

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

Section 6 - Residence Local Service Bundles

A. TERMS AND CONDITIONS

Residence Local Service Bundles provide a flat rate residence line, as described in the Company's Local Service Tariff, PUCO No. 1 or Section 4 of this Agreement, 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 an individual Residence Local Service Bundle are per line. Features cannot be split between lines, customers, or location.

Measured Service is not provided with the Residence Local Service Bundles.

The Local Service Areas for Residence Local Service Bundles are the same as the Local Service Areas defined in Section 4 of this Agreement. Community Connection Service charges, as described in Section 4 of this Agreement, apply to the Residence Local Service Bundles.

Descriptions of the Custom Calling Services included in the Residence Local Service Bundles are shown in Section 5 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 the Residence 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. Residence Local Service Bundle Customers are not eligible for special promotions that may be applicable to the individual features included in Residence Local Service Bundles unless Residence Local Service Bundles are specifically noted for inclusion in the promotion.

A Customer 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. However, Customers changing their telephone numbers (except for Distinctive Ringing) will be billed the nonrecurring Telephone Number Change charge as specified in the Price List of this Agreement.

An existing flat rate residence line Customer who converts to a Residence Local Service Bundle will pay the nonrecurring Bundle Establishment Charge associated with the Residence Local Service Bundle. The nonrecurring Access Line Establishment Charge and the Bundle Establishment Charge apply to Customers establishing Residence Local Service Bundles as new service or when moving service to a different address.

All bundles that include long distance services require presubscription to Cincinnati Bell Any Distance Inc. (CBAD). For a description of CBAD's services, terms, and conditions, see CBAD's Ohio Residence and Nonresidence Service Agreement - Long Distance Telephone Services and CBAD's interstate service agreement.

All charges (such as End User Common Line, E-911 Service, taxes and other surcharges) normally associated with flat rate access line service will be billed in addition to the Residence Local Service Bundle charges.

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B. BUNDLE DESCRIPTIONS

1. Complete Connections

Customers subscribing to Complete 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
- d. Call Forwarding Busy Line
- e. Call Forwarding Don't Answer
- f. Call Forwarding Variable
- g. Call Return
- h. Call Waiting
- i. Call Waiting Deluxe
- j. Calling Name and Number
- k. Distinctive Ringing (MDNL)
- l. Message Waiting Indicator
- m. Priority Call
- n. Priority Forward
- o. Quiet Time
- p. Repeat Dialing
- q. Reveal Privacy Management Service
- r. Speed Calling 8 Number Capacity
- s. Speed Calling 30 Number Capacity
- t. Talking Call Waiting
- u. Three-Way Calling

Complete Connections includes 50 minutes of domestic long distance calling. Complete Connections Customers may subscribe to an unlimited domestic long distance calling plan as part of the Complete Connections bundle for an additional charge. (All 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 50 minute and unlimited domestic long distance calling plans.)

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B. BUNDLE DESCRIPTIONS (Continued)

2. Home Pak Advantage

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
- d. Call Forwarding Busy Line
- e. Call Forwarding Don't Answer
- f. Call Forwarding Variable
- g. Call Return
- h. Call Waiting
- i. Call Waiting Deluxe
- j. Calling Name and Number
- k. Distinctive Ringing (MDNL)
- l. Message Waiting Indicator
- m. Priority Call
- n. Repeat Dialing
- o. Reveal Privacy Management Service
- p. Three-Way Calling

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. BUNDLE DESCRIPTIONS (Continued)

3. Home Pak Lite

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
- e. Calling Name and Number
- f. Message Waiting Indicator
- g. Reveal Privacy Management Service

Home Pak Lite includes 30 minutes of domestic long distance calling. Home Pak Lite Customers may subscribe to a 150 minute domestic long distance calling plan as part of the Home Pak Lite bundle for an additional charge. (All 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 30 minute and the 150 minute domestic long distance calling plans.)

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B. BUNDLE DESCRIPTIONS (Continued)

4. Home Phone Pak

Home Phone Pak is grandfathered as of May 21, 2004. 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.

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
- d. Call Forwarding Busy Line
- e. Call Forwarding Don't Answer
- f. Call Forwarding Variable
- g. Call Return
- h. Call Waiting
- i. Call Waiting Deluxe
- j. Calling Name and Number
- k. Distinctive Ringing (MDNL)
- l. Message Waiting Indicator
- m. Repeat Dialing
- n. Reveal Privacy Management Service
- o. Speed Calling 8 Number Capacity
- p. Talking Call Waiting
- q. Three-Way Calling

Home Phone Pak is available with no long distance calling, and, for an additional charge, with 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.) 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.

Home Phone Pak Customers with unlimited domestic long distance 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.

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B. BUNDLE DESCRIPTIONS (Continued)

5. 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.

Customers subscribing to Home Phone Pak 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
- d. Call Forwarding Busy Line
- e. Call Forwarding Don't Answer
- f. Call Forwarding Variable
- g. Call Return
- h. Call Waiting
- i. Call Waiting Deluxe
- j. Calling Name and Number
- k. Distinctive Ringing (MDNL)
- l. Message Waiting Indicator
- m. Priority Call
- n. Repeat Dialing
- o. Reveal Privacy Management Service
- p. Speed Calling 8 Number Capacity
- q. Three-Way Calling

Home Phone Pak 2 is available with 100 domestic long distance minutes, 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. BUNDLE DESCRIPTIONS (Continued)

6. Additional Line Option

Customers who subscribe to a Residence Local Service Bundle may purchase a discounted second line as part of the bundle. The second line may be either a line with no features or, for an additional charge, a line with Complete Connections. Customers choosing the Complete Connections line may choose any or all of the available features for that line, subject to compatibility with the features on the first line. Only one second/additional line per account may receive the bundled additional line discount. The nonrecurring charges to establish the additional line are the same as the nonrecurring charges to establish a Residence Local Service Bundle.

7. 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.

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, 10 MB, 20 MB, and 30 MB. (10 MB, 20 MB, and 30MB speeds are available in limited areas.)

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

A nonrecurring Bundle Establishment Charge applies to establish new service, convert to a bundle, upgrade to a bundle with additional features, or move service to a different address. A nonrecurring Access Line Establishment Charge also applies to establish new service or move service.

The rates and charges for Residence Local Service Bundles are shown in the Price List Section of this Agreement. (See Access Line Bundles - Residence.)