

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

Section 8 - Centrex Service

A. GENERAL

Centrex Service is available in Service Area A.

Centrex Service is not available in Service Area B.

B. TERMS AND CONDITIONS

1. Service Description

Centrex is an arrangement of switching equipment and facilities owned and maintained by the Company, which provides the customer with a complex communications service.

Centrex service lines consist of the facilities from the central office to the customer premises and the central office switching equipment used to provide intercommunication service.

The Company will provide Centrex only as a complete system, only from central offices, which are suitably equipped, and only where suitable facilities are available.

Centrex offers two types of service lines: Deluxe Service Lines and Electronic Service Lines. Deluxe Service Lines are available to all Centrex customers. Electronic Service Lines are available to customers from offices, which are suitably equipped, where qualified facilities permit, and where capacity exists.

Centrex basic service lines are grandfathered and are only available in the Lebanon exchange. At the expiration of a customer's contract containing basic service lines, or if a customer relocates prior to the expiration of the contract, the customer will be required to subscribe to a service other than Centrex basic service lines.

2. Definitions

a. Add-On Conference

Used with Consultation Hold, this feature allows a Centrex user to add on a held party after a second party is reached. This creates a three-way call.

b. Anywhere Call Forwarding

Allows customers to have the capability to remotely change the termination of their incoming calls from any tone signaling telephone. The customer can activate, deactivate, or change the destination number using a personal identification number (PIN).

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c. AreaWide Centrex

Allows customers with multiple locations (in the same serving central office or different service central offices) to create the appearance that all locations are serviced by a single Centrex system. AreaWide Centrex extends five-digit dialing plans and internal features between Centrex systems. AreaWide Centrex customers can dial all other AreaWide Centrex subscribed lines in their group.

d. AreaWide Networking

Allows customers with multiple locations (in the same serving central office or different service central offices) to create the appearance that all locations are serviced by a single Centrex system. AreaWide Networking customers can dial all other AreaWide Networking subscribed lines in their group. AreaWide Network and AreaWide Centrex will work together to allow non-Centrex and Centrex lines to join in a common five-digit dialing plan.

e. Attendant Busy Verification of Lines and Trunks

Allows an attendant to determine whether a line or tie line within the Centrex system is busy or idle.

f. Attendant Call Hold

Allows an attendant to put on hold any call in progress, thus freeing the line to originate or process other calls. The Attendant Timed Reminder feature is activated when the call is placed on hold.

g. Attendant Call-Through Tests

Allows the attendant to set up a test call over a selected tie line to determine if the tie line is operating correctly.

h. Attendant Call Transfer

Allows the attendant to transfer a call to another directory number.

i. Attendant Camp-on (Non-Data Link)

Allows incoming calls, which the attendant attempts to complete to a busy service line to be held waiting until the busy service line becomes idle. The Attendant Timed reminder feature is activated when the call is camped-on.

j. Attendant Control of Facilities

This feature allows the attendant to restrict dial access of stations to certain lines and trunks. Calls to the restricted facilities can be routed to the attendant, to a recorded announcement, or to a customer-specified intercept treatment.

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k. Attendant Direct Station Selection/Busy Lamp

This feature allows the attendant to display the status of any service line in the Centrex system.

l. Attendant Direct Trunk Group Selection

Allows an attendant to select an idle trunk for an outgoing call simply by pressing a single console button.

m. Attendant Emergency Override

Allows the attendant to ring the station by dialing an access code plus the extension number, even if:

- It is busy from setting the make busy key.
- It has series completion or multi-line hunt arrangement.
- It has Call Forwarding activated.
- It is equipped with terminating restrictions.

n. Attendant Information About Calls in Queue

This feature provides the following information about calls in queue:

- Average time in queue for served calls.
- Average time in queue for calls abandoned before serving.
- Longest time a call has been in queue before serving.
- Total number of calls in queue abandoned before being served.
- Total number of served calls.

o. Attendant Interposition Transfer

Provides the attendant with the ability to transfer or place a call to another attendant in the attendant group by dialing the directory number assigned to that position. When a call is made to this directory number, no hunting or queuing will occur if the attendant is busy on that directory number.

p. Attendant Night Service

Provides arrangements to route calls, which are normally directed to the attendant positions to a night directory number, when the regular consoles are not attended.

q. Attendant Position Busy

Provides the attendant with the ability to make the position appear busy. In a single position arrangement, new calls receive busy treatment. In a multiple position arrangement, new calls are directed to another attendant position. If a position is placed in a position-busy state, the attendant can serve calls on hold, answer calls, complete calls on timed reminder, and originate calls.

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r. Attendant Power Failure Transfer

This feature permits calls to the attendant to be routed to a preassigned directory number during a power failure at the customer's location.

s. Attendant Timed Reminder

Provides a timer which starts when a call is camped-on or put on hold. When the timer expires, the attendant is alerted and can pick up the call to talk to the calling party.

t. Attendant Traffic

Provides the following information about calls for each electronic attendant console position:

- Aggregate work time for the position.
- Minutes the position has been active.
- Number of calls handled by the position.

u. Attendant Trunk Group Indicator

This feature allows an attendant to monitor the level of traffic on customer selected trunk groups. A maximum of 16 trunk groups per attendant position can be monitored. A maximum of 64 trunk groups per attendant group can be monitored.

v. Automatic Callback

The user can hang up after reaching a busy line within the Centrex system and then dial a callback activation code to initiate the automatic callback process. When the called party goes on-hook, the customer will receive a distinctive ringing pattern (intra-system only) to indicate that the desired line is available. This feature cannot be activated against a line number in a hunt group, nor can it be placed on attendant lines.

w. B Channel

A channel within an Electronic Service Line, which can be used to carry circuit, switched voice or circuit switched data or packet switched data at speeds up to 64 kbps.

x. B Channel Packet Switched Data

Provides the ability to make X.25 packet switched data calls over 64 kbps "B" channel to other subscribers in the Centrex system. The throughput on packet data traffic is up to 64 Kbps. One logical channel is provided as standard.

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y. Call Forwarding Busy Line - Incoming Calls

Permits calls to a specified line number to be forwarded to a Customer-preselected number when busy. This feature is prohibited with any type of hunting service. Lines arranged for both Call Forwarding-Busy Line and Call Forwarding-Don't Answer must forward to the same designated line. Call Forwarding-Busy Line and Call Waiting-Terminating are mutually exclusive on the same line. If the forwarded leg of the call is chargeable, the forwarding line is billed for that portion of the call. These calls are subject to transmission limitations.

z. Call Forwarding Don't Answer - All Calls

Permits calls to the specified line number to be forwarded to a Customer-preselected number if not answered after a Customer-specified number of rings. Lines arranged for both Call Forwarding Busy Line and Call Forwarding Don't Answer must forward to the same designated line. At the time a service line is initially equipped for Call Forwarding Don't Answer, it will be arranged for a predetermined number of ringing cycles to be completed before the incoming call is forwarded. If the forwarded leg of the call is chargeable, the forwarding line is billed for that portion of the call. These calls are subject to transmission imitations.

aa. Call Forwarding Variable

Allows calls attempting to terminate to a line to be redirected to any other Customer-specified number. The Customer must activate or deactivate the forwarding function and specify the desired terminating number during each activation procedure. If the forwarded leg of the call is chargeable, the forwarding line is billed for that portion of the call. These calls are subject to transmission limitations.

ab. Call Hold

Allows a Centrex user to put on hold any call in progress. This frees the line to originate another call.

ac. Call Park

Provides a Centrex user with the capability to Park calls against his/her telephone number. The parked call may be retrieved by any line in the Centrex system by dialing a code and the telephone number.

ad. Call Pickup

Enables a user to answer a call to another line in the defined call pickup group. This is accomplished by dialing a call pickup code while the called line is being rung. If more than one line in the group is being rung, the line that has been ringing the longest is picked up first. The Call Pickup feature is common to each service line in a multi-line hunt group. Consequently, rates and charges specified for these features apply to each service line in the same multi-line hunt group.

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ae. Call Pickup Group

A group of users, which has the capability of picking up each other's, calls by using the Call Pickup feature.

af. Call Restriction Levels

Prevents an Electronic Service Line user from calling certain data terminals based upon the restrictions placed upon the specific calling terminal. If the calling terminal is restricted, the call is directed to a recorded announcement.

ag. Call Transfer Individual - All Calls

Allows a user to add on and/or transfer any established terminating call to any other line either within or outside the system.

ah. Call Waiting - Terminating

Provides the user with an audible tone to indicate that a non-intercom call is waiting when the service line is in use. Call Forwarding Busy Line and Call Waiting - Terminating are mutually exclusive on the same line.

ai. Caller ID Name and Number

On incoming calls, Caller ID Name and Number provides the telephone number and listed name, when available, associated with the calling party, unless (1) the calling party's name and/or number is not accessible to the network because of where the call originates, or (2) when the calling party invokes a per call or per line blocking feature which prevents the name and/or telephone number from being passed. Information may be displayed on a customer-provided display device attached to the subscriber's line or telephone set. Based on the current technology of the network, the name and telephone number of the calling party may be truncated. The Caller ID subscriber is responsible for providing the display device. The installation, repair and technical capability of the device to function with Caller ID Name and Number is also the responsibility of the subscriber. CBT assumes no liability and will be held harmless for any incompatibility of this equipment and resulting inability to perform satisfactorily with network features associated with this service. This service is not available for electronic or ISDN lines.

aj. Circuit Switched Data Hunting

Allows a grouping of circuit switched data channels to a host so that calls to the host will be completed if there is an available channel anywhere in the group.

ak. Conference Calling - 6 Way

Allows a station to establish a conference call involving up to five other parties.

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al. Consultation Hold

Allows a user to add a third party to an existing conversation. The party initiating the call can hold one party with privacy exclusion while dialing and talking with another party.

am. Custom Set Configuration

A customization charge, which is applied when a customer requests a non-standard configuration of feature, buttons on an Electronic Service Line.

an. Customer

A single end user.

ao. D Channel

A channel within an Electronic Service Line, which is used to carry signaling messages. Optionally, user packet-switched data can also be carried in the D channel.

ap. D Channel Packet Switched Data

Provides the ability to make X.25 packet switched data calls over the 16 kbps "D" channel to other subscribers in the Centrex system. The throughput on packet data traffic is up to 9.6 kbps. Packet calls may be made simultaneously with any voice or 64 kbps data call. One logical channel is provided as standard.

aq. DN

Directory Number (Telephone Number)

ar. Dial "0" - Attendant

When a Centrex 2000 user dials "0", the call is automatically routed to Centrex 2000 attendant service line (Customer preselected) within the Centrex 2000 system.

as. Dial Call Waiting

Allows a user to give call waiting treatment to a called line. The subscriber must dial an activation code followed by the called number in order to give call waiting service to the terminating line for the duration of a call. This service is restricted to intra-system calls.

at. Direct Inward Dialing (DID)

Allows an incoming toll or DDD call to reach a specific user line directly. If the called line is idle and not restricted from receiving incoming calls, the user line returns audible ringing on the incoming connection. If the called line is busy, the line returns a busy tone. If the called line is restricted from receiving incoming calls, the incoming call is routed to an announcement.

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au. Direct Outward Dialing (DOD) - Allows a user line to access the local exchange network directly.

av. Directed Call Park

Permits a Centrex user to park calls against another telephone number. The parked call may be retrieved by any line in the Centrex system by dialing a code and the telephone number.

aw. Directed Call Pickup Non Barge-In

Permits a user to dial a code and a line number and pick up a call, which is ringing on another line. The ringing telephone must permit directed pickup. If the call has been answered by the called line, the party dialing the pickup code will receive a reorder signal.

ax. Distinctive Ringing

This feature enables a user to identify the general source of incoming calls by providing a unique ringing pattern on telephone instruments. The ringing pattern is based on whether the call originated inside the Centrex group, outside the Centrex group, or was forwarded from the attendant.

ay. Electronic Attendant Camp-on

Allows incoming calls, which the attendant attempts to complete to a busy station to be held waiting until the busy station becomes idle. Attendant Timed Reminder is activated when the call is camped-on.

az. Electronic Key Service

Allows single button access to features otherwise accessible only through dialed codes.

ba. Electronic Service Line

Uses Integrated Services Digital Network (ISDN) standards to provide integrated voice and data communications. An Electronic Service Line can be configured to support one or two 64 kbps "B" channels. The 16 kbps "D" channel carries signaling information and optionally, 9.6 kbps packet switched data.

bb. Fast Select Limitation/Acceptance

Allows the switch to transmit incoming call packets with up to 128 bytes of data along with call setup and clearing packets.

bc. Flow Control Parameter Negotiation

Permits negotiation on a per call basis of the flow control parameters. This consists of automatically negotiating the maximum packet size and window size for each direction of data transmission.

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bd. Group Speed Call 30, Customer Changeable System

A Centrex line user can place calls to a repository of thirty telephone numbers by dialing a unique code. Number changes in the list can be made where equipment permits, by the customer dialing a preset code. This feature is common to each line in a hunt group. Consequently, the rates and charges apply to all lines in the same hunt group. The maximum number of lists available with this feature is 100 per customer group.

be. Hunting Service - Regular Hunting

The hunt always starts with the called line and ends with the last line in the prearranged group, completing the call to the first idle line encountered. Unless the first line in the group is called, only a portion of the group is tested. The prearranged sequence can be either consecutive (telephone numbers are in ascending numerical sequence) or nonconsecutive order.

bf. Hunting Service - Circle Hunting

An arrangement in which hunting begins with the terminal number associated with the called number, and continues sequentially through the last terminal number in the hunt group. Hunting resumes starting with terminal number 1 and continues through the terminal number preceding the called hunt terminal number.

bg. Identification of Outward Dialing

This feature provides the means for identifying the originating number in AMA records for calls involving timed or toll charges.

bh. Inspect

Works with Intra-System Calling Line Identification to display calling party's line number for any call appearance which has a call associated with it. This could be an active call, a call on hold, or an alerting call. Requires the user to dedicate a feature button on an electronic station set.

bi. Intercom Dialing

Permits users to place intrasystem calls on a 4-digit basis.

bj. Intra-System Calling Line Identification

Provides calling party's directory number on calls originated from Deluxe and Electronic lines in the same Centrex system for Electronic Service Line subscribers. The called party receives the directory number of the calling station along with the time and the date of the call.

bk. Manual Exclusion

Allows a multi-button key system set user to prevent other stations from picking up a call on hold or bridging onto a call, which is active at that station.

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bl. Multiple Call Appearances

Allows a station to originate or terminate more than one call on the same line number. If the first call appearance button is busy, an incoming call will be completed to the first idle call appearance for that line number. A call can be originated from any idle call appearance while a call on another call appearance is on hold. This feature is not available on lines equipped with hunting service.

bm. Privacy

Allows a user to prevent other stations from picking up a call or holding or bridging on to a call, which is in progress. Requires the user to dedicate a feature button on an electronic station set.

bn. Queuing With Delay Announcement

Allows calls to a hunt group or a uniform call distribution group to be placed in a queue to be answered by the next available attendant or station in the group. Calls in queue receive a customer-generated automatic announcement.

bo. Secondary Telephone Number

Allows a service line to have a secondary line number with separate call appearances in addition to its primary line number.

bp. Shared Call Appearances

Allows several stations to share one or more line numbers. Originating and terminating calls affect all stations sharing that line number. The shared line numbers can have multiple call appearances, multiple calls can exist on one line number, and more than one station sharing a line number can have a call active on that shared line number. This feature is not available on lines equipped with hunting service.

bq. 64 kbps Circuit Switched Data Channel

Provides the ability to make 64 kbps data calls to other appropriately equipped lines. The ability to make 64 kbps data calls is provided in addition to the ability to make voice calls and the two services may be used simultaneously.

br. Speed Call 6 - Individual

Allows subscribers to store a list of up to 6 speed calling codes.

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bs. Speed Calling 30

A service line user can place calls to a repertory of thirty telephone numbers by dialing a unique code. Telephone numbers, including routing codes, are limited to a maximum of sixteen digits. Number changes in the list can be made where equipment permits, by the Customer dialing a preset code. This feature is furnished subject to the availability of facilities and capacity. The Speed Calling feature is common to each service line in a multi-line hunt group. Consequently, rates and charges apply to all service lines in the same multi-line hunt group. The maximum number of lists available for Speed Calling 30 is 100 per customer group.

bt. Throughput Class Negotiation

Allows the calling data terminal to request specific throughput classes in the call request packet for both directions of data transmission.

bu. Time and Date Display

A feature for Electronic Attendant Lines. The central office provides the time and date to the station set. Time is updated once per minute.

bv. Toll Restriction

Centrex lines with Toll Restriction are permitted to originate calls only to the toll free area.

bw. Touch Tone Service

Dial service utilizing dual tone multi-frequency (DTMF) signaling.

bx. Trunk Answer Any Station

Permits an individual at any user line to answer an incoming call to the listed directory number when the attendant is not on duty to answer the call. This feature allows any of the user lines to dial a code in order to be connected to the incoming call. This feature is used in conjunction with visual and/or audible alarms in order to make individuals aware that a call has come in which needs to be answered.

by. Uniform Call Distribution

A hunting arrangement available to lines arranged in a circle hunting group. Incoming calls to the line (main hunt) number of the group will hunt through the lines in a fixed sequence, except that once a call has been completed to a line, a pointer within the switching equipment will advance to the next idle line. The next incoming call will go directly to that line if it is still available. If it is not, the call will either be directed to the next idle line in the hunt group or, if all lines in the hunt group are busy, receive busy tone. All lines in a Uniform Call Distribution group must subscribe to Hunting Service.

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bz. Take Two Service

When upgrading from business access line service the customer has the option to retain two of their current telephone numbers.

The lines associated with these numbers will be equipped with the applicable Centrex features and will reflect the applicable Centrex line rates.

The lines associated with these numbers will not be part of the Centrex 4-digit dial plan.

The nonrecurring charge associated with the Take Two Service will be applied once when two telephone numbers are retained.

Two is the maximum number of telephone numbers that can be retained by a customer in this situation.

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3. Regulations

Centrex service is furnished subject to the capability, capacity and availability of central office switching equipment and outside plant facilities.

Centrex service requires a minimum of 4 service lines. A customer requiring fewer than 4 service lines will be charged for the minimum of 4 service lines.

An existing Centrex customer may move the location of the Centrex service, subject to reapplication of initial charges for the service lines.

Some features, either standard or optional, may not be available in all central offices due to the equipment and software deployed in the office.

The minimum service period for Centrex 2000 is one year. If service lines are purchased on a month-to-month basis, the minimum number of lines must be maintained for at least 12 months before service is terminated, in order to avoid termination charges. If a customer terminates service prior to 12 months, the termination charge is calculated as follows:

Remaining Months x Recurring Charges for service and attendant lines

Centrex service cannot be used to provide residence service for colleges, universities, and similar educational institutions.

The rates and charges in this section apply to standard installation of Centrex service designed by the Company. Where a customer desires a special type of installation or when the conditions imposed by the customer, such as time and place involved, make installation abnormally costly, additional charges based on actual costs plus contribution apply.

The initial charge for optional features for service lines and attendant lines, as shown in part C of this section, is waived when the features are purchased during the initial line installation. When multiple features are added to service lines or attendant lines at the same time, but after the initial line installation, the initial charge applies only once per line. The Custom Set Configuration, Secondary Telephone Number, Area Wide Centrex and Take Two options are exceptions. The initial charges for these features always apply in full.

Incoming calls (either DID or intercommunication) to either a vacant or disconnected number within the number assignment allocated to the Centrex system will receive a recorded announcement stating that the caller has reached a non-working number. Intercept service on the main telephone number listed in the directory, with a referral to a new number, will be provided upon complete disconnection of the entire system.

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3. Regulations (Continued)

In connection with Centrex service, the Company will require space located on the Customer premises for distribution equipment associated with the system. In some cases, because of service requirements of the Customer, power may also be required

Centrex Electronic Service Lines require power on the Customer premises to operate. It is the Customer's responsibility to provide power to all Electronic Service Line sets.

One primary directory listing for the Centrex service will be furnished without additional charge in accordance with the regulations listed in the Directory Listings section of this Agreement.

When a request for additions, rearrangement, relocation, or modification of service is cancelled by a Customer before the work involved has been completed, the Customer may be required to reimburse the Company for all expenses incurred by the Company before it received notice of cancellation. The amount of reimbursement, however, will not exceed the service, construction, installation, and termination charges, which would have been applicable if the work involved in complying with the request, had been completed.

A customer with multiple locations served by the same central office may choose to combine these locations into a single Centrex system.

Subject to availability of facilities and equipment, Centrex Deluxe Service Lines may be provided to a Customer location outside the serving central office area but within the Company's serving area. In such cases, in addition to the applicable service line rates, the tariffed rates and charges specified in the Company's Access Service Tariff apply for a 2-wire private line circuit between the normal serving central office and the Centrex serving central office. These services are not available for Centrex Electronic Service Lines.

All customer provided equipment to be used with Centrex Electronic Service Lines is required to conform with the Technical Reference Specifications as used by the Company.

Customers with Electronic Service Lines or Electronic Attendant Lines may select one of the standard configurations for the assignment of features to the feature buttons on the telephone sets. Requests for other than one of the standard configurations will be done for an additional customization charge as part C of this section.

Customer access treatment code restrictions allow the creation of subgroups within the Centrex system to provide additional restriction of access functions. Codes, which are part of the system numbering plan, may be denied or made accessible to subgroups of lines by assigning to each line within the system a customer access treatment (CAT) category. Each CAT category defines which private facility groups and features can be accessed. For example, service lines are restricted from a particular private facility if the CAT category of the lines does not allow access. Since a system is allowed multiple CAT categories, flexible control of the facilities is possible. The CAT categories are associated with dialing plan codes which access private facilities and also codes associated with features that are assigned to the system rather than to individual lines within the group.

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3. Regulations (Continued)

Direct interconnection of resale systems or a combination of Centrex systems serving different resale systems is prohibited.

Intercom calling between unaffiliated end users of Centrex-based resale systems is prohibited. Where the Customer is in violation of this regulation, the Company will promptly notify the Customer of the violation, and the Customer must discontinue such use or correct the violation. The Customer's failure to discontinue such use or correct the violation will result in the suspension or disconnection of the Customer's service until the Customer complies with all applicable provisions and regulations.

Service orders will be accepted by the Company only from the Company's Customer, however, the Company will respond to repair and maintenance requests from others provided that the end user is responsible for any maintenance of service charges that may be billed by the Company.

Centrex optional features are furnished subject to the availability of facilities and capacity.

Calls forwarded to lines outside the system can be subject to local and toll message charges. These calls are also subject to transmission limitations.

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4. System Configuration Elements

Listed below are the lines, features, and other billable elements available for use in configuring a Centrex system.

a. Centrex Service Lines and Features

1. Service Lines

a. Deluxe Service Lines

Deluxe Service Lines are provided with the following standard features:

- Add on Conference
- Automatic Call Back
- Call Forwarding Busy Line - Incoming Only
- Call Forwarding Don't Answer - All Calls
- Call Forwarding Variable
- Call Hold
- Call Pickup
- Call Transfer Individual - All Calls
- Consultation Hold
- Dial Call Waiting
- Direct Inward Dialing
- Direct Outward Dialing
- Directed Call Pickup Non Barge-In
- Distinctive Ringing
- Group Speed Call 30 - System
- Identification of Outward Dialing
- Intercom Dialing
- Speed Call 6 - Individual
- Touch Tone Service
- Trunk Answer Any Station

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4. System Configuration Elements (Continued)

b. Electronic Service Lines

Electronic Service Lines use ISDN standards to provide two 64 kbps circuit switched channels (B channels) and one 9.6 kbps packet switched data channel (D channel) on a single line. Electronic Service Lines may be configured to meet a Customer's individual requirements. A Customer may choose to use one or two of the available B channels for circuit switched voice or circuit switched data. The packet switched data capability of the D channel can be added to the various B channel configurations or can be provisioned on a line with no B channels. The elements used to create the various arrangements are as follows:

1. One 64 kbps B channel configured for one of the following:

Circuit Switched Voice, or
Circuit Switched Data, or
B Channel Packet Switched Data.

2. Two 64 kbps B channels configured for one of the following:

Two Circuit Switched Voice Channels, or
One Circuit Switched Voice and one Circuit Switched Data Channel, or
Two Circuit Switched Data Channels.

3. Stand alone D channel Packet Switched Data Line, which provides 9.6 kbps packet switched data on the D, channel with no 64 kbps B channels.

4. D Channel Packet Switched Data which provides 9.9 kbps packet switched data to be added to the channel configurations found in Section 9, paragraphs B.4.a.1.b.1 and B.4.a.1.b.2, except for the B Channel Packet Switch Data. D channel packet switching is not available on lines configured for B channel packet switching.

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4. System Configuration Elements (Continued)

b. Electronic Service Lines (Continued)

Centrex Electronic Service Line B channels configured for Circuit Switched Voice are provided with the following standard features:

- Add on Conference
- Automatic Callback
- Call Forwarding Busy Line - Incoming Only
- Call Forwarding Don't Answer - All Calls
- Call Forwarding Variable
- Call Hold
- Call Pickup
- Call Transfer Individual - All Calls
- Consultation Hold
- Dial Call Waiting
- Direct Inward Dialing
- Direct Outward Dialing
- Directed Call Pickup Non Barge-In
- Distinctive Ringing
- Electronic Key Service
- Group Speed Call 30 - System
- Identification of Outward Dialing
- Inspect
- Intercom Dialing
- Intra-System Calling Line Identification
- Manual Exclusion
- Multiple Call Appearances
- Privacy
- Shared Call Appearances
- Speed Call 6 - Individual
- Touch Tone Service
- Trunk Answer Any Station

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4. System Configuration Elements (Continued)

b. Electronic Service Lines (Continued)

Centrex Electronic Service Line B channels configured for Circuit Switched Data are provided with the following standard features:

- Direct Inward Dialing
- Direct Outward Dialing
- Identification of Outward Dialing
- Intercom Dialing
- Intra-System Calling Line Identification

D Channel Packet Switched Data Channels and B Channel Packet Switched Data Channels are provided with one logical channel as standard. In addition, the following features are available at no additional charge:

- Fast Select Limitation/Acceptance
- Flow Control Parameter Negotiation
- Incoming Calls Barred
- Outgoing Calls Barred
- Throughput Class Negotiation

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4. System Configuration Elements (Continued)

c. Basic Service Lines (only available in Lebanon exchange and grandfathered)

Basic Service Lines are provided with the following standard features:

Add on Conference
Call Transfer Individual - All Calls
Consultation Hold
Direct Inward Dialing
Direct Outward Dialing
Identification of Outward Dialing
Intercom Dialing
Touch-Tone Service
Trunk Answer Any Station

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Section 8 - Centrex Service

- 4. System Configuration Elements (Continued)
 - a. Centrex Service Lines and Features (Continued)
 - 2. Service Line Restrictions

Centrex service lines may be provisioned to limit a service line's ability to originate or terminate calls outside of the Centrex system. The following restrictions are available at no monthly charge. An installation charge is applied only if the restriction level on a service line is changed after initial installation. Applying service line restrictions will affect the operation of service line features, which conflict with the restriction.

- a. Incoming Restricted

Prevents the service line from terminating a call from outside of the Centrex system. Restricted calls are routed to a recorded announcement.

- b. Outgoing Restricted

Prevents the service line from originating a call to a location outside of the Centrex system. Calls to Dial "0" attendant are also restricted.

- c. Fully Restricted

Combines the incoming and outgoing restrictions. Fully restricted service lines can only originate and terminate calls within the Centrex system.

- d. Fully Restricted - Denied Dial Tone

For use with loud speaker paging systems.

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4. System Configuration Elements (Continued)

a. Centrex Service Lines and Features (Continued)

3. Centrex Optional Features for Service Lines

a. The following optional features are available for Deluxe Service Lines:

- Anywhere Call Forwarding
- AreaWide Centrex
- AreaWide Networking
- Call Waiting - Terminating
- Caller ID
- Hunting Service
- Take Two Service
- Toll Restriction
- Uniform Call Distribution

b. The following optional features are available for Electronic Service Lines:

- Anywhere Call Forwarding
- AreaWide Centrex
- AreaWide Networking
- Call Restriction Levels
- Call Waiting Terminating
- Circuit Switched Data Hunting
- Custom Set Configuration
- Hunting Service (See Note)
- Secondary Telephone Number
- Take Two Service
- Toll Restriction
- Uniform Call Distribution

Note: Adding Hunting Service to an Electronic Station Line removes the Multiple Call Appearance and Shared Call Appearances features from that line.

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4. System Configuration Elements (Continued)

b. Centrex Attendant Lines and Features

1. Attendant Lines

An attendant line provides the point of termination for the Customer's main directory number. From this line(s), the attendant can assist service lines in making calls. The attendant line can be accessed from within the Centrex group by dialing "0". Two types of attendant lines are available:

Basic, which uses analog technology, and

Electronic, which uses ISDN technology.

a. Basic Attendant Lines

The following features are standard on Basic Attendant Lines.

- Add on Conference
- Attendant Camp-On (Non-Data Link)
- Attendant Night Service
- Call Forwarding Variable
- Call Hold
- Call Pickup
- Call Transfer Individual - All Calls
- Consultation Hold
- Dial Call Waiting
- Direct Inward Dialing
- Direct Outward Dialing
- Directed Call Pickup Non-Barge In
- Distinctive Ringing
- Group Speed Call 30 - System
- Identification of Outward Dialing
- Speed Call 6 - Individual
- Touch Tone Service
- Trunk Answer Any Station

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- 4. System Configuration Elements (Continued)
 - a. Centrex Service Lines and Features (Continued)
 - b. Electronic Attendant Lines

Electronic Attendant Lines use ISDN standards to provide advanced capabilities to the attendant position. The following features are standard on Electronic Attendant Line.

- Add on Conference
- Attendant Call Hold
- Attendant Call Transfer
- Attendant Direct Station Selection/Busy Lamp
- Attendant Interposition Transfer
- Attendant Night Service
- Attendant Position Busy
- Attendant Timed Reminder
- Call Forwarding Variable
- Call Pickup
- Call Transfer Individual - All Calls
- Consultation Hold
- Dial "0" Attendant
- Dial Call Waiting
- Direct Inward Dialing
- Direct Outward Dialing
- Directed Call Pickup Non-Barge In
- Distinctive Ringing
- Electronic Attendant Camp-On
- Group Speed Call 30 - System
- Identification of Outward Dialing
- Inspect
- Intercom Dialing
- Intrasystem Calling Line Identification
- Manual Exclusion
- Multiple Call Appearance
- Privacy

Electronic Attendant Lines use ISDN standards to provide advanced capabilities to the attendant position. The following features are standard on Electronic Attendant Line. (Continued)

- Shared Call Appearance
- Speed Call 6 - Individual
- Time/Date Display
- Touch Tone Service
- Trunk Answer Any Station

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4. System Configuration Elements (Continued)
 - a. Centrex Service Lines and Features (Continued)
 2. Centrex Optional Features for Attendant Lines
 - a. Basic Attendant Lines

The following optional features are available for Basic Attendant Lines.

Anywhere Call Forwarding
AreaWide Centrex
AreaWide Networking
Attendant Call-Through Tests
Attendant Control of Facilities
Attendant Power Failure Transfer
Hunting Service
Uniform Call Distribution

- b. Electronic Attendant Lines

The following optional features are available for Electronic Attendant Lines.

Anywhere Call Forwarding
AreaWide Centrex
AreaWide Networking
Attendant Busy Verification of Lines/Trunks
Attendant Call-Through Tests
Attendant Direct Trunk Group Selection
Attendant Emergency Override
Attendant Information About Calls in Queue
Attendant Power Failure Transfer
Attendant Traffic
Attendant Trunk Group Indicator
Custom Set Configuration
Hunting Service (Note)
Uniform Call Distribution

Note: Adding Hunting Service to an Electronic Station Line removes the Multiple Call Appearance and Shared Call Appearance features from that line.

3. Optional System Feature

Conference Calling – 6-way