exceeding your expectations. We will work together so that SBC will be your choice of telecommunications providers both now and in the future.

Please feel free to contact me at 203-287-6014 or email me at lq5236@ctmail.snet.com if you have any questions regarding Total Communications Inc.

Sincerely,

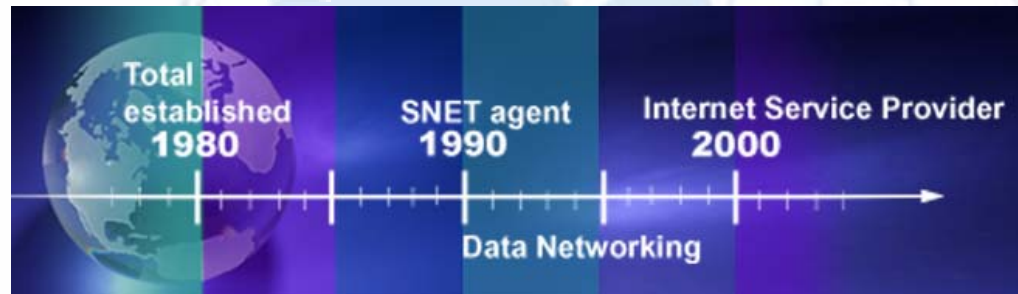
WHY TOTAL?



- Cutting-edge communications systems
- Mid to large size companies
- Financial, biomedical, healthcare & education
- New England, New York, and beyond

WHY TOTAL?

ISTORY



- Established 1980
- 1990 joined SNET Agency Program
- Company has grown dramatically, but key staff remains constant

WHY TOTAL?

TECHNOLOGY PARTNERS



- Partner with technology leaders
- Shared commitment to support & product development
- Number 1 Agent in SBC Agency program since program's inception
- Successful relationships with leading telecommunications & data vendors

WHY TOTAL?



- 3 Locations – 2 in Connecticut
- 200 employees
- Certified Network Associates complete intensive training with SBC

WHY TOTAL?

SERVICE & SUPPORT



- Service-driven company
- Dedicated team assigned to your account
- 96% satisfaction rating in customer surveys



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SBC NETWORK



SBC NETWORK OVERVIEW

CONNECTING YOU TO THE WORLD . . .



- **Statewide network infrastructure**
- **Well-engineered & managed voice & data networks covering CT and beyond**
- **Broadband access network reaches 75%+ state**
- **100% Digital Switching**
- **100% Interoffice SONET Rings**
- **100% SS7 equipped**
- **Over 500,000 miles of fiber**

SBC PROFILE

MORE THAN JUST A LOCAL TELEPHONE COMPANY . . .



- **Local & long distance phone service**
- **Wireless services**
- **Data & broadband services**
- **Voice Messaging**
- **Directory Publishing**
- **One provider with one network**

SBC AND TOTAL



- **Added Value**
 - *Experience*
 - *Stability*
 - *Solutions*
- **End to End Solutions**
 - *Design*
 - *Deliver*
 - *Manage*