

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

Section 5 - Residence Local Exchange Service 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 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 access lines are provided as flat rate service except residence measured service lines (not bundled) are available in all exchanges of Service Area A except Lebanon.

Customers subscribing to measured service are billed a basic monthly charge for the access line and are billed for local usage based upon the duration of originated calls. Usage charges do not apply to calls received by measured service customers. Chargeable time includes the initial minute plus the additional minutes or fraction thereof, if any. Usage rates are per minute of use or fraction thereof.

Residence local service bundles provide a flat rate residence line 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 residence local service bundles are per line and cannot be split between lines, customers, or locations.

Descriptions of the Custom Calling services included in the residence local service bundles are shown in Section 7 of the Agreement. All rules, regulations and limitations specified in this Agreement and/or the Company's tariffs for the specified optional features apply to residence 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. Residence local service bundle customers are not eligible for special promotions that may be applicable to the individual features included in a residence local service bundle unless the residence local service bundle is specifically noted for inclusion in the promotion.

In Service Area A, customers subscribing to a residence local service bundle may change features within the bundle at anytime without incurring a charge for making such change once the residence 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 residence 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 Custom Connections. In addition, the following regulations apply to hunting service with Custom Connections.

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.

Local exchange services 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 flat-rate residence Local Exchange Service line in combination with selected optional features.

1. Complete Connections Bundle 1

Complete Connections Bundle 1 is available in Service Area A and Service Area B this service is grandfathered in the Lebanon Exchange and this bundle is not available to new customers in Lebanon. Current Lebanon subscribers to this bundle may keep this bundle as long as they do not move or disconnect service.

Customers subscribing to Complete 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 Line
- e. Call Forwarding Don't Answer
- f. Call Forwarding Variable
- g. Call Return (*69)
- h. Call Waiting
- i. Call Waiting Deluxe (as of 5/1/2018 this feature is not available to new subscribers)
- j. Caller ID Name and Number
- k. Distinctive Ringing (MDNL)
- l. Message Waiting Indicator
- m. Priority Call
- n. Priority Forward
- o. Quiet Time
- p. Repeat Dialing (*66)
- q. Reveal Privacy Management
- r. Speed Calling 8
- s. Speed Calling 30
- t. Talking Call Waiting (as of 5/1/2018 this feature is not available to new subscribers)
- u. Three Way Calling
- v. Voice Mail

Customers subscribing to Complete Connections Bundle 1 may bundle a second line with no features for an additional bundled charge. This option is not available in the Lebanon exchange, and discounted second lines are limited to one per account.

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B. ACCESS LINE BUNDLES (Continued)

2. Complete Connections Bundle 2

Complete Connections Bundle 2 is only available in the Lebanon exchange.

Customers subscribing to Complete 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 Variable
- e. Call Return (*69)
- f. Call Waiting
- g. Call Waiting Deluxe (as of 5/1/2018 this feature is not available to new subscribers)
- h. Caller ID Name and Number
- i. Distinctive Ringing (MDNL)
- j. Priority Call
- k. Priority Forward
- l. Repeat Dialing (*66)
- m. Reveal Privacy Management
- n. Speed Calling 8
- o. Speed Calling 30
- p. Talking Call Waiting (as of 5/1/2018 this feature is not available to new subscribers)
- q. Three Way Calling
- r. Voice Mail
- s. Voice Mail Support Package

Additionally, Complete Connections Bundle 2 provides unlimited domestic long distance calling. Unlimited long distance service is provided by Cincinnati Bell Technology Solutions LLC (CBTS TS). See CBTS TS's Residence and Nonresidence Service Agreement - Long Distance Telephone Services for the terms and conditions applicable to the unlimited domestic long distance calling plan.

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B. ACCESS LINE BUNDLES (Continued)

3. HomePak Reach Bundle

Home Pak Reach is available in Service Area A and Service Area B.

Customers subscribing to Reach 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. Call Block (*60)
- c. Call Forwarding Busy Line
- d. Call Forwarding Don't Answer
- e. Call Forwarding Variable
- f. Calling Name and Number
- g. Call Waiting
- h. Distinctive Ringing (MDNL)
- i. Message Waiting Indicator
- j. Reveal Privacy Management
- k. Three-Way Calling
- l. Voice Mail

Additionally, Home Pak Reach provides unlimited domestic long distance calling. See CBTS TS's Service Agreement for the terms and conditions applicable to the unlimited domestic long distance calling plan.

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B. ACCESS LINE BUNDLES (Continued)

4. Custom Connections Bundle 1

Custom Connections Bundle 1 is grandfathered as of April 11, 2006. 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 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)

5. Custom Connections Bundle 2

Custom Connections Bundle 2 is grandfathered as of February 12, 2018. Existing customers may retain this service at their current locations, change features within the bundle and move the service to a new location, where facilities permit. Custom Connections Bundle 2 is not available to new subscribers.

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
- r. Voice Mail

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B. ACCESS LINE BUNDLES (Continued)

6. Home Pak Advantage (Grandfathered 1/1/2020)

Home Pak Advantage is available in Service Area A and Service Area B.

Customers subscribing to Home Pak Advantage 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 Waiting
- i. Call Waiting Deluxe (as of 5/1/2018 this service is not available to new subscribers)
- j. Caller ID Name and Number
- k. Distinctive Ringing (MDNL)
- l. Message Waiting Indicator
- m. Priority Call
- n. Repeat Dialing (*66)
- o. Reveal Privacy Management
- p. Three Way Calling
- q. Voice Mail

Additionally, Home Pak Advantage provides unlimited domestic long distance calling. (Unlimited long distance service is provided by Cincinnati Bell Any Distance Inc. (CBAD). See CBAD's Residence and Nonresidence Service Agreement - Long Distance Telephone Services for the terms and conditions applicable to the unlimited domestic long distance calling plan.)

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B. ACCESS LINE BUNDLES (Continued)

7. HomePak Lite (Grandfathered 1/1/2020)

Home Pak Lite is available in Service Area A and Service Area B.

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

- a. Call Forwarding Busy Line
- b. Call Forwarding Don't Answer
- c. Call Waiting
- d. Call Waiting Deluxe (as of 5/1/2018 this service is not available to new subscribers)
- e. Caller ID Name and Number
- f. Message Waiting Indicator
- g. Reveal Privacy Management
- h. Voice Mail

Additionally, Home Pak Lite provides unlimited domestic long distance calling. (Unlimited long distance service is provided by Cincinnati Bell Any Distance Inc. (CBAD). See CBAD's Residence and Nonresidence Service Agreement - Long Distance Telephone Services for the terms and conditions applicable to the unlimited domestic long distance calling plan.)

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B. ACCESS LINE BUNDLES (Continued)

8. Home Phone Pak

Home Phone Pak is grandfathered as of August 1, 2005. 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 and may not change long distance plans within the bundle. Home Phone Pak is not available to new subscribers or as new service.

Customers subscribing to Home 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 Block (*60)
- d. Call Forwarding Busy Line
- e. Call Forwarding Don't Answer
- f. Call Forwarding Variable
- g. Call Return (*69)
- h. Call Waiting
- i. Call Waiting Deluxe
- j. Caller ID Name and Number
- k. Distinctive Ringing (MDNL)
- l. Message Waiting Indicator
- m. Repeat Dialing (*66)
- n. Reveal Privacy Management
- o. Speed Calling 8
- p. Talking Call Waiting
- q. Three Way Calling
- r. Voice Mail

Home Phone Pak provides 100 domestic long distance minutes. (Long distance service is provided by Cincinnati Bell Any Distance Inc. (CBAD). See CBAD's Residence and Nonresidence Service Agreement - Long Distance Telephone Services for the terms and conditions applicable to the domestic long distance calling plans.) Customers desiring to change their bundled long distance calling plan must convert to a non-grandfathered service.

Home 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)

9. Home Phone Pak 2

Home Phone Pak 2 is grandfathered as of August 4, 2009. 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 and may not change long distance plans within the bundle. Home Phone Pak 2 is not available to new subscribers or as new service.

Customers subscribing to Home 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 Block (*60)
- d. Call Forwarding Busy Line
- e. Call Forwarding Don't Answer
- f. Call Forwarding Variable
- g. Call Return (*69)
- h. Call Waiting
- i. Call Waiting Deluxe
- j. Caller ID Name and Number
- k. Distinctive Ringing (MDNL)
- l. Message Waiting Indicator
- m. Priority Call
- n. Repeat Dialing (*66)
- o. Reveal Privacy Management
- p. Speed Calling 8
- q. Three Way Calling
- r. Voice Mail

Home Phone Pak 2 is available with 100 domestic long distance minutes (except in the Lebanon exchange), and, for an additional charge, with unlimited domestic long distance calling. (Long distance service is provided by Cincinnati Bell Any Distance Inc. (CBAD). See CBAD's Residence and Nonresidence Service Agreement - Long Distance Telephone Services for the terms and conditions applicable to the domestic long distance calling plans.) Customers may not change between these long distance options. Customers desiring to change their bundled long distance calling plan must convert to a non-grandfathered service.

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B. ACCESS LINE BUNDLES (Continued)

10. Price For Life

Price For Life is grandfathered as of November 1, 2010. 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. Removal of services within the Price For Life bundle may result in the loss of Price For Life. Price For Life is not available to new subscribers or as new service.

HomePak Lite and Home Phone Pack 2 may be bundled with Zoomtown high-speed internet service to form a Price For Life bundle. The price for a Price For Life bundle will not increase as long as the Customer retains the services in the Price For Life bundle. Price For Life applies only to the services listed for the bundle. Price For Life is not available for any additional features or services including, but not limited to Spinvox, wireless data plans, Fusion WiFi, Wire Care, directory listings, operator services, and Community Connection Service. Taxes, surcharges, and government fees are additional to the Price For Life bundle price.

Zoomtown is available at the following speeds: 768 KB, 5 MB, 8 MB, 10 MB, 20 MB, and 30 MB depending on the customer's exchange and the availability of suitable facilities.

Price For Life cannot be combined with any promotional offers unless the promotion specifies that the promotional offer can be combined with Price For Life.

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C. 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 residence access line customer in Service Area A who convert to an access line bundle or an existing bundle customer who upgrades to a bundle with additional features will pay the nonrecurring Bundle Establishment Charge associated with the residence local service bundle.

In Service Area B, the nonrecurring Access Line Establishment Charge applies to establish or move a residence 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 residence access lines and access line bundles are shown in the Price List Section of this Agreement. (See Access Lines (Non-bundled) and Access Line Bundles - Residence.) 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 will be billed in addition to the residence local service bundle charges.