

FEDERAL COMMUNICATIONS COMMISSION
Washington, D.C. 20554

October 6, 2000

Mr. James W. Calloway
Group President – SBC Services
SBC Communications, Inc.
175 E. Houston Street
San Antonio, TX 78205

RE: *SBC/Ameritech Merger Order*, CC Docket No. 98-141, ASD File No. 99-49

Dear Mr. Calloway:

The quarterly service quality reports filed by SBC Communications, Inc. (“SBC”) pursuant to the *SBC/Ameritech Merger Order* indicate that the quality of service provided by SBC’s incumbent local exchange carriers (“LECs”) has been deteriorating in several states since approval of the merger in October 1999.¹ This concerns me, and I would like you to explain the causes of this trend and discuss the steps that SBC plans to take to reverse it.

In particular, I am concerned that SBC’s performance data indicates that consumers in SBC’s region are experiencing increasing installation delays, longer repair times, and greater difficulties contacting SBC’s incumbent LECs about service quality and other issues. I note also that consumer complaints regarding service quality have increased in recent months in spite of SBC’s explicit commitment when the merger was pending to devote greater resources to service quality after the merger closed.²

As a final matter, I understand that the Illinois, Indiana, Michigan, Ohio, Wisconsin, and other state commissions in SBC’s region are closely monitoring SBC’s performance in this area. The Bureau shares the concerns of these state commissions, and looks forward to working with them and SBC to improve quickly service quality in SBC’s region.

If you have any questions, please do not hesitate to contact me. You may also contact Anthony Dale or Mark Stone of my staff at (202) 418-2260 and (202) 418-0816, respectively.

Sincerely,

Dorothy T. Attwood
Chief, Common Carrier Bureau

¹ Applications of Ameritech Corp., Transferor, and SBC Communications, Inc., Transferee, For Consent to Transfer Control of Corporations Holding Commission Licenses and Lines Pursuant to Sections 214 and 310(d) of the Communications Act and Parts 5, 22, 24, 25, 63, 90, 95, and 101 of the Commission’s Rules, CC Docket 98-141, *Memorandum Opinion and Order*, 14 FCC Rcd 14,712 (1999) (“*SBC/Ameritech Merger Order*”).

² See, e.g., *SBC/Ameritech Merger Order*, 14 FCC Rcd at 14,947, ¶ 567.