

CINCINNATI BELL EXTENDED TERRITORIES LLC
Nonresidence Service Agreement - Local Telephone Services

Section 6 - Local Service Bundles

A. GENERAL

Business Connections Services are available in Service Area A.

Custom Connections Services are available in Service Area.

For a description of the Service Areas, see Cincinnati Bell Extended Territories LLC Exchange Services Tariff, PUCO No. 1, Section 4.

B. TERMS AND CONDITIONS

1. Regulations

All charges normally associated with an access line, such as E-911 Service, taxes, and other surcharges, will be billed in addition to the Local Service Bundle charges.

The customer must specify the features desired at the time the initial order for service is placed.

Features associated with an individual service package are per line. Features cannot be split between lines. Not all features may be compatible on the same line.

The exchange service areas and the local calling areas for Business Connections and Custom Connections are the same as the exchange service areas and local calling areas defined in the Local Exchange Services section of this Nonresidence Service Agreement.

Features selected by the Customer to be included in any Local Service Bundle are not eligible for any additional discounts or credits. In particular, discounts and/or credits expressed or implied in any separate package pricing for Custom Calling Services do not apply to services selected for Local Service Bundles.

Local Service Bundle customers are not eligible for special promotions that may apply to the individual features included in a Local Service Bundle unless the Local Service Bundle is specifically included in the promotion.

Local Service Bundle customers may change features at anytime without incurring a charge for making a change, once the Local Service Bundle has been established. A Service Order Charge, per order, may apply to Local Service Bundle customers who make feature changes after the Local Service Bundle is established.

Customers changing their telephone numbers (except for MDNL) will be billed the nonrecurring charge to change telephone numbers as specified in the Local Exchange Services section of this Nonresidence Service Agreement.

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All rules, regulations, and limitations for the optional features specified in the Custom Calling and Hunting sections of this Nonresidence Service Agreement apply to Local Service Bundles. In addition, the following regulations apply to hunting service with Local Service Bundles.

- a. Each telephone line associated with this hunting arrangement must be equipped with a Local Service Bundle.
- b. The Customer is required to pre-determine the telephone lines that are to be a part of the hunting arrangement. Hunting service will be placed on every telephone line in the hunting arrangement. This will enable the Central Office to search in a pre-determined sequence for an available idle line in a pre-established group of lines.
- c. To accommodate the provisioning of this hunting arrangement, the Call Waiting Service as outlined in the Custom Calling section of this Nonresidence Service Agreement, cannot be activated on the telephone lines which have been chosen by the Customer to be part of the hunting arrangement, with the exception of the last line. Also, the Voice Mail Support Service, as outlined in the Custom Calling section of this Nonresidence Service Agreement, cannot be activated on any of the telephone lines which are involved in the hunting arrangement.
- d. The telephone lines that are part of the hunting arrangement must be served from the same central office and furnished to the same customer.
- e. Multi-line hunting and circular hunting are not available with this arrangement.
- f. The hunting service, as it is associated with Local Service Bundles is only available to customers who are served out of appropriately equipped central offices.

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2. Service Area A

a. Service Description

Business Connections and Business Phone Pak services are only available in Service Area A.

Business Connections Services provide a flat rate individual line in combination with customer selected optional features. The features available in each package are listed in part B.2.b. of this section and are described in the Custom Calling section of this Nonresidence Service Agreement. The customer may select any of the features, where the features are available. Business Connections and Business Phone Pak provide unlimited use of the optional features.

For an additional charge, customers subscribing to two or more Complete Connection Bundles and/or Business Phone Pak bundles, have the option to add hunting service at the rates listed in part C of this section. The rates and terms for the hunting shown in the Hunting section of this Nonresidence Service Agreement will continue to apply to telephone lines which are not equipped with Business Connections or Business Phone Pak.

Customers subscribing to Local Service Bundles are provided with a thirty (30) day Customer Satisfaction Guarantee. This guarantee will provide dissatisfied customers up to a 30 day credit for the monthly charge associated with the service, less the appropriate monthly access line charge. The credit will be pro-rated based on the time the Customer has the Local Service Bundle, up to a maximum of 30 days. To receive the credit, the Customer must notify the Company of their dissatisfaction with the Local Service Bundle and place an order to discontinue the service within 30 days of the time that the service was installed. Customers will also be credited for the nonrecurring charge associated with the Local Service Bundle, if a nonrecurring charge was incurred.

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b. Available Features

1. Business Connections

- a. Anonymous Call Rejection
- b. Anywhere Call Forwarding
- c. Call Block (*60)
- d. Call Forwarding Busy Line
- e. Call Forwarding Don't Answer
- f. Call Forwarding Variable
- g. Call Return (*69)
- h. Call Transfer
- i. Call Waiting
- j. Call Waiting Deluxe
- k. Caller ID Name and Number
- l. Distinctive Ringing (MDNL)
- m. Message Waiting Indicator
- n. Per Call Number Privacy
- o. Repeat Dialing (*66)
- p. Speed Calling 8
- q. Speed Calling 30
- r. Three Way Calling
- s. Voice Mail Support Package

2. Business Phone Pak

This offering is grandfathered as of February 20, 2007

- a. Anonymous Call Rejection
- b. Anywhere Call Forwarding
- c. Call Forwarding Busy Line
- d. Call Forwarding Don't Answer
- e. Call Return (*69)
- f. Call Transfer
- g. Call Waiting
- h. Call Waiting Deluxe
- i. Caller ID Name and Number
- j. Distinctive Ringing (MDNL)
- k. Message Waiting Indicator
- l. Per Call Number Privacy
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3. Service Area B

a. Service Description

Custom Connections Services are only available in Service Area B.

Custom Connections Services provide a flat rate individual line in combination with customer selected optional features. The features available in each package are listed in part B.3.b of this section and are and described in Custom Calling and Hunting sections of this Nonresidence Service Agreement. The customer may select any of the features, where the features are available. Custom Connections provides unlimited use of the optional features.

Customers subscribing to Custom Connections Service are provided with a sixty (60) day Customer Satisfaction Guarantee. This guarantee will provide dissatisfied customers up to a 60 day credit for the monthly charges associated with Custom Connections Service and any ancillary services such as Directory Listings. The credit will be pro-rated based on the time the Customer has the Custom Connections Service, up to a maximum of 60 days. To receive the credit, the Customer must notify the Company of their dissatisfaction with the Custom Connections Service and place an order to discontinue the service no earlier than 30 days after the service was installed. Customers will also be credited for the nonrecurring charges associated with Custom Connections Service and any ancillary services, if nonrecurring charges were incurred.

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b. Available Features

1. Custom Connections - Bundle 2

- a. Anonymous Call Rejection
- b. Anywhere Call Forwarding
- c. Call Block (*60)
- d. Call Forwarding Busy
- e. Call Forwarding Don't Answer
- f. Call Forwarding Variable
- g. Call Return (*69)
- h. Call Transfer
- i. Call Waiting
- j. Caller ID Name (Requires Caller ID Number)
- k. Caller ID Number
- k. Distinctive Ringing (MDNL)
- m. Hunting
- n. Message Waiting Indicator
- o. Per Call Number Privacy
- p. Per Line Number Privacy
- q. Repeat Dialing (*66)
- r. Speed Calling 8
- s. Three Way Calling
- t. Voice Mail Support Package

2. Custom Connections - Bundle 1

This bundle is grandfathered effective April 11, 2006.

- a. Anonymous Call Rejection
- b. Anywhere Call Forwarding
- c. Call Block (*60)
- d. Call Forwarding Busy
- e. Call Forwarding Don't Answer
- f. Call Forwarding Variable
- g. Call Return (*69)
- h. Call Transfer
- i. Call Waiting
- j. Caller ID Name (Requires Caller ID Number)
- k. Caller ID Number
- l. Distinctive Ringing (MDNL)
- m. Hunting
- n. Message Waiting Indicator
- o. Per Call Number Privacy
- p. Per Line Number Privacy
- q. Repeat Dialing (*66)
- r. Speed Calling 8
- s. Speed Calling 30
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C. RATES AND CHARGES

1. Service Area A

a. Business Connections (UCOC: C5PEX)

Monthly Rate per Line (Note 1)

- | | |
|---------------------------------|----------|
| 1. All Exchanges except Lebanon | \$ 69.95 |
| 2. Lebanon Exchange | 69.95 |

Non-recurring Charge (Note 2) 10.00

Note 1: The nonrecurring charge to establish or move an exchange access line, as shown in the Local Exchange Services section of this Nonresidence Service Agreement, is applicable for establishing new service or moving existing service

Note 2: The nonrecurring charge applies to customers converting from Individual Line Service, as shown in the Local Exchange Services section of this Nonresidence Service Agreement, to Business Connections Service

b. Business Home Phone Pak (Note 1)

This offering is grandfathered as of February 20, 2007.

	<u>Charge</u>	<u>USOC</u>
1. All Exchanges except Lebanon		
Monthly Rate per Line e-bill Media Option (Note 2)	\$ 54.95	NLUYP
Paper Bill Media Option - Additional Monthly Charge per Line (Note 3)	5.00	NOEBL
2. Lebanon Exchange		
Monthly Rate per Line	59.99	NLUYP

Note 1: The nonrecurring charge to establish or move an exchange access line, as shown in the Local Exchange Services section of this Nonresidence Service Agreement, is applicable for establishing new service or moving existing service. No additional non-recurring charges apply to convert a line to Business Home Phone Pak.

Note 2: With the e-Bill Media Option customers will receive the telephone bill electronically via the Internet. A paper bill will not be mailed to these customers.

Note 3: With the Paper Bill Media Option customers will receive a telephone bill in the mail delivered by the U.S. Postal Service. Customers subscribing to this option will pay the monthly charge associated with the e-bill Media Option plus the Additional Charge for the Paper bill Media Option.

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c. Optional Features

	<u>Charge</u>	<u>USOC</u>
Hunting Enhancement, Monthly Charge per Line (Note 1)	5.00	AS3HG
Hunting Enhancement, Nonrecurring Charge per Line	8.50	AS3HG

Note 1: Charge applies to every telephone line in the hunt group.

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2. Service Area B

a. Custom Connections Service

1. Custom Connections - Bundle 2 (USOC GDCCB)

Custom Connections - First Line, Monthly Rate per Line \$ 34.99

Custom Connections - Additional Lines, Monthly Rate per Line 24.99

2. Custom Connections - Bundle 1 (USOC BDMCC)

This bundle is grandfathered effective April 11, 2006.

Custom Connections - First Line, Monthly Rate per Line

 Paper Media Option (Note 1) 39.99

 e-bill Media Option (Note 2) 34.99

Custom Connections - Additional Lines, Monthly Rate per Line

 Paper Media Option (Notes 1 and 3) 29.99

 e-bill Media Option (Notes 2 and 3) 24.99

3. Nonrecurring Charge to Establish or Move Service, per Line 50.00

4. Service Order Charge, per Order (Note 4) 16.50

Note 1: With the Paper Bill Media Option customers will receive a telephone bill in the mail delivered by the U.S. Postal Service

Note 2: With the e-Bill Media Option customers will receive the telephone bill electronically via the Internet. A paper bill will not be mailed to these customers.

Note 3: The monthly rate for the e-bill Media Option applies to all lines that are group billed with the First Line, regardless of how the First Line is billed. The Paper Media Option monthly rate for additional lines only applies to additional lines that are billed separately from the First Line.

Note 4: The Service Order Charge applies to subsequent orders only when making changes to the Custom Connections service, e.g. adding features.