

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

Section 6 - Nonresidence Local Exchange Services and Bundles

A. TERMS AND CONDITIONS

Local Exchange Service is available in all exchanges served by the Company. Exchange service/access lines include the serving central office line equipment, including Touch Tone capability, and all outside plant facilities including the Company-provided and maintained network interface necessary to connect the serving central office to the customer's premises.

Exchange service/access lines provide access to and usage of 911 services where available, access to operator services and directory assistance, access to telecommunications relay service, access to interexchange toll providers, and flat rate local calling as shown in Section 4 of this Agreement.

Local Exchange Service monthly rates are established for each exchange. The pricing, terms, and conditions in this Agreement apply only to lines that are not Basic Local Exchange Service (BLES). See the Company's Local Service Tariff, PUCO No. 1 for the pricing, terms, and conditions applicable to BLES and pay telephone access lines. (Maps of each exchange are available on the Public Utilities Commission of Ohio (PUCO) web site.)

Local Exchange Service access lines are available individually or bundled with additional features in Service Area A. In Service Area B, access lines are only available as part of a bundle. All nonresidence lines and bundles are provided as flat rate service.

Nonresidence local service bundles provide a nonresidence line, Centrex Lines, PRIME Advantagesm or TRUNK Advantagesm in combination with selected optional features. Customers may select any or all of the features in a bundle, where available. The Customer must specify which features to include in the bundle at the time the order is placed. These bundles provide unlimited use of the optional features that the Customer selects to include in the bundle. Features associated with nonresidence local service bundles are per line and cannot be split between lines, customers, or locations.

Descriptions of the Custom Calling services and hunting services included in the nonresidence local service bundles are shown in Sections 7 and 20 of this Agreement, respectively. All rules, regulations and limitations specified in this Agreement and/or the Company's tariffs for the specified optional features apply to nonresidence local service bundles.

Features that are selected by a Customer to be included in a bundle are not eligible for any additional discounts or credits. In particular, discounts and/or credits expressed or implied in any separate package pricing, such as package pricing for Custom Calling services, do not apply to services selected for bundles. Nonresidence local service bundle customers are not eligible for special promotions that may be applicable to the individual features included in a nonresidence local service bundle unless the nonresidence local service bundle is specifically noted for inclusion in the promotion.

In Service Area A, customers subscribing to a nonresidence local service bundle may change features within the bundle at anytime without incurring a charge for making such change once the nonresidence local service bundle has been established. In Service Area B, a Service Order Charge will apply per order for subsequent orders to make changes to the nonresidence local service bundle, such as changing features.

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A. TERMS AND CONDITIONS (Continued)

All rules, regulations, and limitations for hunting specified in Section 20 of this Agreement apply to nonresidence local service bundles. In addition, the following regulations apply to hunting service with nonresidence local service bundles.

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.

To accommodate the provisioning of hunting, Call Waiting 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 services, as outlined in Section 7, cannot be activated on any of the telephone lines which are involved in the hunting arrangement.

Multi-line hunting and circular hunting are not available.

The telephone lines that are part of the hunting arrangement must be served from the same central office and furnished to the same Customer. Hunting is only available to customers who are served out of appropriately equipped central offices.

All bundles that include long distance services require presubscription to Cincinnati Bell Any Distance Inc. (CBAD). For a description of CBAD's services, terms, and conditions, see CBAD's Ohio Residence and Nonresidence Service Agreement - Long Distance Telephone Services and CBAD's interstate service agreement.

Local exchange services and nonresidence local service bundles are only available where facilities permit and are subject to special construction charges as described in Section 21 of this Agreement.

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B. ACCESS LINE BUNDLES

Access line bundles provide a nonresidence Local Exchange Service line in combination with selected optional features.

1 Business Connections

Business Connections is only available in Service Area A. Business Connections is not available in Service Area B.

Customers subscribing to Business Connections may subscribe to any or all of the following features. (Some features may not be compatible on the same line.)

- 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 (as of 5/1/2018 this feature is not available to new subscribers)
- k. Caller ID Name and Number
- l. Distinctive Ringing (MDNL)
- m. Message Waiting Indicator
- n. Repeat Dialing (*66)
- o. Speed Calling 8
- p. Speed Calling 30
- q. Three Way Calling
- r. Voice Mail

Business Connections customers subscribing to two or more lines have the option to add hunting service to the bundle for an additional charge. The additional hunting charge is per line.

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B. ACCESS LINE BUNDLES (Continued)

2. Business Phone Pak

Business Phone Pak is grandfathered as of February 20, 2007. Existing customers may retain this service at their current locations and change features within the bundle, but may not move the service to a new location. Business Phone Pak is not available to new subscribers or as new service.

Customers subscribing to Business Phone Pak may subscribe to any or all of the following features. (Some features may not be compatible on the same line.)

- 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. Three Way Calling
- m. Voice Mail

Business Phone Pak customers subscribing to two or more lines have the option to add hunting service to the bundle for an additional charge. The additional hunting charge is per line.

Business Phone Pak customers in all exchanges except Lebanon must select between a paper bill delivered via the U.S. mail or an e-bill delivered electronically via the internet. The bundle price is discounted for customers choosing the e-bill option. The monthly rate for the e-bill option applies to all lines that are group billed with the first line, regardless of how the first line is billed. The paper bill monthly rate for additional lines only applies to additional lines that are billed separately from the first line.

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B. ACCESS LINE BUNDLES (Continued)

3 Custom Connections Bundle 2

Custom Connections Bundle 2 is only available in Service Area B. Custom Connections Bundle 2 is not available in Service Area A.

Customers subscribing to Custom Connections Bundle 2 may subscribe to any or all of the following features. (Some features may not be compatible on the same line.)

- 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 and Number
- k. Distinctive Ringing (MDNL)
- l. Hunting
- m. Message Waiting Indicator
- n. Per Line Number Privacy
- o. Repeat Dialing (*66)
- p. Speed Calling 8
- q. Three Way Calling
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B. ACCESS LINE BUNDLES (Continued)

4 Custom Connections Bundle 1

Custom Connections Bundle 1 is grandfathered as of April 11, 2007. Existing customers may retain this service at their current locations and change features within the bundle, but may not move the service to a new location. Custom Connections Bundle 1 is not available to new subscribers or as new service.

Customers subscribing to Custom Connections Bundle 1 may subscribe to any or all of the following features. (Some features may not be compatible on the same line.)

- 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 and Number
- k. Distinctive Ringing (MDNL)
- l. Hunting
- m. Message Waiting Indicator
- n. Per Line Number Privacy
- o. Repeat Dialing (*66)
- p. Speed Calling 8
- q. Speed Calling 30
- r. Three Way Calling
- s. Voice Mail

Custom Connections Bundle 1 customers must select between a paper bill delivered via the U.S. mail or an e-bill delivered electronically via the internet. The bundle price is discounted for customers choosing the e-bill option. The monthly rate for the e-bill option applies to all lines that are group billed with the first line, regardless of how the first line is billed. The paper bill monthly rate for additional lines only applies to additional lines that are billed separately from the first line.

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C. TOTAL ACCESS BUNDLES

Total Access Bundles provide a variety of voice, data, and optional services. The terms and conditions that apply to the services when they are purchased individually apply to the services when they are purchased as part of a Total Access Bundle unless otherwise noted in this section.

Total Access Bundle prices are for the bundle in total. The components of the Total Access Bundle are not to be split among multiple customers or locations.

If a Customer disconnects any of the services included in a Total Access Bundle, the Customer will continue to be responsible for the entire monthly rate of the bundle.

The Total Access Bundle nonrecurring charges apply when establishing one or more Total Access Bundles as new service or when moving an existing service to a different location.

The initial minimum service period is 12 months for a Total Access bundle.

Total Access Bundles are only available in Service Area A. Total Access Bundles are not available in Service Area B.

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C. TOTAL ACCESS BUNDLES (Continued)

The available Total Access Bundles and the services included in each bundle are as follows.

1. Total Access - Business Connection Bundle

Business Connections, each line (includes anywhere from 3 to 24 lines)
Hunting, each line

2. Total Access - Centrex Bundle

Deluxe Service Line, each line (includes anywhere from 4 to 24 lines)
Hunting, each line
Caller ID Name and Number, each line

3. Total Access – PRIME Advantagesm Bundle

1 Primary Rate Facility
Two-way DID channels (includes anywhere from 13 to 23 channels)
1 Group of 20 DID numbers
Prime Caller ID Name and Number

4. Total Access – TRUNK Advantagesm Bundle

1 Digital Trunk Facility
Two-way DID channels (includes anywhere from 13 to 24 channels)
1 Group of 20 DID numbers

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D. RATES AND CHARGES

The nonrecurring Access Line Establishment Charge and the Bundle Establishment Charge apply to Customers establishing access line bundles as new service or when moving service to a different address in Service Area A. An existing nonresidence access line customer in Service Area A that converts to an access line bundle will pay the nonrecurring Bundle Establishment Charge associated with the nonresidence local service bundle.

In Service Area B, the nonrecurring Access Line Establishment Charge applies to establish or move a nonresidence access line bundle, while the Service Order Charge applies on subsequent orders when changing services. The Service Order Charge is applicable per subsequent order.

A move to a different continuous property is charged for as new installation of service. A new initial period applies at the new location and a termination charge may apply at the old location, in accordance with terms and conditions for the service at the old location, if the move occurs prior to the expiration of the initial service period.

In all service areas, Customers changing their telephone number(s) for any service, except for Distinctive Ringing, will be billed the nonrecurring Telephone Number Change charge as specified in the Price List of this Agreement.

The rates and charges for nonresidence access lines and nonresidence local service bundles are shown in the Price List Section of this Agreement. (See Access Lines (Non-bundled), Access Line Bundles - Nonresidence, and Total Access.) The prices shown in the Price List do not include applicable taxes, surcharges, and regulatory fees including but not limited to E-911, Telephone Relay Service, and the Universal Service Fund. All taxes, surcharges, and regulatory fees normally associated with an access line, Centrex line, PRIME Advantagesm or TRUNK Advantagesm will be billed in addition to the nonresidence local service bundle charges.