

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

Section 5 - Local Exchange Service

A. EXCHANGE ACCESS LINES

1. General

In Service Area A, Exchange Access Lines may be purchased individually or as part of a bundled service package.

In Service Area B, Exchange Access Lines may only be purchased as part of a bundled service package. Individual access lines are not available in Service Area B.

2. Terms and Conditions

Exchange Access Lines include the serving central office line equipment and all outside plant facilities including the network interface necessary to connect the serving central office to the customer's premises.

Touch Tone capability is provided at no extra charge on all Exchange Access Lines.

Exchange Access Lines provide access to and usage of 911 services where available, access to operator services and directory assistance, and access to telecommunications relays service.

Exchange Access Lines allow for presubscription to toll services and access to interexchange toll providers.

The local calling area for each exchange is shown in Cincinnati Bell Extended Territories LLC Exchange Services Tariff, PUCO No. 1, Section 4.

Local exchange services are only available where facilities permit and are subject to special construction charges as described in the Construction and Special Arrangements Section of this nonresidence Service Agreement.

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3. Rates and Charges

a. Service Area A (Notes 1 and 2)

<u>Flat Rate Service</u>	<u>Monthly Rate</u>	<u>USOC</u>
1. All Exchanges Except Lebanon		
First Lines, Accounts with Four or More Lines	\$ 49.75	1FB
Additional Lines, All Accounts	49.75	1FB
Analog PBX Trunk	73.89	TFB
2. Lebanon Exchange (Note 3)		
First Lines, Accounts with Four or More Lines	49.75	1FB
Additional Lines, All Accounts	54.95	1FB

Note 1: See Cincinnati Bell Extended Territories LLC Exchange Services Tariff, PUCO No. 1, Section 5 for first line pricing for nonresidence accounts with three lines or less.

Note 2: The nonrecurring charge to establish an Exchange Access Line, as shown in part B of this section of this Nonresidence Service Agreement, is applicable for establishing new service.

Note 3: Analog PBX Trunks are not available in the Lebanon Exchange.

b. Service Area B

Individual Exchange Access Lines are not available in the Service Area B. Access lines are only available as part of a bundled service offering.

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B. EXCHANGE ACCESS LINES - NONRECURRING CHARGES

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 applies at the old location, except as provided for elsewhere in this Nonresidence Service Agreement, if the move occurs prior to the expiration of the initial service period.

1. Service Area A (Note 1)

	<u>Rate (Note 2)</u>
a. To establish or move an Exchange Access Line or Trunk, per line or trunk	
First Lines, Accounts with Four or More Lines	\$ 49.75
Additional Lines, All Accounts	49.75
Bundled Services, e.g., Complete Connections	49.75
PBX Trunks (Analog), where available	49.75
b. To change telephone number associated with an Exchange Access Line, per telephone number	
First Lines, Accounts with Four or More Lines	12.25
Additional Lines, All Accounts	12.25
Bundled Services, e.g., Complete Connections	12.25
PBX Trunks (Analog), where applicable	12.25
Centrex Lines, where applicable	12.25
All other applicable services	12.25
c. To change billing arrangements associated with Exchange Access Lines, per line	
First Lines, Accounts with Four or More Lines	12.25
Additional Lines, All Accounts	12.25
Bundled Services, e.g., Complete Connections	12.25
PBX Trunks (Analog), where applicable	12.25
Centrex Lines, where applicable	12.25
All other applicable services	12.25

Note 1: See Cincinnati Bell Extended Territories LLC Exchange Services Tariff, PUCO No. 1, Section 5 for first line pricing for nonresidence accounts with three lines or less.

Note 2: If more than one of the non-recurring charges applies for work requested at the same time, only one charge (the highest applicable) will apply.

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2. Service Area B

	<u>Nonrecurring Rate (Note 1)</u>	<u>Service Order Charge (Note 2)</u>
a. To establish or move an Exchange Access Line, per line	\$ 50.00	---
b. To change telephone number associated with an Exchange Access Line, per telephone number	12.25	\$ 16.50
c. To change billing arrangements associated with Exchange Access Lines, per line	12.25	---

Note 1: If more than one of the non-recurring charges applies for work requested at the same time, only one charge, the highest applicable, will apply.

Note 2: The Service Order Charge is applied when establishing services or changing services. Services where the Service Order Charge is applicable are as noted in each section of this Nonresidence Service Agreement. The Service Order Charge per order is applicable on subsequent orders only.

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C. RESTORAL OF SERVICE

1. General

Restoral of Service is applicable in all Service Areas.

2. Terms and Conditions

When the service of a customer has been temporarily denied in accordance with the provisions in the Regulation section of this Nonresidence Service Agreement, but the contract has not been terminated, or the order to remove the service has not been issued and completed; service will be restored following adjustment of the circumstances that caused the temporary denial, and the customer will be assessed a restoration charge per exchange access line.

If service has been denied for non-payment of charges due, the customer must pay all charges due for local services included in this Nonresidence Service Agreement and Cincinnati Bell Extended Territories LLC Exchange Services Tariff, PUCO No. 1. The customer may also be required to pay this restoral of service charge. Otherwise, the restoral of service charge will be due as part of the first bill issued to the customer after the restoration.

Temporary denial status will be maintained for a minimum period of five days and in accordance with the Minimum Telephone Service Standards, Chapter 4901:1-5 O.A.C., after which the service will be discontinued. Once a discontinuance order has been completed, service will be re-established only upon the basis of a new service application.

3. Rates and Charges

a. Service Area A (Note 1)

	<u>Charge (Note 2)</u>
First Lines, Accounts with Four or More Lines	\$ 18.30
Additional Lines, All Accounts	18.30
PBX Trunks (Analog), Centrex Lines, Bundles, and All Other Applicable Services	18.30

Note 1: See Cincinnati Bell Extended Territories LLC Exchange Services Tariff, PUCO No. 1, Section 5 for first line pricing for nonresidence accounts with three lines or less.

Note 2: All charges are per line or per trunk.

b. Service Area B

Restoration Charge per Line or Trunk, All Services	18.30
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D. RETURNED CHECK CHARGE

See Cincinnati Bell Extended Territories LLC Exchange Services Tariff, PUCO No. 1, Section 5.

E. LATE PAYMENT FEE

See Cincinnati Bell Extended Territories LLC Exchange Services Tariff, PUCO No. 1, Section 5.

F. MAINTENANCE OF SERVICE CHARGE

1. General

The Maintenance of Service Charge is applicable in all Service Areas.

2. Terms and Conditions

a. Service Description

Customers will be required to pay the maintenance of service charges listed below, for visits made by the Company or its agents to the customer's premises, when a service difficulty or trouble report results from equipment or facilities not maintained or repaired by the Company.

b. Regulations

The Customer will be advised, before a visit to his or her premises, of the possibility of a Maintenance of Service Charge. The customer will also be advised to check the Network Interface Device (NID) in accordance with the Minimum Telephone Service Standards, Chapter 4901:1-5 O.A.C.

The Company or its agent will provide a written statement of the time and charges for any Maintenance of Service Charge to the Customer or his designated agent before leaving the Customer's premises.

The Company or its agent will request the Customer or his designated agent to signify his acceptance of the statement of time and charges by affixing his signature to the statement.

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3. Rates and Charges

a. Service Area A

Maintenance of Service Charge

1. All Exchanges Except Lebanon

First 15 minutes or fraction thereof \$ 31.50

Each additional 15 minutes or fraction thereof 9.00

2. Lebanon Exchange

First 15 minutes or fraction thereof 14.95

First hour or fraction thereof (Note) 80.00

Each additional 15 minutes or fraction thereof 20.00
Beyond the first hour

Note: The charge for the first hour applies only if the work exceeds 15 minutes. If work exceeds 15 minutes, the charge for the first 15 minutes or fraction thereof does not apply - only the charge for the first hour or fraction thereof applies in this case.

b. Service Area B

Charge

First 15 minutes or fraction thereof \$ 100.00

Each additional 15 minutes or fraction thereof 30.00

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G. LOCAL SERVICE FREEZE

a. General

Local Service Freeze is available in all Service Areas.

b. Service Description

Local Service Freeze (LSF) will be provided upon customer request to control instances of unauthorized switching of local service.

There is no recurring charge or nonrecurring charge to add or remove the LSF.

Only the subscriber to LSF can authorize the removal of LSF from the account to allow for an authorized migration of service to another local service provider.

Approved methods of LSF removal include:

1. Submission of Letter of Agency (LOA) to the Company with the current subscriber's signature.
2. Three-way telephone call with the Company representative, the current subscriber, and the potential new local service provider.
3. Customer's electronically signed authorization.

The Company will adhere to the guidelines for preferred carrier freeze (PCF) for local exchange service, as found in Minimum Telephone Service Standards, Chapter 4901:1-5 O.A.C.

Company liability information is pursuant to the Regulation section of this Nonresidence Service Agreement.

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H. DISCOUNTS

1. Municipal, County, and State Department Discounts

a. Service Area A

1. All Exchanges Except Lebanon

A discount of 20 percent from the regular nonresidence basic exchange service rate is allowed to municipal, county, and state departments, and their branches having the qualifications indicated in this Part H.1. The service must be located in the administrative offices of the department or branches, and be used exclusively for municipal, county, or state governmental purposes. This discount applies only to access lines and cannot be extended to other services, equipment, or features.

In order to qualify for this discount, a municipal, county, or state department or its branch must be engaged in a governmental function and must derive its principal support from taxes levied by a municipality, county, or state. Municipal, county, or state departments or their branches which are engaged in non-governmental functions of a character similar to private business enterprises, and which do not derive their principal support from taxes levied by a municipality, county, or state, do not qualify for the discount.

2. Lebanon Exchange

Municipal, County, and State Department Discounts are not available in the Lebanon exchange.

b. Service Area B

Municipal, County, and State Department Discounts are not available in Service Area B.

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2. Public, Parochial, and Private School Discounts

a. Service Area A

1. All Exchanges Except Lebanon

A discount of 20 percent from the regular nonresidence basic exchange service rate is allowed to municipal, county, and state public schools and to parochial and private schools of the character indicated in this part H.2. Specifically, a parochial or private school, in order to qualify for the discount, must be an elementary, middle or high school with a curriculum of studies similar to that customarily provided in a public school.

The service must be located in a school or its administrative offices and be used exclusively for school purposes. This discount applies only to access lines and cannot be extended to other services, equipment, or features.

A public school, in order to qualify for this discount, must be an elementary, middle or high school, or college with a curriculum of studies customarily provided in a public school, which derives its principal support from taxes levied for school purposes by a municipality, county, or state, and to which enrollment is open to the public generally.

2. Lebanon Exchange

Public, Parochial, and Private School Discounts are not available in the Lebanon exchange.

b. Service Area B

Public, Parochial, and Private School Discounts are not available in Service Area B.