

**CBTS TECHNOLOGY SOLUTIONS LLC.**  
**Long Distance Telephone Services**  
**Kentucky Service Agreement**

**Section 3 – Miscellaneous Long Distance Services**

A. Service Descriptions

1. Toll Free (i.e., 800/888) Service

- a. Toll Free Service is inbound telecommunications service which permits calls to be completed to the customer's location without charge to the calling party. Access to the service is gained by dialing a ten-digit telephone number which terminates at the customer's location. Toll Free Services originate via normal shared use facilities and are terminated via the customers' local exchange service access line.
- b. The Company will accept a prospective Toll Free Service at customer's request for up to ten (10) toll free telephone numbers and will reserve such numbers on a first-come first-served basis. All requests for Toll Free Service number reservations must be written, dated and signed by the customer. The Company does not guarantee the availability of numbers until assigned. The requested Toll Free Service telephone numbers, if available, will be reserved for and furnished to the customer.
- c. If a customer who has received a Toll Free Service number does not subscribe to Toll Free Service within thirty (30) days, the Company reserves the right to re-assign the number to another customer.
- d. Toll Free Service is only available to customers subscribing to a Cincinnati Bell Any Distance toll plan.
- e. The following optional features are available with the toll free service.
  1. Time of day routing allows the customer to change the telephone number where the toll free telephone number terminates. The toll free telephone number can be re-routed to four different terminating telephone numbers based on three variables: time of day (1/2 hour increments); day of the week; and holiday schedule.
  2. Area code blocking permits customers to select the area codes from which they may receive calls.
  3. 800 Directory Service provides the customer with the option to have their 8XX number listed in directory assistance.
  4. Payphone Blocking will block all calls to the customer's toll free number(s) from payphones when the LEC/CLEC sends the payphone indicator in the call setup message. In instances where the indicator is not sent, the customer will be responsible for the payphone surcharges for all calls made from payphones to their toll free number(s).

2. Directory Assistance

Listed telephone numbers will be provided to requesting customers at a per call charge.

3. Casual Calling Plan

This plan consists of a per minute rate that will apply when the Company's access number, 1010654, is dialed prior to a long distance call being placed.

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4. Pay Telephone (Payphone) Surcharge

A surcharge shall be assessed for each call made from a pay telephone to a Company-provided toll-free number. This charge is to compensate the Company for the Federal Communications Commission assessment which is paid by the Company to pay telephone service providers for the use of their pay telephone instruments (FCC Order 04-182, WC Docket No. 03-225).

Per Call Charge:           **\$0.65**

5. Alternative Operator Services

Operator services are available to Customers from any Customer location. Operator Services allows the Customer to place a call from a Customer location and arrange for billing other than to the originating telephone number. Calls are rounded up to the next whole minute for billing purposes and are billed to the Customer through the monthly bill of the Customer's local exchange carrier.

a. Customer Dialed Calling/Credit Card

This is a service whereby the end user dials all of the digits necessary to route and bill the call without any operator assistance. Such calls may be billed to a commercial credit card.

b. Operator Station

This is a service whereby the caller places a non-person-to-person call with the assistance of an operator (live or automated). When placing an operator station call, the caller is connected to a non-specified individual at the terminating end. Such calls may be billed to a credit card, the called number (collect) or a valid third party telephone number.

c. Person-to-Person

This is a service whereby the person originating the call specifies to Cincinnati Bell Any Distance Inc.'s operator a particular person to be reached, or a particular person, station, room number, department, or office to be reached through a PBX attendant. Person-to-person calls may be billed to a credit card, the called number (collect) or a valid third party telephone number.

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B. Rates and Charges

1. Toll Free (800/8XX) Charges

Per Minute rates vary according to toll plans as listed in Sections 5 and 6.

Monthly Service Charge	\$7.50
Time of Day Routing Service:	\$100 per setup, change or removal
Area Code blocking	\$100 per setup, change or removal
800 Directory Service	
Monthly Service Charge	\$13.69
Initial Charge	\$15.00
Payphone Blocking	
Initial Charge, per account	\$200.00
Monthly Service Charge, per number	\$25.00

2. Directory Assistance Charge

Per Call Charge: \$3.49

3. Casual Calling Plan

Per minute rate: \$0.20

4. Alternative Operator Services

Per minute rate	\$0.45
Service Charges	
Automated Collect	2.50
Operator Station	
Collect	2.50
Sent Paid Non-coin	2.50
Billed to Third Party	2.50
Person-to-Person	2.75