

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

**Section 20 – Total Access**

A. DESCRIPTION

The business bundles in this section contain specific groups of business services; priced at rates that are less than if the services were purchased separately. These packages contain a variety of voice, data and optional services that can be purchased individually from CBT. For the most part, the terms and conditions that apply to the services when they are purchased individually, will apply to the services when they are purchased as part of a business bundle. Exceptions are addressed in this section of the Service Agreement. Below is a list of services included in each of the business bundles.

1. Total Access - Business Complete Connection Bundles (includes anywhere from 3 to 24 lines)  
Business Complete Connections Service each line  
Hunting Service each line
2. Total Access - Centrex 2000 Bundles (includes anywhere from 4 to 24 lines)  
Deluxe Service Line each line  
Hunting Service each line  
Calling Name and Number each line
3. Total Access Trunk Advantage Bundles (includes anywhere from 13 to 24 channels)  
1 Digital Trunk Facility  
13-24 Two-way DID Channels  
1 Group of 20 DID numbers
4. Total Access Prime Advantage Bundles (includes anywhere from 13 to 23 channels)  
1 Primary Rate Facility  
13-23 Two-way DID channels  
Prime Calling Name and Number  
1 Group of 20 DID numbers

B. TERMS AND CONDITIONS

1. The components of the business bundles are not to be split among multiple Customers or locations.
2. The initial minimum service period for the Total Access bundles is 12 months and 36 months for a Full Access bundle. The Full Access bundles are grandfathered as of March 1, 2007.
3. If a Customer disconnects any of the services included in a business bundle they will continue to be responsible for the entire monthly rate of the package.
4. Business bundles are offered under the Variable Term Payment Plan. Conditions and regulations pertaining to the variable term payment plan can be found in section 4 of the Service Agreement.
5. If a customer who is currently under a term payment plan, wishes to upgrade to a larger bundle, they may do so without incurring termination charges or nonrecurring charges. The customer will be required to choose a term payment plan that is equal to or greater than their current term payment plan.

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6. If a Customer terminates service, without cause, prior to the expiration of the term, the Customer will pay to CBT a termination charge equal to all remaining amounts due or to become due, including but not limited to all monthly charges for which Customer would have been responsible if the customer had not terminated prior to the end of the applicable term payment plan.
7. All of the business service bundles are offered under the Variable Term Payment Plan (VTPP) as outlined in Section 4 of this Service Agreement. One exceptions to the terms and conditions found in Section 4 applies to the Full Access bundles and is as follows:

If the service was installed prior to February 3, 2005, and the Customer does not renew the contract prior to the expiration date and does not elect to discontinue the Full Access Bundle, service will be continued, but the Customer will be required to pay the individual rates associated with each service in the bundle. For service installed on or after February 3, 2005 see Section 4 of the Service Agreement.
8. When establishing one or more of the business bundles outlined in this section of the Service Agreement as a new service or when moving an existing service to a different address the nonrecurring charges will be applied.
9. Customers subscribing to a business bundle may change service/features at anytime without incurring a charge for making such a change once the package has been established. However, customers changing their telephone numbers (except for Distinctive Ringing) will be billed the nonrecurring charge to change numbers as specified in Section 3 of this Service Agreement.
10. All charges (such as End User Common Line, E-911 Service, taxes and other surcharges) normally associated with access line service, Prime Advantage Service, Trunk Advantage Service, Integrated Advantage Service and Centrex 2000 Service will be billed in addition to the monthly charges for the business bundles.
11. The Local Service Areas for these packages are the same as the Local Service Areas defined in Section 3 of this Service Agreement. Community Connection Service charges, as described in Section 3 of the Service Agreement, apply to the packages when appropriate
12. Business bundle subscribers are not eligible for special promotions that may be applicable to the individual services included in the package unless the package is specifically noted for inclusion in the promotion.
13. 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. To accommodate the provisioning of the hunting arrangement, Call Waiting Service 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. Also, the Voice Mail Support Service, will not be activated on any of the telephone lines, which are involved in the hunting arrangement. Only works with series hunt does not work with multi-line or circular hunt.

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C. RATES AND CHARGES

Channel/ Line Size	Initial Charges		Complete Connection	MTM	12 Mo.	24 Mo.	36 Mo.	USOC
	Trunk/ Prime Adv	Centrex						
3 Lines	---	---	\$ 205.00	\$ 190.40(I)	\$ 180.40 165.40*	\$ 172.50 157.50*	\$ 165.00 150.00*	TAF03
4 Lines	---	\$ 147.00	273.00	250.50	240.50 220.50*	230.00 210.00*	220.00 200.00*	TAF04
5 Lines	---	184.00	341.00	310.65	300.65 275.65*	287.50 262.50*	275.00 250.00*	TAF05
6 Lines	---	220.00	410.00	370.75(I)	360.75 330.75*	345.00 315.00*	330.00 300.00*	TAF06
7 Lines	---	257.00	478.00	430.90	420.90 385.90*	402.50 367.50*	385.00 350.00*	TAF07
8 Lines	---	294.00	546.00	491.00	481.00 441.00*	460.00 420.00*	440.00 400.00*	TAF08
9 Lines	---	331.00	614.00	551.15	541.15 496.15*	517.50 472.50*	495.00 450.00*	TAF09
10 Lines	---	367.00	683.00	611.50	601.25 551.25*	575.00 525.00*	550.00 500.00*	TAF10
11 Lines	---	404.00	751.00	671.40	661.40 606.40*	632.50 577.50*	605.00 550.00*	TAF11

The price is for the total bundle. The components of a bundle are not to be split among multiple customers or locations.

\* Applies only to Total Access bundles with lines that were in place as of May 15, 2006.

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<u>Channel/ Line Size</u>	<u>Initial Charges</u>			<u>MTM</u>	<u>12 Mo.</u>	<u>24 Mo.</u>	<u>36 Mo.</u>	<u>USOC</u>
	<u>Trunk/ Prime Adv</u>	<u>Centrex</u>	<u>Complete Connection</u>					
12 Lines	---	\$441.00	\$ 819.00	\$ 731.50	\$ 721.50 661.50*	\$ 690.00 630.00*	\$ 660.00 600.00*	TAF12
13 Lines	---	478.00	887.00	791.65	781.65 716.65*	747.50 682.50*	715.00 650.00*	TAF13
13 Channels	\$1067.40	---	---	726.65	716.65	682.50	650.00	TAF13
14 Lines	---	514.00	956.00	851.75	841.75 771.75*	805.00 735.00*	770.00 700.00*	TAF14
14 Channels	1087.40	---	---	743.15	733.15	698.25	665.00	TAF14
15 Lines	---	551.00	1024.00	911.90	901.90 826.90*	862.50 787.50*	825.00 750.00*	TAF15
15 Channels	1107.40	---	---	759.75	749.75	714.00	680.00	TAF15
16 Lines	---	588.00	1092.00	972.00	962.00 882.00*	920.00 840.00*	880.00 800.00*	TAF16
16 Channels	1127.40	---	---	776.25	766.25	729.75	695.00	TAF16
17 Lines	---	625.00	1160.00	1032.15	1022.15 937.15*	977.50 892.50*	935.00 850.00*	TAF17
17 Channels	\$1147.40	---	---	792.75	782.75	745.50	710.00	TAF17
18 Lines	---	661.00	1229.00	1092.25	1082.25 992.25*	1035.00 945.00*	990.00 900.00*	TAF18
18 Channels	1167.40	---	---	809.30	799.30	761.25	725.00	TAF18
19 Line	---	698.00	\$1297.00	1152.40	1142.40 1047.40*	1092.50 997.50*	1045.00 950.00*	TAF19
19 Channels	1187.40	---	---	825.75	815.75	777.00	740.00	TAF19

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<u>Channel/ Line Size</u>	<u>Initial Charges</u>			<u>MTM</u>	<u>12 Mo.</u>	<u>24 Mo.</u>	<u>36 Mo.</u>	<u>USOC</u>
	<u>Trunk/ Prime Adv</u>	<u>Centrex</u>	<u>Complete Connection</u>					
20 Lines	---	\$735.00	\$1365.00	\$1212.50	\$1202.50 1102.50*	\$1150.00 1050.00*	\$1100.00 1000.00*	TAF20
20 Channels	\$1207.40	---	---	842.50	832.50	792.75	755.00	TAF20
21 Lines	---	772.00	1433.00	1272.65(I)	1262.65 1157.65*	1207.50 1102.50*	1155.00 1050.00*	TAF21
21 Channels	1227.40	---	---	859.00	849.00	808.50	770.00	TAF21
22 Lines	--	808.00	1502.00	1332.75	1322.75 1212.75*	1265.00 1155.00*	1210.00 1100.00*	TAF22
22 Channels	\$1247.40	--	--	875.50	865.50	824.25	785.00	TAF22
23 Lines	--	845.00	1570.00	1392.90(I)	1382.90 1267.90*	1322.50 1207.50*	1265.00 1150.00*	TAF23
23 Channels	1267.40	--	--	892.00	882.00	840.00	800.00	TAF23
24 Lines	--	882.00	1638.00	1453.00	1443.00 1323.00*	1380.00 1260.00*	1320.00 1200.00*	TAF24
24 Channels	1287.40	--	--	908.50	898.50	855.75	815.00	TAF24

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**D. GRANDFATHERED BUNDLES**

The 3 – 7-line Full Access bundles are grandfathered as of June 21, 2004. The 13-line Full Access bundle is grandfathered as of May 20, 2005. The 23 and 24-line Full Access bundles are grandfathered as of March 1, 2007. There will be no new installations of these bundles. Customers currently subscribing to these bundles under the 36-month term payment plan will be able to retain the bundle until their contract expires. At that time, if the customer wishes to retain CBT service the customer will be required to move to a new service or bundle. If the customer moves to a new business service package nonrecurring charges will be waived. These customers may also transfer to a new bundle, prior to the end of their current 36-month contract, without incurring termination liabilities and applicable nonrecurring charges will be waived.

**1. Descriptions**

**a. Full Access 3-Line Business Complete Connections Package**

3 Business Complete Connections  
3 Hunting Services

1 Email URL Directory Listing  
3 Selective Call Acceptance Services

**b. Full Access 5-Line Business Complete Connections Package**

5 Business Complete Connections  
5 Hunting Services

1 Email URL Directory Listing  
5 Selective Call Acceptance Services

**c. Full Access 5-Line Centrex 2000 Deluxe Line Package**

5 Centrex 2000 Deluxe Lines  
5 Centrex Hunting Services  
5 Centrex Anywhere Call Forwarding Services  
5 Message Waiting Indicator Services  
5 Centrex Calling Name and Number Services

1 Email URL Directory Listing  
5 Selective Call Acceptance Services

**d. Full Access 7-Line Business Complete Connections Package**

7 Business Complete Connections  
7 Hunting Services

1 Email URL Directory Listing  
7 Selective Call Acceptance Services

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- e. Full Access 7-Line Centrex 2000 Deluxe Line Package
  - 7 Centrex 2000 Deluxe Lines
  - 7 Centrex Hunting Services
  - 7 Centrex Anywhere Call Forwarding Services
  - 7 Message Waiting Indicator Services
  - 7 Centrex Calling Name and Number Services
  
  - 1 Email URL Directory Listing
  - 7 Selective Call Acceptance Services
  
- f. Full Access 13-Line Integrated Advantage Lite Bundle
  - Integrated Lite Facility
  - 12 Voice Grade 2-wire Channel
  - 1 Business Complete Connections
  - 12 Hunting Services
  - 12 Calling Name and Number Services
  - 12 Call Waiting Deluxe Services
  - 12 Call Forwarding Variable Services
  - 12 Speed Calling 30 number
  - 12 Three-Way Calling Services
  - 12 Voice Mail Support Packages
  - 12 Call Transfer Services
  - 12 Anonymous Call Rejection Services
  - 12 Repeat Dial Services
  - 12 Call Return Services
  - 12 Distinctive Ring Services
  - 12 Anywhere Call Forwarding Services
  - 12 Call Block Services
  - 1 Email URL Directory Listing
  - 12 Selective Call Acceptance Services
  
- g. Full Access 23-Line Prime Advantage Bundle
  - 1 Prime Advantage Facility
  - 23 2-Way DID Channels
  - 3 Groups of 20 DID Number Blocks
  - Prime Advantage Caller ID
  - 23 Selective Call Acceptance Services
  - 1 Email URL Directory Listings
  - 1 Channel Termination (Access Services Tariff)
  - Channel Mileage Fixed (Fixed and Per Mile) (Access Services Tariff)

Note 1: Rates are to be applied per customer, per location. Customers are limited to one package per location.

Note 2: Rates are applicable for all Rate Bands.

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- h. Full Access 24-Line Trunk Advantage Bundle
  - 1 Digital Facility
  - 24 2-Way DID Channels
  - 3 Groups of 20 DID number blocks
  - 24 Selective Call Acceptance Services
  - 1 Email URL Directory Listings
  - 1 Channel Termination (Access Services Tariff)(Note 1)
  - Channel Mileage (Fixed and Per Mile) (Access Services Tariff)(Note 1)
  
- i. Full Access 23-Line Prime Advantage Bundle with Small Office DSL
  - 1 Prime Advantage Facility
  - 23 2-Way DID Channels
  - 3 Groups of 20 DID Number Blocks
  - Prime Advantage Caller ID
  - 23 Selective Call Acceptance Services
  - 1 Email URL Directory Listings

1 Flat rate business line
  
- j. Full Access 24-Line Trunk Advantage Bundle with Small Office DSL
  - 1 Digital Facility
  - 24 2-Way DID Channels
  - 3 Groups of 20 DID number blocks
  - 24 Selective Call Acceptance Services
  - 1 Email URL Directory Listings

1 Flat rate business line

Note 1: Rates are to be applied per customer, per location. Customers are limited to one package per location.

Note 2: Rates are applicable for all Rate Bands.

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2. Rates and Charges

<u>Descriptions (Notes 1 and 2)</u>	<u>Nonrecurring Charge</u>	<u>36-Month Rate</u>
Full Access 3-Line Business Complete Connections	\$ 187.00	\$ 215.05
Full Access 5-Line Business Complete Connections	313.00	360.05
Full Access 5-Line Centrex 2000 Deluxe Lines	153.00	315.05
Full Access 7-Line Business Complete Connections	460.00	510.05
Full Access 7-Line Centrex 2000 Deluxe Lines	225.00	420.05
Full Access 13-Line Integrated Advantage Lite	1065.00	1009.05
Full Access 23-Line Prime Advantage	1360.00	1485.00
Full Access 24-Line Trunk Advantage	1250.00	1345.00
Full Access 23-Line Prime Advantage	1360.00	744.05
Full Access 24-Line Trunk Advantage	1250.00	744.05

Note 1: Rates are to be applied per customer, per location. Customers are limited to one package per location.

Note 2: Rates are applicable for all Rate Bands.