



**Exhibit 4**  
**Enterprise Bus Matrix**

Business Process / Event	Time	Customer	Service	Rate Category	Local Svc Provider	Calling Party	Called Party	Long Dist Provider	Internal Organization	Employee	Location	Equipment Type	Supplier	Item Shipped	Account Status
Customer Billing	X	X	X	X	X		X			X					X
Service Orders	X	X	X		X		X	X	X	X	X				X
Trouble Reports	X	X	X		X	X	X	X	X	X	X	X	X	X	X
Yellow Page Ads	X	X		X		X		X	X	X					X
Customer Inquiries	X	X	X	X	X	X	X	X	X	X					X
Promotions & Communication	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Billing Call Detail	X	X	X	X	X	X	X	X		X	X	X	X	X	X
Network Call Detail	X	X	X	X	X	X	X	X		X	X	X	X	X	X
Customer Inventory	X	X	X	X	X		X	X		X	X	X	X	X	X
Network Inventory	X		X					X	X	X	X	X	X		
Real Estate	X							X	X	X	X				
Labor & Payroll	X							X	X	X					
Computer Charges	X	X	X		X		X	X	X	X	X	X	X		
Purchase Orders	X							X	X	X	X	X	X		
Supplier Deliveries	X							X	X	X	X	X	X		

Source: <http://www.kimballgroup.com/1999/12/the-matrix/>