

CINCINNATI BELL TELEPHONE COMPANY LLC
Residence Service Agreement - Local Telephone Services
Nonresidence Service Agreement - Local Telephone Services

Section 7 - Nonresidence Local Service Bundles

A. TERMS AND CONDITIONS

Nonresidence Local Service Bundles provide a flat rate line (as described in the Company's Local Service Tariff PUCO No. 1 or Section 4 of this Agreement), 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.

Measured service is not provided with Nonresidence Local Service Bundles.

The Local Service Areas for Nonresidence Local Service Bundles are the same as the Local Service Areas defined in Section 4 of this Agreement. Community Connection Service was discontinued 4/21/2021 and Exchanges that previously incurred Community Connection charges will now be part of the Local Service areas defined in Section 4.

Descriptions of the Custom Calling Services included in the Nonresidence Local Service Bundles are shown in Section 5 of this Agreement. 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 the Nonresidence Local Service Bundles are not eligible for any additional discounts or credits, including any discounts and/or credits provided in any separate package pricing for Custom Calling Services. 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 Nonresidence Local Service Bundles are specifically noted for inclusion in the promotion.

A Customer 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.

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B. ACCESS LINE BUNDLES

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

1. Business Connections

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. Calling Name and Number
- l. Distinctive Ringing (MDNL)
- m. Message Waiting Indicator
- n. Repeat Dial (*66)
- o. Speed Calling 8
- p. Speed Calling 30
- q. Three Way Calling
- r. Voice Mail

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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. Calling Name and Number
- j. Distinctive Ringing (MDNL)
- k. Message Waiting Indicator
- l. Three Way Calling
- m. Voice Mail

Business Phone Pak 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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B. ACCESS LINE BUNDLES (Continued)

3. Hunting Enhancement to Business Connections and Business Phone Pak

Customers subscribing to two or more Business Connections Lines and/or Business Phone Pak lines have the option to add hunting service to the bundle for an additional charge. The additional hunting charge is per line, applies only to Nonresidence Local Service Bundle lines, and applies to every line in the hunt group. Lines that are not part of a Nonresidence Local Service Bundle will pay the standard hunting rates as described in Section 21 of this Agreement.

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 hunting arrangement, Call Waiting cannot be activated on the lines which have been chosen by the Customer to be part of the hunting arrangement, except for the last line. Additionally, the Voice Mail Support services, as outlined in Section 5 of this Agreement, will not be activated on any of the telephone lines which are involved in the hunting arrangement.

Multi-line hunting and circular hunting are not available with this arrangement.

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 by appropriately equipped central offices.

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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 may not 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 existing Total Access service to a different location.

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.

Some optional features will only work with series hunt and do not work with multi-line or circular hunt. To accommodate the provisioning of the hunting arrangement, Call Waiting cannot be activated on the telephone lines that have been chosen by the customer to be part of the hunting arrangement, except for the last line. Additionally, the Voice Mail Support services, as outlined in Section 5 of this Agreement, will not be activated on any of the telephone lines which are involved in the hunting arrangement. Other service limitations may apply to accommodate the hunting service.

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

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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 Connections 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
Calling 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 Calling 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 Nonresidence Local Service Bundles as new service or when moving service to a different address. An existing local exchange service Customer with flat rate service who converts to an access line bundle will pay the nonrecurring Bundle Establishment charge associated with the access line bundle.

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.

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 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 End User Common Line, 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.