

## Enterprise

### Business Lines

Business Lines are often referred to as "Plain Old Telephone Service" (POTS) Lines. Business lines connect communication circuits between the local end office and your telephone, key system, fax, or modem.

MCI Business Lines, as its simplest, are the ideal solution for all your routine business telecommunication applications. Whether you use your MCI business line to connect to a telephone, fax machine, modem system, you can be assured that you will have local service you can count on. Business lines allow st

#### Managed Services

#### Voice

#### Local

#### Business Lines

#### Trunks

#### Full Service T1

#### Local ISDN PRI

#### Outbound Long Distance

#### Calling Cards

#### Toll Free

#### Conferencing

#### SkyTel Wireless Services

#### Contact Center Services

#### MCI Advantage

#### Internet

#### Data

#### Satellite

#### Government Services

#### Wholesale Services

#### All Products

#### Partner Center

#### Resource Center

#### Manage My Account

#### Customer Service

#### Contact Us

- Make and receive calls
- Transmit faxes
- Gain access to the Internet

### Which Businesses Can Use MCI Business Lines?

Business Lines are ideal for:

- Small Business customers
- Customers who do not currently require the feature functionality of a PBX
- Customers with fewer than 15 lines

### Why MCI Business Lines?

MCI has an impressive array of local features that define and enhance the MCI Business Line offering. Features include:

- **Call Transfer or Three Way Conference Calling.** Permits station users to transfer any call or party to an established connection.
- **Call Forward Busy.** Redirects calls to another station when called station is busy.
- **Call Forward No Answer.** Redirects calls to another station when called station does not answer.
- **Call Forward Variable.** Incoming calls are redirected to another station.
- **Speed Dial (8 or 30 codes).** Allows users to place calls to designated numbers by dialing one or more digits rather than the complete telephone number. Users can program up to 8 or 30 codes.
- **Call Waiting/Cancel Call Waiting.** With the sound of a beep, the user will be alerted that another call is waiting to be answered. It is not necessary to terminate the original call to answer the call, which allows the user to return to the original call.
- **Caller ID w/Name.** Provides the MCI Local Customer the ability to identify the name of (or station telephone number associated with the calling party. This feature requires a two-line minimum.
- **Caller ID Blocking-Selective, -Complete.** The caller's number can be blocked from the destination on every call.
- **Voice Mail.** Voice Mail offers extensive voice messaging features, packaged in a way that makes it easy to use. Simple prompts help with every step, giving you the option to review messages, record and change passcodes by simply pressing numbers on your touch-tone keypad.

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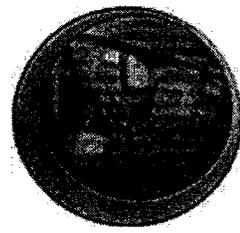
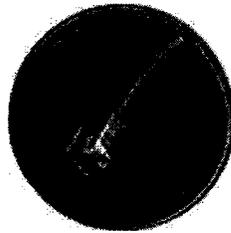
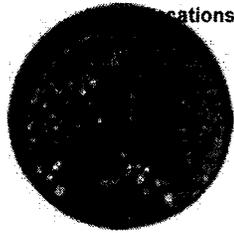
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Our Mission



July 30, 2004

Product Availability:

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INTERNET & DATA

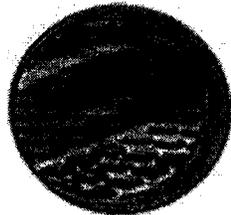
Power up your Internet and data connectivity with High-speed Internet Access from NewSouth!

VOICE

Is your business looking for a competitive choice for local and long distance phone service?

BUNDLES

Let NewSouth show you the savings and convenience of communications bundles. Have it all from one provider!



NEWSOUTH FINALIZES MERGER WITH NU

It's official! The I's have been dotted and the T's crossed. NewSouth Communications has completed its merger with Louis-based NuVox Communications. Please click [here](#) for more information on our exciting news.

PROMOTIONS

For more ways to save at NewSouth, click here!



Two North Main Street, Greenville, SC 29601 (800-672-1450)

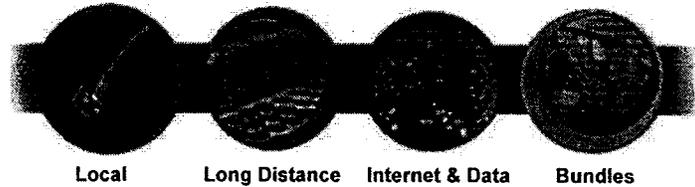
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July 30, 2004

Internet & Data  
Voice  
Bundles  
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Promotions



## VOICE

### Local Service

NewSouth Communications' Lucent 5ESS AnyMedia™ digital switches enable us to provide you with the best quality service at the best price.

#### PBX Trunks

NewSouth Communications offers comprehensive service designed to complement your existing PBX or Hybrid Key system.

#### Business Exchange Lines

NewSouth Communications' Business Exchange Lines enable you to customize the features and functionality of your telephone.

#### Extended NewArea

If your business places a large number of calls beyond our expanded local calling area, then Extended NewArea™ is designed for you.

#### Point-to-Point

NewSouth Communications' Point-to-Point functions as a private line between two or more locations. Your business can have continuous access to 4-digit dialing and high-speed data transfer to those locations you call most often.

### Long Distance Service

Whether you're calling across the world or across your state, NewSouth Communications has the right long distance solution for your business.

#### International Long Distance

NewSouth Communications offers international calling to over 240 countries. Unlike other telecommunications providers, NewSouth Communications aggregates your monthly recurring charges.

#### 800 Access

800 service is an easy and convenient way for your customers to contact you...at no charge to them.

#### Account Codes

NewSouth Communications' customers can track local and long distance calls by caller, department or client using our advanced Account Code system.

### Small Business Solutions

Small Business Solutions enables businesses with as few as two lines to enjoy the savings of a competitive telecommunications provider. Your small business will enjoy savings of 15-20% off your current BellSouth services. Finally, small businesses have a choice.

### Voice Mail

NewMessaging™ provides customers a flexible and powerful tool that can answer phone calls, take messages, and store them for review at a later time.

### Conference Calling

Harness the power of the conference call for employees, customers and vendors with NewConferencing™ from NewSouth Communications. This service lets you organize a conference call between three or 300 people quickly and easily.

### Phone Cards

When you are away from the office, our Phone Card puts all the benefits of NewSouth Communications right in your pocket. Calls can be made from almost anywhere to just about everywhere in the world.

### Enhanced Features

Expand your communication capabilities with our suite of advanced voice features. These include an Individualized Dialing Plan, Multi-way Calling, Queuing, and Customer Recovery options.

## INTERNET & DATA

### Managed Network Security

NewSouth Communications is leading the industry with LANLock, a managed Internet security product that brings the latest in small-business network protection to your small business.

### **High-Speed Internet**

NewSouth.net, our high-speed Internet product, brings you the World Wide Web with the touch of a button. Your connection is fast and it's secure - the bandwidth you purchase is guaranteed.

### **Private Networking**

Netosphere, can provide your business with a comprehensive, custom-designed private networking solution for high-speed business communications. With a flexible, cost-effective private network, you will mobilize your business by sharing information and applications between sites.

## **BUNDLES**

### **Suite T**

A T1 made to order for your business. You choose the combination of Internet and voice channels, all with the convenience of one flat rate month after month.

### **Small Business Solutions**

Small Business Solutions enables businesses with as few as two lines to enjoy the savings of a competitive telecommunications provider. Your small business will enjoy savings of 15-20% off your current BellSouth services. Finally, small businesses have a choice.

Have an Account Executive Contact Me.

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July 30, 2004

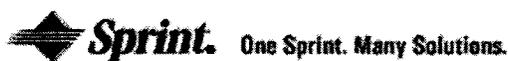
### Voice Network Map

- Industry Overview
- Data Technology
- Voice Technology
- Information Technology
- Network Strategy**
- Voice Network Map
- Data Network Map



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PCS Phone Number:

Password:

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the Sprint PCS  
Fair & Flexible™ Plan**



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PCS Phone Number:

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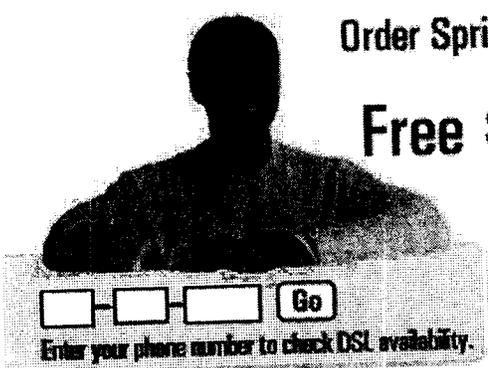
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Enter your phone number to check DSL availability.



**New Residential Service**  
Moving to a new home? Just follow the simple step-by-step instructions.

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**Sprint Home & On The Go**  
Enjoy unlimited calling between your PCS and Home Phones. [Click here](#)

**Support & Technical Assistance**  
Have a question or a problem?

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### My Account

Sprint Local residential customers can **view and pay online**, review call detail, and download Adobe PDF last 18 bills.

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## Other Monthly Charges

Local Co

In addition to the monthly fee for your basic phone line, the following fees and surcharges will appear on your local bill.

### All states:

#### Interstate Access Surcharge- (\$4.00-\$9.20 Varies by state)

This charge covers the cost of connections to the local telephone network, allowing you to make both local and long distance calls. This fee covers the cost of telephone wires, poles and other facilities that connect long distance carriers to local telephone companies. Customers are charged a monthly fee for each telephone line they use.

#### Local Number Portability- (\$0.52 Local Number Portability surcharge will be eliminated during the beginning of February 2004)

Number portability allows you to move almost anywhere within your local calling area and keep the telephone number you have today. You can also keep your telephone number if you switch your local service provider. The local number portability surcharge allows telephone companies like Sprint to recover some of the costs for providing this service. All customers regardless of whether they move their telephone number or not must pay this FCC-approved surcharge.

#### Universal Service Fund- (varies by community)

This surcharge recovers some of the costs Sprint incurs to keep basic telephone service affordable in rural and high cost areas. This fund also makes it possible for telephone companies like Sprint to assist low-income customers that qualify, through lifeline assistance programs. It also provides support for telecommunications services used by schools, libraries and rural health care providers. In some areas, state governments may also require a similar surcharge for special programs within their communities.

### Florida:

#### Touch-tone Service- Touch Tone Service was included in the access line in Florida as of 03/01/2003

Touch-tone service allows you to use Sprint network calling features as well as the interactive customer service features of other companies like banks, airlines, etc. With touch-tone service a phone emits signals or tones (instead of clicks) that automated service systems are able to interpret and process.

#### Hearing Speech Surcharge- (\$.13)

This fee provides funding for telecommunications devices and relay service to be furnished to hearing and speech impaired individuals. The relay service is the service of relaying messages from a hearing impaired customer with a TDD (telecommunications device for the deaf) to someone else who does not have a TDD and/or vice-versa. The surcharge applies to all residential and business phone lines.

### Indiana:

#### Hearing Speech Surcharge- (\$.06)

This fee provides funding for telecommunications devices and relay service to be furnished to hearing and speech impaired individuals. The relay service is the service of relaying messages from a hearing impaired customer with a TDD (telecommunications device for the deaf) to someone else who does not have a TDD and/or vice-versa. The surcharge applies to all residential and business phone lines.

### Kansas:

No additional

**Minnesota:**

No additional

**Missouri:****Extended Local Calling Charge**

This charge reflects the additional cost of expanding your local calling area to include former long distance or local toll destinations. These charges vary by community and apply only in areas where local calling has been expanded.

**Relay Surcharge-(\$.10)**

This fee provides funding for telecommunications devices and relay service to be furnished to hearing and speech impaired individuals. The relay service is the service of relaying messages from a hearing impaired customer with a TDD (telecommunications device for the deaf) to someone else who does not have a TDD and/or vice-versa. The surcharge applies to all residential and business phone lines.

**North Carolina:****Touch-tone Service- Touch Tone is included in the access line in North Carolina**

Touch-tone service allows you to use Sprint network calling features as well as the interactive customer service features of other companies like banks, airlines, etc. With touch-tone service a phone emits signals or tones (instead of clicks) that automated service systems are able to interpret and process.

**Nebraska:****Hearing Speech Surcharge-(\$.07)**

This fee provides funding for telecommunications devices and relay service to be furnished to hearing and speech impaired individuals. The relay service is the service of relaying messages from a hearing impaired customer with a TDD (telecommunications device for the deaf) to someone else who does not have a TDD and/or vice-versa. The surcharge applies to all residential and business phone lines.

**Extended Local Calling Charge**

This charge reflects the additional cost of expanding your local calling area to include former long distance or local toll destinations. These charges vary by community and apply only in areas where local calling has been expanded.

**New Jersey:****Touch-tone Service-(\$.75)**

Touch-tone service allows you to use Sprint network calling features as well as the interactive customer service features of other companies like banks, airlines, etc. With touch-tone service a phone emits signals or tones (instead of clicks) that automated service systems are able to interpret and process.

**Nevada:**

No additional.

**Ohio:****Intrastate Access Fee**

The Intrastate Access Fee was added to customer invoices on July 3, 2001. This fee is simply a more direct method of billing for charges that were formally included in customer long distance charges. Customers have been paying this fee all along, but the charge was included in their long distance rates before July 3, 2001. To help as many customers as we can offset this fee, Sprint eliminated Local Toll and Usage Charges on more than 500 calling routes throughout the state."

**Oregon:****Residential Service Protection Fund-(\$.13)**

This fee provides funding for telecommunications devices and relay service to be furnished to hearing and speech impaired individuals. The relay service is the service of relaying messages from a hearing impaired customer with a TDD (telecommunications device for the deaf) to someone else who does not have a TDD and/or vice-versa. The surcharge applies to all residential and business phone lines.

**Extended Local Calling Charge**

This charge reflects the additional cost of expanding your local calling area to include former long distance or local toll destinations. These charges vary by community and apply only in areas where local calling has been expanded.

**Pennsylvania:**

No additional.

**South Carolina:**

No additional

**Tennessee:****Touch-tone Service-(\$1.00)**

Touch-tone service allows you to use Sprint network calling features as well as the interactive customer service features of other companies like banks, airlines, etc. With touch-tone service a phone emits signals or tones (instead of clicks) that automated service systems are able to interpret and process.

**Texas:****Extended Local Calling Charge**

This charge reflects the additional cost of expanding your local calling area to include former long distance or local toll destinations. These charges vary by community and apply only in areas where local calling has been expanded.

**Virginia:**

No additional.

**Washington:****Extended Local Calling Charge**

This charge reflects the additional cost of expanding your local calling area to include former long distance or local toll destinations. These charges vary by community and apply only in areas where local calling has been expanded.

**Wyoming:****Hearing Speech Surcharge-(\$.10)**

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## ***Sprint Local***

# ***Welcome to Sprint Local Residential Services!***



### **IS YOUR ENTRY CORRECT?**

You entered the Zip Code below for your new residence.  
If this is correct, please click "continue":

#### **ZIP CODE**

ZIP Code

**Continue**

If incorrect, please re-enter your Zip Code and click "continue".

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Moving to a new home? Just follow the simple step-by-step instructions.

ZIP Code

**Sprint Home & On The Go**  
Enjoy unlimited calling between your PCS and Home Phones. [Click here](#)

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Have a question or a problem?

-  -

Enter your phone number to check DSL availability.



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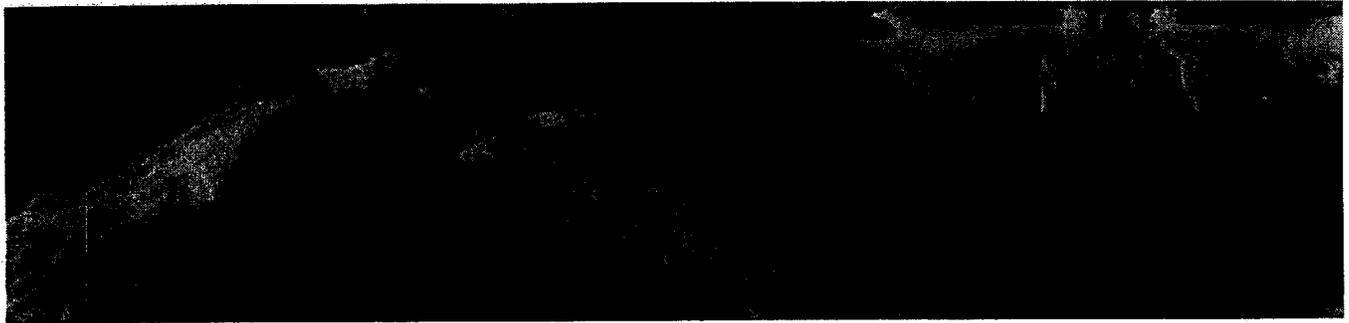
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Supra Telecom

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Get local, long distance, and Internet service from one company, with one easy to read bill, and with great prices.

Supra Telecom donates calling cards to needy families for the holidays.

Basic Business Services  
Have a small business and need a connection fast?

Un Solo Pueblo  
Call 10¢ a minute to South & Central America

Internet  
Boost the s

Type in a question

ASK QUESTION

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Netscape 7.0+ Browser,  
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Looking for some new **F.R.I.E.N.D.S**

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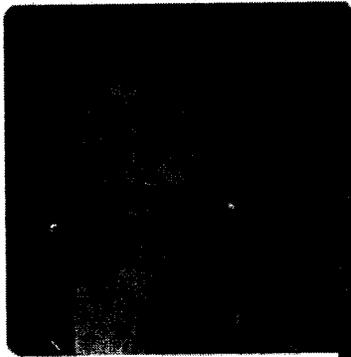
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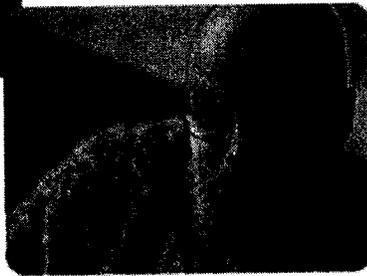
ENTER YOUR PHONE NUMBER TO SWITCH TO SUPRA (    ) -    -    SWITCH

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# Products & Services Catalog



“ I needed reliable and affordable service for my small business. Supra Telecom helped me save over 50% ”



“ My kids drove me insane about using the phone. I made the switch. Added a new line. No worries. ”

### Please choose the type of call your current location

Supra Telecom offers services for home and business.

- Home and Family
- Business

Choose State:

Florida

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# Business Service

Location



Florida

**Choose a Supra Telecom service which fits your needs then press continue.**

- Yes, I want to make unlimited calls in my local and surrounding service area.**
- Yes, I want a variety of calling features such as caller-id, call-waiting, call return, and three-way calling.**
- Yes, I want unlimited long distance service with my plan.**
- Yes, I am interested in internet service.**

**CONTINUE**

Supra Telecom

UNLIMITED LONG DISTANCE, AN  
 UNLIMITED LOCAL SERVICE, AND  
 UNLIMITED INTERNET SERVICE  
 UNITED STATES

## Customer Service

Need Help? Please ask us a question and search through our FAQ knowledge base.

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Type in a question

**ASK QUESTION**

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[CUSTOMER SERVICE](#)
[ORDER SERVICE](#)
[ABC](#)

Enter your phone number to switch to SUPRA ( ) - - SWITCH

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# Home & Family

Location

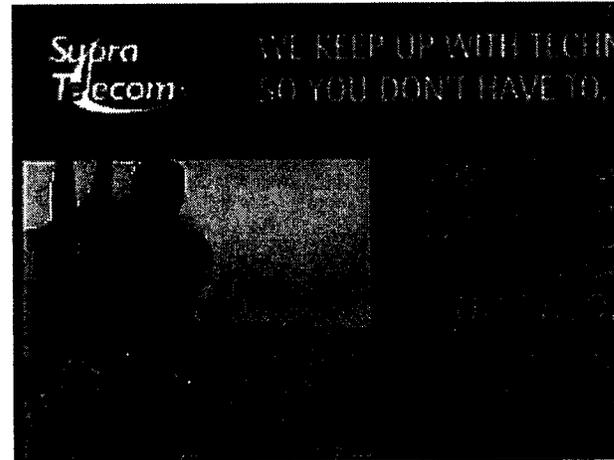


Florida

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## Customer Service

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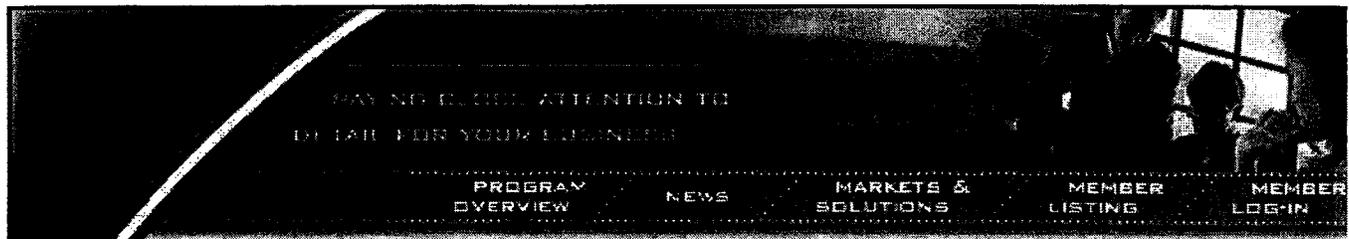
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Type in a question

[ASK QUESTION](#)



## LARGE BUSINESS SOLUTIONS

- Vertical Markets
- Product Solutions
- Home

Our solutions address Large Businesses with more than 500 employees. To see how Time Warner provide a communications solution for this market segment, please read below.

### Analog Services

Time Warner Telecom's Analog Services are provided as part of our Business Switched Services

### Digital Services

Customers receive Digital Services through ISDN PRI and Digital Trunks.

### Supplemental Services

Supplemental Services are additional services available for Time Warner Telecom's switched ser to enhance their service.

### Special Switched Services

Special Switched Services provide the capability for Time Warner Telecom customers to expand little or no equipment investment. Historically referred to as 'foreign exchange' service, these proc customers to obtain switched service in areas or even other cities without the need for a physical those cities.

- Business Expansion Service
- Expanded Exchange Service
- Intercity Switched Service
- Special Switched Services

### Calling Plans

- **Long Distance** - The Long Distance product suite is offered in conjunction with other Time Telecom switched products to complete the switched product portfolio. Time Warner Telec distance traffic over their fiber-based regional networks and connects with various Tier I Int carriers' long haul transport.
- **Local** - Extended Calling Plans (where available) provide you with expanded outbound cal local calling area. Our plans are specifically designed to provide you expanded outbound c reduces your long distance expenses.

### SONET

High capacity channels for full duplex, synchronous optical transmission of digital data.

Time Warner Telecom's SONET services are available in both point-to-point and multipoint ring c

### Dedicated Internet Access

Time Warner Telecom's high-performance Internet backbone is designed to provide flexibility, sca security, while offering redundancy in the core.

### Co-location Services

Co-location provides reliable and secure space in Time Warner Telecom's data centers to locate back up, remote, or virtual presence and obtain Wide Area Network services from Time Warner T cabinets, cages, and/or racks are available depending on the market. We offer this service in 40 t

### **Dedicated Web Hosting**

Time Warner Telecom can handle large capacity requests when it hosts your web site.

### **Metro Ethernet NLAN**

Time Warner Telecom's Native LAN service connects multiple business locations with a technology already use and understand - Ethernet.

### **Ethernet Internet Access**

EIS provides Internet over Ethernet to customers requiring a scalable Internet solution. This service is delivered to customers who co-locate their Internet CPE in Time Warner Telecom's carrier-grade co-location location (EIS) or delivered to the customer's premise (NLAN EIS).

### **Storage Transport (ESCON/Fibre Channel)**

Using the most current technology, DWDM (Dense Wave Division Multiplexing), Time Warner Telecom can transport your native traffic, without any protocol translation to your secure site miles away. Time Warner Telecom will monitor the link for you, so you may spend your valuable time concentrating on your core business. Multiple paths will ensure that your traffic will get to its destination every time.

### **Wavelength/Lambda**

Time Warner Telecom offers wavelength services that allow one or many direct interfaces to extralarge capacity point-to-point channels. Each wavelength has a standard capacity of either 2.5 Gbps or

### **DS1/DS3**

Dedicated, high capacity, full duplex channel with line speed of 1.544/45 Mbps isochronous serial

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### **Additional Information**

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#### **Business Switched Services** ☎

Time Warner Telecom offers business customers a "real" choice for local telephone service.

#### **Co-Location Service** ☎

Time Warner Telecom's Co-location Service supports your expanding network needs with a secure environment and dedicated space for your equipment and storage of your information.

#### **Dedicated High Capacity Services** ☎

Time Warner Telecom's Dedicated High Capacity Services offer a complete range of transmission rates from 1.5 Mbps to 10 Gbps.

#### **Dedicated Internet** ☎

Our Dedicated Internet Access Products deliver high-speed, dedicated connections that ensure a dedicated Internet bandwidth needed for critical data.

#### **Digital Trunks** ☎

Time Warner Telecom's digital facilities provide access to the Public Switched Telephone Network through state-of-the-art switches that will serve your business needs today and tomorrow.

#### **ISDN PRI** ☎

Time Warner Telecom's Integrated Services Digital Network Primary Rate Interface (ISDN PRI) provides access to the Public Switched Telephone Network through reliable state-of-the-art switches.

**Long Distance Services** 

Time Warner Telecom offers specialized long distance business solutions that meet each individual's needs.

**Native LAN** 

Connect your multiple business locations with a technology that you already use and understand

**Special Switched Services** 

Time Warner Telecom customers can use Special Switched Services to expand into new markets without equipment investment.

**Storage Transport Services** 

Time Warner Telecom offers a suite of services that will provide the best solution for your company's Channel, ESCON, or Ethernet transport for your metro needs.

**Web Hosting** 

We empower your company to host web applications on a dedicated server that is tailored to meet your needs.

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# TIME WARNER TELECOM

*Delivering Networks... Empowering Business.*

## BUSINESS SWITCHED SERVICES

There's a new dial tone in town! Time Warner Telecom now offers business customers a "real" choice for local telephone service. We provide a variety of switched services for your local voice, data and video transport needs.

We built the most modern and powerful communications networks in the industry. State-of-the-art digital switches route communications traffic quickly and efficiently on our own leading-edge, SONET-based fiber optic networks. Backed by a modern National Operations Center and highly skilled local technicians, we offer virtually uninterrupted service to meet your telecommunications needs.

Call your local Time Warner Telecom representative for details about our business switched service offerings. Or call our National "Best" Customer Service Center at 1-888-333-0520. Here is a sample of our business switched services.

- **ISDN PRI:** Provides ISDN capabilities and efficiencies for your switched voice, data and video needs. Ask your local Time Warner Telecom representative for details.
- **Digital Trunks:** Flat, Measured or Message depending on local availability. Provide quality connections to customer provided PBX equipment.
  - Digital Facility
  - Inward Digital Trunks
  - Outward Digital Trunks
  - Two-way Digital Trunks
  - DID Service (available on Inward and Two-way Digital Trunks)
- **Business Lines:** Flat, Measured or Message depending on local availability. All provide customers with a quality analog voice grade telephone line available for use at any time.
- **Business Line Features:** (Discounts for multiple [2-6] feature purchases)
  - Call Waiting; Cancel Call Waiting
  - Call Forwarding; Call Forward Variable; Call Forward Busy;
  - Call Forward Don't Answer
  - Selective Call Forwarding
  - Remote Call Forwarding
  - Three-Way Calling
  - Speed Calling: 8 Number, 30 Number
  - Distinctive Ringing (up to two additional numbers)
  - Caller ID: with Number Delivery; with Name Delivery
  - Combined Caller ID Blocking: Per Line; Per Call
  - Continuous Redial
  - Last Call Return
  - Priority Call
  - Selective Call Rejection
  - Customer Originated Trace
- **Voice Messaging:** (Available in selected markets)
  - Basic, Enhanced, Deluxe, Deluxe Multi-Mailbox
  - Automated Attendant: First Tier, Additional Tier
  - Automated Attendant with Busy Hold: First Tier, Additional Tier,
  - Revert to Operator
  - Customer Design Consulting
  - Customized Reports

### SUPPLEMENTAL SERVICES

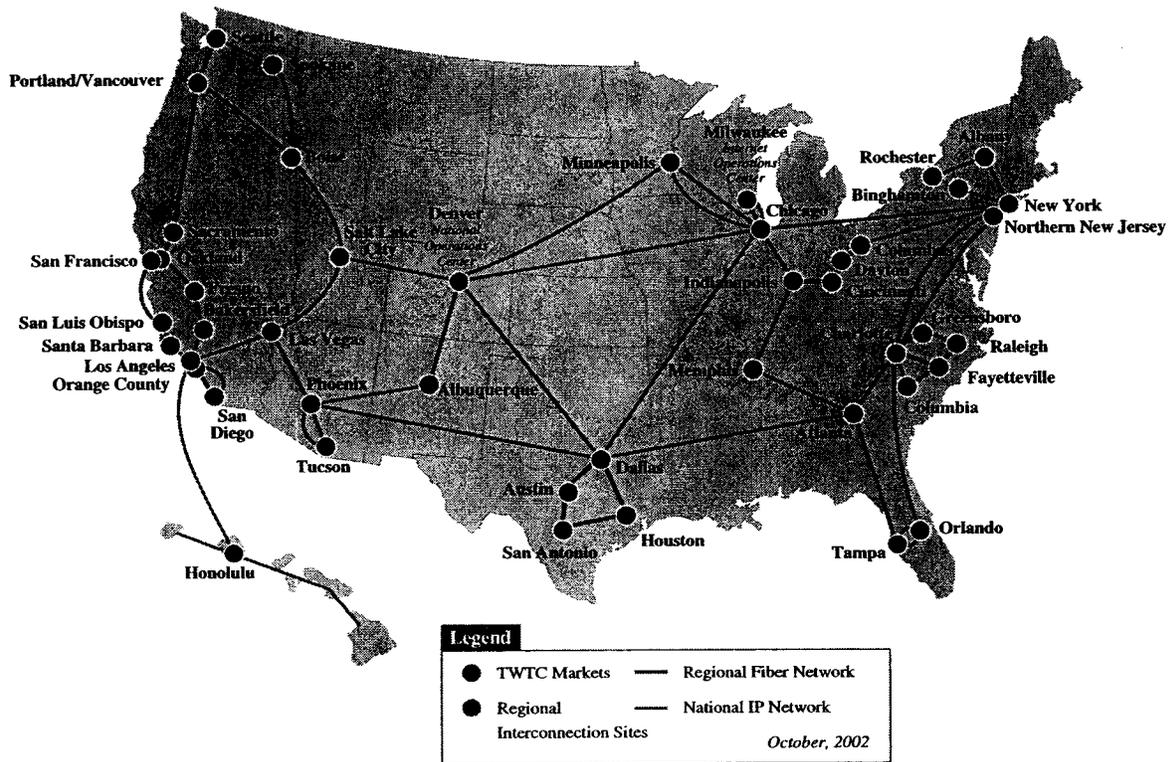
- **Telephone Numbers:**
  - Individual DID Numbers
- **Listings:** Main, Standard, Non-Published, Non-Listed.
  - Alternate Telephone Number/Night
  - Cross Reference, Additional Cross Reference
  - Duplicate, Additional Duplicate
  - Indented, Additional Indented
- **Hunting:**
  - Series Completion Hunting: Circular, Regular
  - Multi-Line Hunting: Circular, Regular, UCD
- **Blocking Services:**
  - 900 & 700 Blocking
  - Third Number and Collect Call Billing Restriction
  - Toll Restriction

*Not all products and services are available in all markets. Please contact your local Time Warner Telecom representative for availability.*

# BUSINESS SWITCHED SERVICES

## ABOUT TIME WARNER TELECOM

Time Warner Telecom is the leading provider of metro-area broadband optical networks and services to businesses. We deliver "last-mile" broadband data, voice, Dedicated Internet Access, and Dedicated Web Hosting in 44 major U.S. markets. Our strong financial position allows us to deliver powerful networks, robust products, and superior customer care to meet your needs. We're here for you today, tomorrow, and for the next 100 years.



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## Networking >> Telecommunications

# Time Warner Cable dials in phone service

Last modified: May 22, 2003, 12:02 PM PDT

By Ben Charny and Evan Hansen  
Staff Writers, CNET News.com

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**update AOL Time Warner's entry into voice service Thursday highlights the latest headache for regional phone companies, whose lock on the so-called local loop is looking increasingly precarious.**



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Time Warner Cable's "Digital Phone" includes unlimited local, in-state and domestic long-distance telephone service for \$40 a month and will be initially available only in the Portland, Maine, area. Combined with similar offerings from cable providers such as Comcast and Cablevision Systems, major local phone companies across the country—sometimes called RBOCs (regional Bell operating companies)—are close to seeing the collapse of the last barriers to local phone competition.

"This is one of the big fears among the RBOCs, that cable companies will make a major push in local telephone markets," said Mark May, an analyst at Kaufman Bros. "Cox and Comcast have launched local services, and cable operators have made inroads offering telephone service at significant discount to the RBOCs."

After years of delay, real competition is finally making its way into the local residential telephone market, promising enormous industry upheavals similar to those that shook the long-distance market nearly two decades ago.

The number of local telephone lines controlled by the nation's major phone companies has been dropping steadily since 2001, according to In-Stat/MDR analyst Norm Bogen. In the first half of 2001, the RBOCs saw the number of local phone lines on their networks drop by about 2 percent. Since then, the trend has continued, with the Bells losing 4 percent of their local lines by the first half of 2002.

Bogen said there are three reasons for the declines. The main reason is the growing number of people replacing landline phones with cell phones, he said. But he added that more people are also choosing Internet-connected phones as a second phone line rather than going the traditional route. Consumers can choose between services provided over broadband connections using special software from companies such as Vonage DigitalVoice, as well as cable phone

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services such as Time Warner's offering announced Thursday.

Calling plans are the latest weapon cable providers are using as they battle for dominance of U.S. broadband services market. Nearly 60 percent of all U.S. homes get broadband from their cable television provider. The rest of the homes wired for broadband in the United States use digital subscriber line (DSL) connections from telephone companies.

The race to attract broadband customers has led some DSL services to slash prices; for example Verizon cut prices by about 30 percent in recent months to about \$30 for its voice service customers. Most cable broadband services by contrast charge between \$40 and \$50 a month, although they say they provide superior performance for the price.

As Time Warner's announcement Thursday shows, however, much more is at stake than broadband market share: While cable voice services are still in their infancy, the potential threat of a voice upgrade to cable broadband has turned what was once a fight over data services into an all-out war for telecommunications service in the home.

Cable and telephone companies use bundles of steeply discounted services to attract and keep customers. Cable companies sell television and broadband access at discounted rates, but only when bought as part of a package of services. Telephone companies offer similar deals on telephone and broadband connections.

Until recently, telephone companies didn't worry about cable adding voice services into their bundles. But the growing sophistication of voice over IP, which turns voice calls into digital packets for dispatch over the Internet, allows cable companies to sell cable TV, telephone service and broadband connections on one bill. That's one more service—specifically cable television—than telephone companies can offer.

Comcast said it has signed up 1.4 million voice service subscribers in the first quarter of 2003, down slightly from the December quarter. That accounts for 16.5 percent of the company's cable subscribers in the areas where the service is offered. Cox, meanwhile, said it has signed up 782,546 voice service subscribers in the first quarter of 2003, accounting for 19 percent of its cable subscribers.

"We operate in a competitive market and we have a pretty good track record when going up against competition," said Keith Coccozza, a Time Warner Cable spokesman. He would not discuss the cable company's future release plans specifics, only saying: "We are going to take our time in the beginning."

In their current form, these new cable company phone services pose little threat—more like a novelty act—in places like Coatsville, Pa., where Comcast is trialing its telephone service. But if they were to be expanded substantially, "then the best way to describe this would be: 'wow,'" said In-Stat/MDR senior analyst Daryl Schooler.

"What does any of the major phone companies have on their bundle?




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Local and long-distance and data," Schooler said. "This move by the cable guys gives them local, long-distance voice, video and data all over one pipe."

There is very little evidence yet to gauge the effectiveness of cable companies' move into voice services. Both cable and DSL providers continue to add new subscribers, despite the economic doldrums. The largest VoIP provider for now is Vonage DigitalVoice, which has about 25,000 subscribers.

Digital Phone subscribers will get all the amenities they are used to, including caller ID and call waiting. They can also keep the same phone number if they are switching from another telephone service provider, according to a description of the calling plan from Time Warner Cable.

Whether the \$40 a month charge includes a converter—a small box that changes telephone signals to digital signals for transport over the Web—was not immediately clear.

News.com's Jim Hu contributed to this report.

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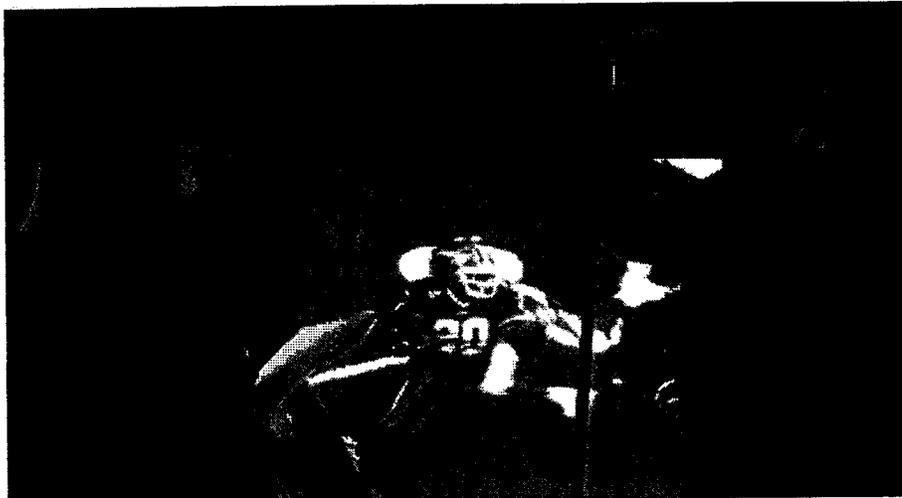
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