

CBTS TECHNOLOGY SOLUTIONS LLC.
Nonresidence and Residence Service Agreement
Long Distance Telephone Services

Section 5 – Residential Toll Plans

A. Service Descriptions

1. Any Distance Complete Connections (Product 661) – Residential

This product is being offered to residential customers who subscribe to Cincinnati Bell Extended Territories (Sprint Service Area) Complete Connections local service offering. Eligible customers will receive 30 minutes of long distance service each month. After the initial 30 minutes a per minute rate will apply. As of November 1, 2005 this plan will no longer be available to customers subscribing to CBT's or CBET's Complete Connections – Home Phone Pak local service offering.

2. AnyTime 500 (Product 64) – Residential

This plan is being offered to residential customers. Customers subscribing to this plan will receive 500 domestic direct dialed minutes per month for a monthly charge of \$25.00. Additional minutes will be billed at the per minute rate listed in the “Rates and Charges” section of this agreement. Billing increments for this plan are 60-second minimum and 60 seconds thereafter. Call detail will be provided on monthly bills only when plan minutes are exceeded or upon customer's request.

3. AnyTime 750 (Product 189) – Residential

This plan is being offered to residential customers. Customers subscribing to this plan will receive 750 domestic direct dialed minutes per month for a monthly charge of \$35.00. Additional minutes will be billed at the per minute rate listed in the “Rates and Charges” section of this agreement. Billing increments for this plan are 60-second minimum and 60 seconds thereafter. 60-second minimum and 60 seconds thereafter. Call detail will be provided on monthly bills only when plan minutes are exceeded or upon customer's request.

4. AnyTime 1000 (Product 198) – Residential

This plan is being offered to residential customers. Customers subscribing to this plan will receive 1000 domestic direct dialed minutes per month for a monthly charge of \$45.00. Additional minutes will be billed at the per minute rate listed in the “Rates and Charges” section of this agreement. Billing increments for this plan are 60-second minimum and 60 seconds thereafter. 60-second minimum and 60 seconds thereafter. Call detail will be provided on monthly bills only when plan minutes are exceeded or upon customer's request.

5. Basic II (Product 368) – Residential

This plan is being offered to residential customers. Customers subscribing to this plan will receive a **\$0.20** per minute rate on Intrastate 1+ outbound service. There is a \$7.95 monthly, minimum usage charge associated with this plan. Calls that will be applied to the minimum usage include inbound and outbound toll calls, collect calls, and operator-assisted calls. This Plan is billed in 60-second increments with a 60 second minimum thereafter.

6. Any Distance Complete Connections Universal (Product 435) – Residential

THIS SERVICE IS GRANDFATHERED AS OF JULY 27, 2001

This product is being offered to residential customers who subscribe to Cincinnati Bell Telephone's Complete Connections Universal offering. Customers subscribing to this plan will receive a \$.04 per minute rate on Intrastate 1+ outbound service. This Plan is billed in 60-second increments with a 60 second minimum thereafter.

7. AnyTime 150 (Product 591) – Residential

This plan is being offered to residential customers. Customers subscribing to this plan will receive 150 domestic direct dialed minutes per month for a monthly charge of \$13.00. Additional minutes will be billed at the per minute rate listed in the “Rates and Charges” section of this agreement. This plan is billed in 60-second increments with a 60 second minimum. Call detail will be provided on monthly bills only when plan minutes are exceeded or upon customer's request.

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8. AnyTime 5000 (Product 597) – Residential

This plan is being offered to residential customers. Customers subscribing to this plan will receive 5000 domestic direct dialed minutes per month for a monthly charge of \$200.00. Additional minutes will be billed at the per minute rate listed in the “Rates and Charges” section of this agreement. This plan is billed in 60-second increments with a 60 second minimum. Call detail will be provided on monthly bills only when plan minutes are exceeded or upon customer's request.

9. AnyTime 375 (Product 951) - Residential

This plan is being offered to residential customers. Customers who enroll in this plan will receive 375 domestic direct dialed minutes per month for a monthly fee of \$18.00. Additional minutes will be billed at the per minute rate listed in the “Rates and Charges” section of this agreement. This plan is billed in 60-second increments with a 60 second minimum. Call detail will be provided on monthly bills only when plan minutes are exceeded or upon customer's request.

10. AnyTime 100 (Product 959) – Residential

This plan is being offered to residential customers who meet one of the following parameters:

1. subscribe to CBET (SBC service area) local service
2. subscribe to the grandfathered Home Phone Pak available through CBT or CBET
3. subscribe to the current Home Phone Pak available through CBT or CBET and also to CB wireless service.

This toll plan provides 100 domestic direct dialed minutes per month for a monthly service charge of \$5.00. Additional minutes will be billed at the per minute rate listed in the “Rates and Charges” section of this agreement. Call detail will be provided on monthly bills only when plan minutes are exceeded or upon customer's request.

11. AnyTime Elite 250 Winback (Product 968) - Residential

This plan is being offered to residential customers who have discontinued their Any Distance plan for the purpose of subscribing to a toll plan with another Interexchange carrier. These customers will be eligible for a toll plan that provides 250 domestic direct dialed minutes per month for a monthly service charge of \$13.00. Additional minutes will be billed at the per minute rate listed in the “Rates and Charges” section of this agreement. Call detail will be provided on monthly bills only when plan minutes are exceeded or upon customer's request.

12. Custom Connections 200 (Product 919) – Residential

This plan is being offered to residential customers. Customers who enroll in this plan will receive 200 outbound, domestic long distance minutes per month, for a monthly charge of \$8.00. Additional minutes will be billed at the per minute rate listed in the “Rates and Charges” section of this agreement. Charges associated with 8XX numbers for this plan are also detailed in the rates and charges paragraph of this Service Agreement. Call detail will be provided on monthly bills only when plan minutes are exceeded or upon customer's request.

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13. Custom Connections Unlimited (Product 599) – Residential

This plan is being offered to residential customers who subscribe to a Cincinnati Bell Extended Territories LLC (Sprint Service Area) local service bundle (bundle must include a Home Phone Pak Service and either asymmetrical digital subscriber line service or CBT's wireless service). For a monthly service fee of \$10, this plan provides unlimited outgoing, domestic, long distance service. A per minute rate will apply to 8XX numbers associated with this plan. Monthly call details are provided via the Internet.

This plan is to be used for personal, non-commercial use only. Subscribers may not resell or redistribute this plan or any portion thereof, or otherwise charge others to use this plan, or any portion thereof. Subscriber agrees not to use this plan for any enterprise purpose whether or not the enterprise is directed toward making a profit, including but not limited to, telemarketing, call center services, medical transcription, or facsimile broadcasting. The Company will review accounts that have an excessive number of calls during a fixed period, heavy usage during business hours or heavy usage concentrated over consecutive dates. The Company reserves the right to disconnect upon notice as required by applicable law any prohibited transmissions or uses and to terminate this plan in the event of usage that may be deemed to be business use or usage that originates from a phone line that is listed as a business line by any government agency, telephone directory, business letterhead or phone company. The Company regards any such usage as fraudulent.

Customers subscribing to this plan who receive a bundled local/long distance bill and who elect to receive their bills via the Internet (e-bill) and/or sign up to have their bills automatically deducted from their checking accounts on the due date of the bill (auto-pay) will be eligible for discounts of \$3.00 and/or \$2.00. These discounts will apply per account.

14. Custom Connections Unlimited (Product 063) – Residence

This plan is being offered to residential customers. For a monthly service fee of \$20 this plan provides unlimited outgoing, domestic, long distance service. A per minute rate will apply to 8XX numbers associated with this plan. Monthly call details are provided via the Internet.

This plan is to be used for reasonable, non-commercial use only. Subscribers may not resell or redistribute this plan or any portion thereof, or otherwise charge others to use this plan, or any portion thereof. Subscriber agrees not to use this plan for any enterprise purpose whether or not the enterprise is directed toward making a profit, including but not limited to, telemarketing, call center services, medical transcription, or facsimile broadcasting. The Company will review accounts that have an excessive number of calls during a fixed period, heavy usage during business hours or heavy usage concentrated over consecutive dates. The Company reserves the right to disconnect upon notice as required by applicable law any prohibited transmissions or uses and to terminate this plan in the event of usage that may be deemed to be business use or usage that originates from a phone line that is listed as a business line by any government agency, telephone directory, business letterhead or phone company. The Company regards any such usage as fraudulent.

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15. Any Distance Unlimited (Product 193) – Residence

This plan is being offered to residential customers who subscribe to CBET local service (SBC service area). For a monthly service fee of \$15 this plan provides unlimited outgoing, domestic, long distance service. A per minute rate will apply to 8XX numbers associated with this plan. Monthly call details are provided via the Internet.

This plan is to be used for reasonable, non-commercial use only. Subscribers may not resell or redistribute this plan or any portion thereof, or otherwise charge others to use this plan, or any portion thereof. Subscriber agrees not to use this plan for any enterprise purpose whether or not the enterprise is directed toward making a profit, including but not limited to, telemarketing, call center services, medical transcription, or facsimile broadcasting. The Company will review accounts that have an excessive number of calls during a fixed period, heavy usage during business hours or heavy usage concentrated over consecutive dates. The Company reserves the right to disconnect upon notice as required by applicable law any prohibited transmissions or uses and to terminate this plan in the event of usage that may be deemed to be business use or usage that originates from a phone line that is listed as a business line by any government agency, telephone directory, business letterhead or phone company. The Company regards any such usage as fraudulent.

16. Any Distance Unlimited (Products 361 & 163) – Residence

This plan is being offered to residential customers who subscribe to a Cincinnati Bell Telephone local service bundle (bundle must include a Home Phone Pak Service and either asymmetrical digital subscriber line service or CB wireless service). For a monthly service fee this plan provides unlimited outgoing, domestic, long distance service. A per minute rate will apply to 8XX numbers associated with this plan. Monthly call details are provided via the Internet.

This plan is to be used for reasonable, non-commercial use only. Subscribers may not resell or redistribute this plan or any portion thereof, or otherwise charge others to use this plan, or any portion thereof. Subscriber agrees not to use this plan for any enterprise purpose whether or not the enterprise is directed toward making a profit, including but not limited to, telemarketing, call center services, medical transcription, or facsimile broadcasting. The Company will review accounts that have an excessive number of calls during a fixed period, heavy usage during business hours or heavy usage concentrated over consecutive dates. The Company reserves the right to disconnect upon notice as required by applicable law any prohibited transmissions or uses and to terminate this plan in the event of usage that may be deemed to be business use or usage that originates from a phone line that is listed as a business line by any government agency, telephone directory, business letterhead or phone company. The Company regards any such usage as fraudulent.

17. Any Distance Complete Connections (Product 447) – Residential

This product is being offered to residential customers who subscribe to Cincinnati Bell Telephones Complete Connections local service offering. Eligible customers will receive 50 minutes of long distance service each month. After the initial 50 minutes a per minute rate will apply.

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18. Complete Connections Unlimited (Product 046) – Residence

This plan is being offered to residential customers who subscribe to a Cincinnati Bell Telephone or Cincinnati Bell Extended Territories complete connections bundle. For a monthly service fee of \$10 this plan provides unlimited outgoing, domestic, long distance service. A per minute rate will apply to 8XX numbers associated with this plan. Monthly call details are provided via the Internet.

This plan is to be used for reasonable, non-commercial use only. Subscribers may not resell or redistribute this plan or any portion thereof, or otherwise charge others to use this plan, or any portion thereof. Subscriber agrees not to use this plan for any enterprise purpose whether or not the enterprise is directed toward making a profit, including but not limited to, telemarketing, call center services, medical transcription, or facsimile broadcasting. The Company will review accounts that have an excessive number of calls during a fixed period, heavy usage during business hours or heavy usage concentrated over consecutive dates. The Company reserves the right to disconnect upon notice as required by applicable law any prohibited transmissions or uses and to terminate this plan in the event of usage that may be deemed to be business use or usage that originates from a phone line that is listed as a business line by any government agency, telephone directory, business letterhead or phone company. The Company regards any such usage as fraudulent.

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B. Rates and Charges

1. Any Distance Complete Connections (Product 661) – Residential

	<u>Rates Per Minute</u>
Intrastate 1+ Outbound	
Peak	0.20
Off-Peak	0.20
8XX Inbound (all time periods)	0.15
8XX Number Monthly Charge, each initial and additional number:	\$7.50

Billing Increments: 60-second minimum, 60 second thereafter

Time Periods: Peak 7:00 AM to 7:00 PM Monday thru Friday (except for holidays)
Off-Peak: All other times and holidays

Holidays: New Years Day, Christmas, Thanksgiving, July 4th and Labor Day

Per minute charges will apply after the first 30 minutes of calls, each month.

2. AnyTime 500 (Product 64) – Residential

	<u>Rates Per Minute</u>
Intrastate 1+ Outbound	\$0.20
8XX Inbound	0.06
Monthly Charge:	\$25.00
8XX Number Monthly Charge, each initial and additional number:	\$7.50

Per minute charges will not apply to the first 500 domestic direct dialed minutes, per month. Per minute charges will be calculated for calls over 500 minutes each month.

Billing Increments: 60 second minimum, 60 seconds thereafter

3. AnyTime 750 (Product 189) – Residential

	<u>Rates Per Minute</u>
Intrastate 1+ Outbound	\$0.20
8XX Inbound	0.06
Monthly Charge:	\$35.00
8XX Number Monthly Charge, each initial and additional number:	\$7.50

Per minute charges will not apply to the first 750 domestic direct dialed minutes, per month. Per minute charges will be calculated for calls over 750 minutes each month.

Billing Increments: 60 second minimum, 60 seconds thereafter

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4. AnyTime 1000 (Product 198) – Residential

	<u>Rates Per Minute</u>
Intrastate 1+ Outbound	\$0.20
8XX Inbound	0.06
Monthly Charge: \$45.00	
8XX Number Monthly Charge, each initial and additional number: \$7.50	

Per minute charges will not apply to the first 1000 domestic direct dialed minutes, per month. Per minute charges will be calculated for calls over 1000 minutes each month.

Billing Increments: 60 second minimum, 60 seconds thereafter

5. Basic II (Product 368) – Residential

	<u>Rates Per Minute</u>
Intrastate 1+ Outbound	\$0.20
8XX Inbound	0.15
8XX Number Monthly Charge, each initial and additional number: \$7.50	
Monthly minimum usage charge: \$7.95	

Billing Increments: 60 seconds minimum, 60 seconds thereafter

6. Any Distance Complete Connections Universal (Product 435) – Residential
THIS SERVICE IS GRANDFATHERED AS OF JULY 27, 2001

	<u>Rates Per Minute</u>
Intrastate 1+ Outbound	\$0.04
8XX Inbound	0.04

Billing Increments: 60 seconds minimum, 60 seconds thereafter

7. AnyTime 150 (Product 591) – Residential

	<u>Rates Per Minute</u>
Intrastate 1+ Outbound	\$0.20
8XX Inbound	0.07
Monthly Charge: \$13.00	
8XX Number Monthly Charge, each initial and additional number: \$7.50	

Per minute charge will apply to calls after the first 150 minutes.

Billing Increments: 60 second minimum, 60 seconds thereafter

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8. AnyTime 5000 (Product 597) – Residential

	<u>Rates Per Minute</u>
Intrastate 1+ Outbound	\$0.20
8XX Inbound	0.06
Monthly Charge: \$200.00	
8XX Number Monthly Charge, each initial and additional number: \$7.50	

Per minute charge will apply to calls after the first 5000minutes.

Billing Increments: 60 second minimum, 60 seconds thereafter

9. AnyTime 375 (Product 951) – Residential

	<u>Rates Per Minute</u>
Intrastate 1+ Outbound	\$0.20
8XX Inbound	0.07
Monthly Charge: \$18.00	

8XX Number Monthly Charge, each initial and additional number: \$7.50

Per minute charge will apply to calls after the first 375 minutes.

Billing Increments: 60 second minimum, 60 seconds thereafter

10. AnyTime 100 (Product 959) – Residential

	<u>Rates Per Minute</u>
Intrastate 1+ Outbound	\$0.20
8XX Inbound	0.07
Monthly Charge: \$5.00	
8XX Number Monthly Charge, each initial and additional number: \$7.50	

Per minute charge will apply to calls after the first 100 domestic direct dialed minutes each month.

Billing Increments: 60-second minimum, 60 seconds thereafter

11. AnyTime Elite 250 Winback (Product 968) - Residential

	<u>Rates Per Minute</u>
Intrastate 1+ Outbound	\$0.20
8XX Inbound	0.07
Monthly Charge: \$13.00	
8XX Number Monthly Charge, each initial and additional number: \$7.50	

Per minute charge will apply to calls after the first 250 domestic direct dialed minutes each month.

Billing Increments: 60-second minimum, 60 seconds thereafter

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12. Custom Connections 200 (Product 919) – Residential

	<u>Rates Per Minute</u>
Intrastate 1+ Outbound	\$0.20
8XX Inbound	0.06
Monthly Charge: \$8.00	
8XX Number Monthly Charge, each initial and additional number: \$7.50	

Per minute charge will apply to calls after the first 200 domestic direct dialed outbound minutes each month.

Billing Increments: 60-second minimum, 60-seconds thereafter

Optional upgrades:

Optional bolt-ons are grandfathered as of February 2, 2004

<u>Additional Outbound minutes</u>	<u>Additional Monthly Charge</u>
250	\$ 10.00
375	15.00
625	25.00
875	35.00
3000	120.00
5000	200.00

13. Unlimited (Product 599) – Residential

	<u>Rates Per Minute</u>
8XX Inbound	0.15
Monthly Charge: \$10.00	
8XX Number Monthly Charge, each initial and additional number: \$7.50	

Unlimited, domestic, direct dialed outbound minutes, each month

Billing Increments: 60-second minimum, 60 seconds thereafter

E-bill Discount: \$3.00

Auto-pay Discount: \$2.00

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14. Unlimited (Product 063) – Residence

Rates Per Minute
0.15

8XX Inbound

Monthly Charge: \$20.00

8XX Number Monthly Charge, each initial and additional number: \$7.50

Unlimited, domestic, direct dialed outbound minutes, each month

Billing Increments: 60-second minimum, 60 seconds thereafter

15. Any Distance Unlimited (Product 193) – Residence

Rates Per Minute
0.15

8XX Inbound

Monthly Charge: \$15.00

8XX Number Monthly Charge, each initial and additional number: \$7.50

Unlimited, domestic, direct dialed outbound minutes, each month

Billing Increments: 60-second minimum, 60 seconds thereafter

16. Unlimited (Products 361 & 163) – Residential

Rates Per Minute
0.15

8XX Inbound

Monthly Charge: \$10.00

8XX Number Monthly Charge, each initial and additional number: \$7.50

Unlimited, domestic, direct dialed outbound minutes, each month

Billing Increments: 60-second minimum, 60 seconds thereafter

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17. Any Distance Complete Connections (Product 447) – Residential

Rates Per Minute

Intrastate 1+ Outbound

Peak

0.20

Off-Peak

0.20

8XX Inbound (all time periods)

0.15

8XX Number Monthly Charge, each initial and additional number: \$7.50

Billing Increments: 60-second minimum, 60 second thereafter

Time Periods:

Peak 7:00 AM to 7:00 PM Monday thru Friday (except for holidays)

Off-Peak: All other times and holidays

Holidays: New Years Day, Christmas, Thanksgiving, July 4th and Labor Day

Per minute charges will apply after the first 50 minutes of calls, each month.

18. Complete Connections Unlimited (Product 046) – Residence

Rates Per Minute

8XX Inbound

0.15

Monthly Charge: \$10.00

8XX Number Monthly Charge, each initial and additional number: \$7.50

Unlimited, domestic, direct dialed outbound minutes, each month

Billing Increments: 60-second minimum, 60 seconds thereafter