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To make listing changes in the June 2011-2012 Cincinnati Bell Area Alphabetical Directory, contact your Business Office by March 1, 2012. See pages 2-4 for the numbers to call.

Telephone listings are separated into three sections. The first section includes all Residential listings. The second section has blue-bordered pages and includes Government listings. The third section has red-bordered pages and includes Business listings.

Call Before You Dig **Underground Cable Locations**

In compliance with state laws, local telephone companies with underground facilities are members of the "Call Before You Dig" bureaus in Ohio, Kentucky and Indiana. There is no charge for this service.

Call two (2) working days before you excavate or drill underground:

All states call: 8-1-1

Doing Business With Local Telephone Service Providers

Residence Customers

Residence Sales Center ... 513-565-2210 or #2210
 Repair 611 or 513-566-1511
 Lebanon Customers 513-933-7201
 TDD/TTY Customer Service 513-241-2899
 TDD/TTY Repair 513-397-9611
 Annoyance Call Bureau 513-397-7366
 Final Bill Information 513-565-6060
 Lifeline Telephone Service 513-565-5433

Business Customers

Business Solutions Center 513-566-5050 or #5050
 Repair 513-566-1611
 Lebanon Customers 513-933-7201
 Fax 513-241-1264
 Special Services Circuit Repair
 8 a.m.–5:30 p.m., Mon.–Fri. 513-241-6900

store@Cincinnati Bell

Atrium One Downtown 513-397-9548
 Bridgewater Falls 513-863-0559
 Crestview Hills Town Center (KY) 859-331-1000
 Deerfield Township 513-229-8384
 Eastgate Mall 513-943-4301
 Florence Mall (KY) 859-372-5300
 The Greene 937-431-3607
 Hyde Park Plaza 513-979-5200
 Jungle Jim's – Fairfield 513-858-2030
 Jos. A. Bank Centre/Kenwood 513-936-5700
 Lebanon 513-228-2228
 Lebanon City Building Main Lobby 513-282-6700
 Northgate Mall 513-741-5600
 Tri-County 513-612-5300
 West Chester Plaza 513-759-2628
 Western Hills 513-347-5900
 Beavercreek (Dayton) 937-427-7200
 North Dayton (Dayton) 937-665-1700
 Middletown (Franklin) 513-425-9695
 South Towne (Centerville) 937-291-5100

Directory Assistance

Local 4-1-1
 Long Distance Numbers within or
 outside your area code 4-1-1

Cincinnati Bell Offices, P.O. Box 2301
 221 E. Fourth Street, Cincinnati, OH 45202

General 513-397-9900 or #9900

Employment 513-397-1466
 Employment TDD/TTY 513-723-9320

Public Payphone Providers

Customer Care Center 513-397-5500
 Repair 6-1-1
 Fax 513-421-7695
 Cellular Users 513-566-1511

Rates for Telephone Service

Rates and charges can be obtained by calling the Cincinnati Bell Residence or Business Sales Center, or visiting our Web site at www.cincinnatiBell.com.
 Our rates include a monthly charge for an access line to connect your home or business with the telephone network.

eBill

With eBill, you'll never have to worry about receiving another paper bill. View and pay your bill online. No more checks or stamps! Sign up for eBill today by visiting www.cincinnatiBell.com.

Pay Your Bill Online

Instead of a paper bill, we'll send you an e-mail each month to let you know your new bill (eBill) is ready to view and pay online. Choose to receive multiple notifications or just one. Go to <http://my.cincinnatiBell.com>, login to My Account and securely pay your bill online via electronic check, debit card or credit card. You can also choose to receive your Cincinnati Bell bill through your bank's Web site or through CheckFree (www.mycheckfree.com), a free eBill payment service.

Pay Your Bill by Mail

We appreciate your payment by mail. A return envelope is included with each monthly bill. Please enclose the payment page with your remittance. Write your telephone number on your check or money order. Please do not send cash. If the return envelope is not available, address your payment to:

Cincinnati Bell
 P.O. Box 748003
 Cincinnati, OH 45274-8003

Pay Your Bill by Phone

You may pay your bill by calling 513-565-2210 or #2210. At the Main Menu, press to make a payment with your Visa, MasterCard or American Express credit card.

Pay Your Bill in Person

You can now pay your Cincinnati Bell bill in person at one of our easy, convenient Pay-Station locations. To find the nearest Pay-Station location to you, or for a complete list of all Pay-Station locations, go to www.cincinnatiBell.com/storelocations. When payment is made in person, please present the complete bill.

Note: Payments made to a location other than those listed on our Web site are considered unauthorized and may result in the improper or untimely crediting of the subscriber's account.

Lebanon customers may pay in person at 125 Sycamore St., Lebanon, OH 45036

Deposit Box

The Cincinnati Bell deposit box is located on the outside of the Atrium One building (located at Fourth and Main) and is accessible 24 hours a day, seven days a week.

Pay Your Bill Automatically

Once you have eBill, you can set up Autopay through My Account on <http://my.cincinnatiBell.com>. You'll never have to worry about writing checks, buying postage stamps or incurring late fees again. Autopay will deduct the amount of your monthly bill from the checking account you have designated. You can also establish a maximum monthly deduction to help you budget more efficiently. And we'll send you an e-mail letting you know the bill has been paid. There are no fees for Autopay.



Cincinnati BellSM

Doing Business With Local Telephone Service Providers

InsightPhoneSM

Residence:
859-431-0300 or 1-877-446-7444

Business:
1-877-972-4100



Establishing Service 513-644-8982

**Trouble Reporting/Maintenance
(24 Hours a Day)**

All Services 1-800-829-0420

Directory Assistance

Local Numbers 411

**Long Distance Numbers within or outside
of your area code 1-Area Code-555-1212**

Billing Questions

All Billing Inquiries 1-800-565-8982

Bill By Mail

tw telecom
P.O. Box 172567
Denver, CO 80217-2567

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Cincinnati BellSM

Concerns Regarding Your Service

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If You Have A Concern Regarding Your Service

We are trained to answer your questions and welcome the opportunity to discuss any concerns that you may have.

Please call the appropriate number:

Residence Customers 513-565-2210 or #2210
Business Customers 513-566-5050 or #5050
Annoyance Call Bureau 513-397-7366
TDD/TTY Customers 513-241-2899

If you wish to contact us in writing, mail your information to:

Customer Service Department

Cincinnati Bell
P.O. Box 693
Cincinnati, OH 45201-0693

If you are unable to resolve your problem with your local phone company, then contact:

Public Utilities Commission of Ohio

Public Interest Center
180 E. Broad Street
Columbus, OH 43215-3793

Toll-Free Hotline 1-800-686-7826
TDD/TTY Toll-Free 1-800-686-1570
Internet address www.puco.ohio.gov

Public Service Commission of Kentucky

211 Sower Boulevard
P.O. Box 615
Frankfort, KY 40602-0615

Toll-Free Hotline 1-800-772-4636
Internet address www.psc.state.ky.us

Indiana Utility Regulatory Commission

Consumer Affairs
302 W. Washington Street
Indiana Government Center-South
Indianapolis, IN 46204-2284

Toll-Free Hotline 1-800-851-4268
Internet address www.state.in.us/iurc/consumer

Customers also may contact the following:

Ohio Residential Customers:

Ohio Consumers' Counsel
10 W. Broad Street
18th Floor
Columbus, OH 43266-0550

Toll-Free Hotline 1-877-742-5622
Internet address www.pickocc.org

Kentucky Customers:

Office of the Attorney General
Consumer Protection Division
1024 Capital Center Drive
Frankfort, KY 40601

Toll-Free Hotline 1-888-432-9257

Indiana Residential Customers:

Office of Utility Consumer Counselor
100 N. Senate Avenue
Room N-501
Indianapolis, IN 46204-2215

Toll Call 317-232-2494
Toll-Free Hotline 1-888-441-2494
Internet address www.state.in.us/oucc



Cincinnati BellSM

Calling Information

Calling Information

It is necessary to dial the area code plus the seven-digit telephone number when making a local call across state lines and/or area codes.

Please note that some local, wireless and cellular calls may be billed on a usage basis. Most Cincinnati Bell customers in the 513 area code have local calling to parts of the 937 area code.

Local & Long Distance Dialing

In general, the following rules apply:

Local Call

For local calls within Southwest Ohio (served by the 513 area code)

Dial the seven-digit telephone number.

For local calls across state lines or area codes

Dial the area code plus the seven-digit telephone number.

For local calls within Kentucky and Indiana:

Kentucky is served by the 859 area code.

Indiana is served by the 812 area code.

Dial only the seven-digit telephone number.

For Long Distance Direct Dialed calls (those billed to the originator's telephone number):

- Dial 1 + area code + 7-digit number.
- For Long Distance Alternately Billed: Dial 0 + area code + 7-digit number; Can also dial 10 10 + carrier code + area code + 7-digit number.
- For toll-free 800, 855, 866, 877 or 888 numbers: Dial 1 + 800, 855, 866, 877 or 888 + 7-digit number.
- For Local Call Assistance, dial "0" for the Operator.
- For Long Distance Call Assistance, dial "00" for the Operator.

Local Calling Rates

In general, local phone calls are covered in your monthly local service charges. There is no additional cost for making a local call (except for Community Connection Service calls), even when you are required to dial the area code.

Go to cincinnatiBell.com for more information regarding Community Connection Service.

Rates To Other Calling Areas

Long distance service to other calling areas, states and countries is provided by long distance companies. Rates are determined by the company that provides the service.

Operator Assisted & Calling Card Charges

Service charges may apply when the operator helps place a local or long distance call. Conversations are billed at direct-dial rates.

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Lifeline Assistance Plans

The following Lifeline assistance plans are designed to help qualifying customers obtain and maintain basic residential telephone service. Please contact a Lifeline service representative at 513-565-LIFE (5433) (for TDD/TTY customers, 513-241-2899) for more detailed information, and to determine which of these Lifeline plans is available and will be of the most benefit to you.

Service Connection Assistance (SCA) (Ohio-Indiana Customers)

Benefits

- You will not be required to pay a deposit.
- You will receive a full or partial waiver of the service charge for establishing local service.
- You can choose from any of the telephone company's local service options.

Eligibility for SCA

- Available only to subscribers residing in Ohio.
- You are currently without telephone service and participate in one of these programs:
 - Home Energy Assistance Plan (HEAP)
 - Supplemental Security Income (SSI)
 - Medical Assistance (Medicaid)
 - Food Stamps
 - Federal Public Housing Assistance (Section 8).

Restrictions

- You can receive SCA no more than once in a 12-month period at the same address.
- You will not be allowed to have any other telephone lines in your household.

CBT Lifeline Residential Rate Program (Ohio & Indiana Customers)

Benefits

- You will not be required to pay a deposit for local service. If you elect to receive toll restrictions, you will not be required to pay a deposit for toll service.
- You will receive a discount of at least \$12.28 each month off the basic local access line charges. (Rates as of March 2010.)

- You can receive upon request, where available, free toll limitation service, toll restriction service and 900 blocking.
- Special payment arrangements may be available for outstanding charges.

Eligibility for CBT Lifeline Residential Rate Program

- Available to customers residing in Ohio and Indiana.
- You are currently participating in one of these programs:
 - Social Security Disability Income (SSDI)
 - Ohio Works First or TANF
 - Food Stamps
 - Supplemental Security Income (SSI)
 - Federal Public Housing Assistance (Section 8)
 - Home Energy Assistance Program (HEAP)
 - General Assistance/Disability Assistance
 - Medical Assistance (Medicaid) (Not C.H.I.P)
 - National School Lunch (NSL) free-lunch program
- Customers who do not receive benefits from one of the listed programs but are at or below 150 percent of the federal poverty level are eligible for the CBT Lifeline Program.

Restrictions

- You will not be permitted to subscribe to additional telephone features, except Call Waiting, unless you certify the features are needed for health or safety reasons.
- Discount applies to only one telephone line per account.

Kentucky Lifeline Program

Benefits

- Free toll limitation services.
- Waiver of security deposit if toll restriction is on the line.
- You will receive a reduction on the monthly basic local access line charge of \$12.28 as of March 2010.
- May subscribe to any additional services (example: Call Waiting).
- Special payment arrangements may be available for outstanding charges.

Eligibility for Kentucky Lifeline Program

- Kentucky customers only.
- You are currently participating in one of the following programs:
 - Medical Assistance (Medicaid)
 - Food Stamps
 - Supplemental Security Income (SSI)
 - Federal Public Housing Assistance (Section 8)
 - Low Income Home Energy Assistance Program (LIHEAP)
 - Temporary Assistance to Needy Families (TANF)
 - National School Lunch (NSL) free-lunch program

Restrictions

- Discount applies to only one telephone line per account.

Linkup Assistance (Kentucky Customers)

Benefits

- You will receive one-half (up to a maximum of \$30.00) off the applicable service connection charges for your phone line.
- You can choose from any of the telephone company's local service options.

Eligibility for Linkup Assistance

- Available to customers residing in Kentucky.
- You are currently participating in one of these programs:
 - Supplemental Security Income (SSI)
 - Medical Assistance (Medicaid)
 - Food Stamps
 - Federal Public Housing Assistance (Section 8)
 - Low Income Home Energy Assistance Program (LIHEAP)
 - Temporary Assistance to Needy Families (TANF)
 - National School Lunch (NSL) free-lunch program

Restrictions

- You will not be allowed to have any other telephone lines in your household.



Customer Bill of Rights

TELEPHONE CUSTOMER RIGHTS AND RESPONSIBILITIES

You, as a telephone customer, have many rights and responsibilities. Explanations of some of them are as follows:

Resolving Problems and Disputes

Informal Complaints

If you have a problem with your telephone bill or service, contact the phone company first. You may call or send a letter to the company. The telephone number to your phone company is printed on your bill. The telephone number is also located elsewhere in this directory.

If your concern is not resolved after contacting a customer representative from the phone company, you may ask to speak with a supervisor. If your problem is still not resolved, contact the Public Utilities Commission of Ohio's (PUCO) consumer call center for help. The call center staff will review the rules with you, advise you of your rights, and if needed, will work with you and the company to try to solve your problem.

You may contact the PUCO at 1-800-686-7826 (toll free), or for TTY at

1-800-686-1570 (toll free), from 8:00 a.m.–5:00 p.m. weekdays, or at www.puco.ohio.gov.

Mail address –

Service Monitoring and Enforcement Dept.

Public Utilities Commission of Ohio

180 E. Broad Street

Columbus, OH 43215-3793

Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free), from 8:00 a.m.–5:00 p.m. weekdays, or at www.pickocc.org.

Formal Complaints

If you are not able to reach an agreement with the company through the PUCO's informal complaint process, you have the right to file a formal complaint. You may obtain a formal complaint form from the call center representative, by writing to the PUCO or by accessing the PUCO's Web page.

If you are a residential customer, you may represent yourself in the formal complaint proceeding or hire an attorney to represent you. The Ohio Consumers' Counsel (OCC) represents residential utility customers in matters before the PUCO. OCC can be contacted toll free at 1-877-742-5622, from 8:00 a.m.–5:00 p.m. weekdays, or visit www.pickocc.org.

In most instances, business customers must be represented by an attorney.

After you file a formal complaint form, the PUCO determines if reasonable grounds exist for proceeding with your complaint, and will notify you as to its determination. If reasonable grounds are found to exist, you will be notified by mail of a date and time for a hearing, to take place at the PUCO offices in Columbus. The PUCO may set a prehearing conference with both the company and you (and your attorney, if you have one) for one last attempt to resolve the matter before the scheduled hearing begins. However, if the case remains unresolved, once the hearing begins, you will have the responsibility to prove the merits of the complaint. After the hearing is over, the PUCO will then review all the evidence presented at the hearing and make a decision on the case.

Customer Bill of Rights

Ordering or Changing Service

When you order new local service or change your existing local service, your phone company will explain the choices available to you.

If you are a low-income consumer, or are currently receiving assistance (such as HEAP, food stamps, etc.) from government agencies, you may be eligible for a discount on your basic local service, a waiver of service establishment fees and deposit, and/or a special payment plan. If you are interested in this assistance, be sure to tell your phone company.

After you've placed your order for new service or for a change to your existing service, you should receive, within ten business days, a welcome letter in the mail (or by e-mail if you signed up over the Internet). The welcome letter will include an explanation of the service(s) ordered, including the price, terms and conditions. It is important that you review this letter to confirm your order. If you believe that the letter does not accurately reflect the service you ordered, you should contact the company immediately. You have 30 days from the postmark of the letter to change your initial order for regulated services at no additional charge.

Your local phone company may charge you a one-time installation or "service establishment" charge when you first establish service and each time you transfer service to a new address. Residential customers establishing basic local exchange service have the option to spread the payment of these charges over three billing periods.

Your local phone company normally must install new local service within five business days of receiving your order, unless you agree to a later date. If you are a residential or small-business customer and the company does not provide service within this time frame, you may receive a full or partial waiver of the installation charges.

Your local phone company must also give you a four-hour appointment window for a technician to install service if you need to be present at the premises. If the company misses your scheduled installation appointment without giving you 24 hours notice, you may be eligible for a waiver of at least one-half of the installation charges for the affected regulated local services.

When you order service, as well as once each year, your local phone company will provide you with a free directory, unless the company chooses to provide free directory assistance. You have a right to receive, upon request, a directory or directories, listing all of the extended area service numbers within your local calling areas.

Repairing Your Service

Your local phone company is responsible for repairs and maintenance to the telephone network and outside wires leading up to your home or business. You or the property owner are responsible for the wiring inside your home or business, jacks, and equipment like telephone sets, answering machines, modems, fax machines, etc.

The point where the telephone company's network ends and the inside wiring begins is called the network interface device (NID). Many homes and businesses have located on their premises an NID, which can be used to check whether the problem with your service is your responsibility or the responsibility of the phone company.

If your phone service is not working, contact your company's repair office immediately. If you're not sure whether the problem is your responsibility or the company's responsibility, check in the directory or with your phone company for an explanation as to how to check your NID to see who's responsible, and to find out what your repair options and charges are for repairs if it is

your responsibility. If you don't have an NID, the local phone company will diagnose the problem and install a device at no charge. If you rent, check with your landlord prior to scheduling any repairs.

Be aware that if the phone company makes a service trip to your premises and the problem is in the wiring inside your home or business, the repair is your responsibility and you may be required to pay a service charge to the company. You will not be charged if the repair is the company's responsibility.

Your local phone company must also give you a four-hour appointment window for a technician to repair service if you need to be present at the premises. If the company misses your scheduled repair appointment, you may be eligible for a waiver of one-half of one month's charges for the affected regulated local services rendered inoperative.

If the phone company takes more than 72 hours to restore your phone service, you may receive a credit on your next bill for one month's charges for the regulated local services rendered inoperative.



Cincinnati BellSM

Customer Bill of Rights

Paying for Your Service

The phone company will send you a bill every month and allow you at least 14 days to pay it. If you do not pay your bill on time, the company may disconnect your service. Before disconnecting your service, the phone company must send you a disconnect notice at least seven days before the shut-off date.

If you cannot pay your entire bill, contact the phone company. You may be able to keep part of your service if you pay enough to cover the charges for basic phone service, or you may be able to work out a payment plan with the company to keep your service.

Be aware that payment to an unauthorized payment agent does not guarantee same-day posting to your payment.

Your service cannot be disconnected after 12:30 p.m. if service reconnection on the next day is not a possibility. Should your service be disconnected, contact the company to find out what you need to do to have it restored.

You may have to pay a fee and/or a deposit to have your service reconnected.

Toll blocking, along with other blocking services, are available to help manage your bill. To learn more about blocking options, such as blocks to 900 services, collect calls, third party calls or pay-per-use features, contact your phone company. Some or all of these options are free of charge.

If you have a billing dispute, and you have made an informal or formal complaint to the PUCO, the company will not disconnect your service if you pay the undisputed portion of the bill. While the complaint is being investigated, you must pay all current undisputed amounts and continue discussion with the company to settle the complaint.

Privacy Options

Two options are available to prevent your phone number from displaying on a caller ID device. Per-call blocking is provided with your service at no additional charge. To use this, dial *67 from touch-tone phones (rotary, dial 1167) before each call you want blocked. Per-line blocking, available for an additional charge, will block all of your calls. Using this service, you may unblock individual calls by dialing *82 (rotary, dial 1182). If you wish to have per-line blocking, you should contact your local phone company and request it. Due to technical limitations, either service (per-call blocking or per-line blocking) may not be able to block the appearance of your phone number on caller ID devices when you dial an "800" number. The monthly rate for per-line blocking will not exceed the monthly rate for a nonpublished number service. Further, there will be no additional monthly charge for per-line blocking to customers who subscribe to a nonpublished number service.

Slamming

You have the right to choose your local and long distance providers. No one can switch your providers without your permission. This is called slamming, and it is illegal. If you are slammed, you must contact your chosen company to reestablish service with that company. You must also contact the company which slammed you to cancel service with them and to arrange for any credits or refunds. If you are not satisfied after these calls, contact the PUCO call center.

Cramming

If your bill has charges on it for services you did not order, that is called cramming. Cramming is illegal. If these charges appear on your bill, call your local phone company and let them know you have been crammed. If the charges are from another company, they may also require you to call the cramming company to have them take you off their customer list. Otherwise, the charges may reappear on your next bill. If you are not satisfied after these calls, contact the PUCO call center.

National Do Not Call Registry:

The federal government established a National Do Not Call Registry to enable residential and wireless telephone subscribers to avoid certain unwanted telemarketing calls. For more information, to register or revoke your registration, or to file a complaint, visit www.donotcall.gov, or call toll-free 1-888-382-1222 (TTY 1-866-290-4236).

Registration lasts until a number is disconnected or is removed from the registry.

Cincinnati Bell Do Not Call List:

Cincinnati Bell respects the privacy of all consumers. If you do not want to receive direct marketing communications regarding Cincinnati Bell's products and services, request to be placed on Cincinnati Bell's Do Not Call List or Do Not Mail List (collectively the Do Not Call/Mail Lists). Allow up to thirty (30) days after you have made your request for your name to be removed from any sales programs currently underway. Being on the Do Not Call/Mail Lists does not mean that you will not be contacted by Cincinnati Bell. You may still be contacted for billing, surveys, service and other communications.

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Cincinnati BellSM

Directory Assistance

Dial 411 to get all of the following great Directory Assistance services

Local Directory Assistance – Dial 411 to get all of the following great Directory Assistance services

The same quick and easy service you have always used. Dial 411 to get the telephone numbers, addresses and even ZIP codes for all listed Greater Cincinnati residences, businesses and government listings. Customers calling 411 can have their local call immediately connected to the requested number by pressing **1** on a touch-tone phone when prompted. Call Completion is not available from pay phones, hotels or hospitals.

National Directory Assistance – 411 Coast to Coast – Dial 411

Dialing 411 gives you fast and convenient access to any listed number in the United States and Canada. You do not need to know the area code of the person or business that you are looking for.

BizlineSM – Local and National – Dial 411

Cincinnati Bell's BizlineSM service is a fast and easy way to find a local or national business when you don't have a specific company in mind. Let's say you need to find a florist in Hyde Park or a hotel in Los Angeles. Call 411 to receive the names, addresses and phone numbers for up to three businesses that match the criteria that you specify.

Reverse Search – Local and National – Dial 411

Customers calling Cincinnati Bell's 411 Directory Assistance can provide a local or long distance phone number and receive the listed name and address information corresponding to that number. Nonpublished customers are automatically excluded from this service. If you wish to have your telephone number excluded from local Reverse Search, please call 513-565-2210 or #2210.

**White Page listing information is now
available on ZoomTown.com**

Directories for Other Cities

How to Obtain Directories For Other Cities

Directories for other cities may be obtained by calling toll-free 1-800-900-7516.

A charge may apply for all directories outside your local calling area.

Note: Telephone directories, including those for Ohio, the United States and foreign cities, are available for your use at the Public Library of Cincinnati and Hamilton County located at Eighth and Vine streets, Cincinnati, OH.

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Cincinnati BellSM

Equipment Services

Equipment Repair

Customer-premises equipment (CPE) is all of the equipment on your side of the demarcation point. It includes all equipment and associated accessories that you may use to access the phone network. You are responsible for the maintenance and repair of all CPE. Cincinnati Bell offers several maintenance plans that may be of interest to you.

Equipment From Another Supplier

If you enroll in the Cincinnati Bell PhoneCare equipment protection plan, please review the coverage terms and conditions listed under PhoneCare. If your equipment does not meet PhoneCare coverage conditions, you should return your equipment to the supplier or retailer, contact the manufacturer or the manufacturer's local service representative, or follow the directions provided with the equipment for securing maintenance.

Business Equipment Maintained By Cincinnati Bell

If your equipment is covered by an on-site maintenance program, call Repair Service for assistance. Depending on whether your equipment is still under warranty or covered under an optional maintenance plan, charges may or may not apply.

PhoneCare – Residential Only

PhoneCare is a residential equipment maintenance plan that protects most out-of-warranty telephones, answering machines* and Caller ID boxes, regardless of where purchased. In the event of equipment failure, Cincinnati Bell will replace registered equipment at no additional cost.

HOW TO MAKE A CLAIM:

If any of your registered equipment is in need of repair, call a representative at 513-565-2273.

A comparable replacement unit will be sent to you within 10 business days.

PHONECARE COVERS:

One-line and two-line telephone sets that are compatible with a Cincinnati Bell analog residential telephone line; and Caller ID display units.

PHONECARE EXCEPTIONS

PhoneCare Does Not Cover:

- Problems caused by abuse, misuse, improper installation, water damage or customer negligence;
- Preexisting conditions at the time of your subscription to the Plan;
- Acts of God, including but not limited to floods, fires and the like, except damage due to power surge that is covered under this Plan;
- Problems resulting from a manufacturing defect, which is defined as a malfunction or limitation of functionality that is a result of the original manufacturer's design plan or manufacturing process (the existence of a design defect shall be determined solely by Cincinnati Bell);

- Decorative telephone sets (e.g., football phones);
- Telephone accessories, such as headsets, cords, equipment designed to be used by the physically or hearing-impaired and the like;
- Routine maintenance and consumable items, such as batteries;
- Rotary telephones;
- Telephones with three or more lines or PBX/Key systems; and
- Replacement of answering devices (optional Cincinnati Bell Voice Messaging no-risk trial that is available for 30 days).

CompleteCare – Residential Only

CompleteCare combines the benefits of WireCare and PhoneCare into one convenient, cost-saving package. It is a maintenance plan for both your inside wiring and your out-of-warranty telephones and Caller ID equipment. See WireCare and PhoneCare descriptions for more details.

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Wiring Services

To Order: Residential Customers: 513-565-2210 or #2210 • Business Customers: 513-566-5050 or #5050 • www.cincinnati-bell.com

Repairs

Repair Service

Residence Repair.....	611 or 513-566-1511
Business Repair	513-566-1611
Coin Repair	6-1-1
Special Services Circuit Repair.....	513-241-6900
Customers calling from a cellular telephone.....	513-566-1611
Hearing-Impaired Customers (TDD/TTY) Repair	513-397-9611

Telephone Network

If you have a problem with your telephone service and the problem is in the Cincinnati Bell telephone network, we will fix it at no charge. It is important that you make sure the problem is not your

telephone, wiring, jacks or other equipment. If we are required to make a visit and find the problem is in your equipment or caused by your wiring or jacks, charges may apply.

Residence & Business Installation & Repair Charges

Premise Work Charges

The charges for repair and/or installation work in your home or business is/are based on the length of time required to complete the request. Cincinnati Bell bills a one-hour charge for the first 60 minutes or any portion thereof. Billable time begins as follows:

Repair: The clock starts once we have isolated the trouble to be within your residence and you approve proceeding with the repairs.

Installation: The clock starts once we have gained access to your premises. Please refer to Wiring Options (on this page) for alternatives.

Initial Charges

Anytime you order a new or different service from us, the work you don't see is frequently the biggest part of the job. These initial charges include such things as assigning you a telephone number or identifying a pair of wires you'll use and connecting them to the telephone network. These one-time charges do not include the monthly fee.

Billing of One-Time Charges

You have the option of having the one-time charges billed on one bill or spread over a three-month period.

Inside Wiring

Inside Telephone Wiring

Cincinnati Bell Telephone is responsible for the telephone wiring up to your home or business. You are responsible for the repair of the telephone inside wiring, (i.e. wiring, jacks and equipment) past the Network Interface Device (NID) (see diagram on the next page). If you rent your home or apartment, the building owner may be responsible for the telephone wiring and jacks. Check with your landlord before requesting repair service. Cincinnati Bell will only perform installation and repair service when someone is on the premises while we are doing the work.

A Network Interface Device (NID) is the defined point of demarcation between the telephone company's

network and the customer's inside wire. The NID will help in determining if service difficulties are in the customer's inside wire and/or equipment or the telephone company's outside network. If there is not an NID in place, and you cannot determine where the problem is, Cincinnati Bell will come out at no charge and install an NID. Customers may also install an NID themselves or hire an independent contractor to install the NID to diagnose the service problem. If Cincinnati Bell does not install the NID, the customer is responsible for maintaining the NID in accordance with FCC rules and regulations.

Customer Responsibility

You, the customer, are responsible for the

installation and repair of any telephone wiring (and circuitry) past the point of demarcation.

Wiring Options

- Purchasing and installing or repairing your own wiring and accessories.
- Hire a private contractor to complete the work for you. Any applicable charges are between you and the contractor.
- Cincinnati Bell offers Installation and Repair Service for a fee.
- If you enroll in Cincinnati Bell WireCare protection plan, please review WireCare Covers and WireCare Exceptions.

WireCare

WireCare

WireCare is a protection plan that guarantees repairs on qualified phone-wiring problems inside your home or business. WireCare gives you coverage for data as well as voice transmission.

WIRECARE COVERAGE

WireCare coverage begins 30 days after it is added to your account. If you have not used the service, and wish to cancel this service within the first 30 days, there is no penalty. If, however, you require repair service within that 30-day period, you will be billed the appropriate repair charges.

WireCare Covers:

- Inside wiring and jacks that provide you with the basic telephone service;
- Inside wiring for all standard residential and small-business telephone customers;
- Replacement of nonstandard jacks;
- Repairs to jacks and wiring that have worked for you previously;

Loose connections or broken jacks; and repairs necessary to outdoor jacks and wire runs behind the Network Interface Device (see diagram on page 13).

WIRECARE EXCEPTIONS

WireCare Does Not Cover:

- Establishing basic service in your home;
- Moving phone jacks from one part of your home to another;
- Wires and jacks not installed by Cincinnati Bell that is not in keeping with industry regulations and the National Electric Code.
- Service for boats, marinas and recreational vehicles;
- Problems related to nonstandard wiring including, but not limited to, cross talk, modem and radio interference;
- Repairs necessary as a result of malicious actions, damage caused by non-Cincinnati Bell contractors, and at Cincinnati Bell's discretion, natural disasters;

- Service calls for line trouble caused by customer-provided equipment; and
- Telephone lines served by a local service provider other than Cincinnati Bell.

* Note:

1. Small Business: If, in the technician's opinion, the wire was not recently a part of a working line, WireCare will not cover the repair cost.
2. Residential: WireCare will cover the rewiring of an existing jack on existing service for free up to 15 minutes. The balance of the time is billed at \$24.75 for each 15 minutes over the 15 free minutes. This coverage applies for existing service only; it is not applicable on new installations.
3. Isolated disasters such as house fires are limited to the restoring of service to the premises (providing service to the NID and (1) jack). WireCare will not cover the rewiring of an entire house. These items may be covered by the home/business owner's insurance policy.

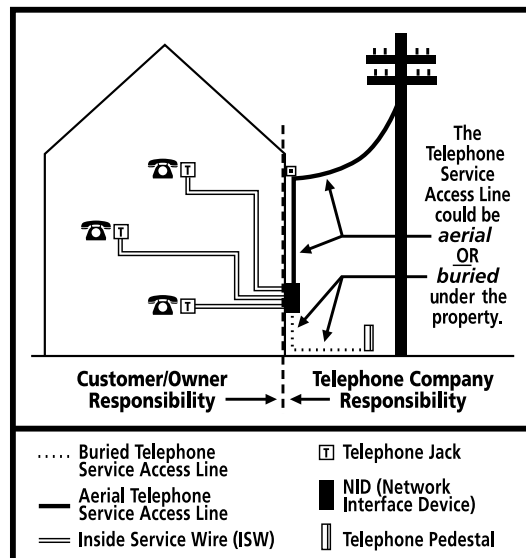
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Wiring Services

Responsibility

Note 1: Connections of Inside Service Wire (ISW) to the NID is the customer's (your) responsibility as directed by the FCC and the Public Utilities/Service Commission. (Any connection of the ISW to the NID made by Cincinnati Bell was made as a convenience and at no cost to you.)



The NID can be used to determine if a service problem is the customer's responsibility or the telephone company's responsibility. (See below.) If you do not utilize the NID to diagnose a service problem and Cincinnati Bell dispatches a technician to diagnose the problem, you may be assessed a service fee if the problem is found to be with the inside wire.

Options

Note 2: You have the following options to connect your ISW to the NID:

- Cincinnati Bell Telephone offers installation and repair service for a fee. Call 513-565-2210 or #2210 for more information.
- Purchase and install or repair your own wiring and accessories.
- Hire a private contractor to complete the work for you. Any applicable charges are between you and the contractor.

Planning For The Future

Note 3: The telecommunications industry has expanded with ever-increasing complexity. The commonplace of personal and business computers, fax machines, etc., has necessitated the development of higher-quality Structured Connectivity Solutions (SCS).

The category rating for SCS denotes the level of performance. Each level has specifications to meet the performance requirements of your specific voice or data applications. The established standards are as follows:

- Category 1 – Basic Telephone Service and Low Speed Data
- Category 2 – Low Speed Data
- Category 3 – Medium Speed Data LAN
- Category 4 – Extended Distance LAN
- Category 5 – High Speed LAN
- Category 6 – High Bandwidth

We are alerting you to the fact that your ability to transmit/receive Telecommunication Signals and the Quality of the Signals will be controlled by the Category Rating of your Inside Service Wire (ISW).

How To Tell Where The Problem Is:

PROBLEM	ACTION	IF..., THEN PROBLEM IS	CONTACT
One phone doesn't work (all others do).	Plug it into another location where a phone is working (your home or neighbor's).	a) If phone works, then the problem is probably your inside wiring. b) If the phone does not work, the problem is probably your telephone equipment.	a) See Inside Wiring on previous page. b) See Equipment Services on page 11.
All phones don't work (Have you paid your phone bill?)	Many homes and condominiums have a network interface device (NID) located where the phone lines come into the building (usually in the garage or basement or outside on the side of the building). If you live in a mobile home, the NID is usually located outside, on a post or pole, or on the side of the mobile home. If you live in an apartment, the NID is usually located at the primary telephone outlet (usually the kitchen wall phone). If you live in an apartment or other multiunit dwelling, check with your landlord regarding the specific NID location. Check each phone by plugging it into the jack which is located at the NID. Some homes do not have the network interface device (NID) and some phones are directly wired and can't be unplugged.	a) If your telephone(s) work properly, the problem is probably inside wiring. b) If problem persists, then the problem is probably outside wiring. Problem could be with equipment, inside or outside wiring.	a) See Inside Wiring on previous page. b) See Telephone Network on previous page. Call Repair Service for assistance.



Enhanced Services

Order Information

Cincinnati Bell Telephone offers you the latest, most innovative communications solutions for your home or business. Whether you want to manage your calls more efficiently or surf the Internet at lightning-fast speeds, Cincinnati Bell has the answer. Listed on the following pages are details on Enhanced Calling Services and Internet Services.

To place an order or obtain information on the price and availability of these services within your area:

1. Residential Customers

Call 513-565-2210 or #2210

to speak with a Residence Sales Consultant.

Business Customers

Call 513-566-5050 or #5050

to speak with a Business Solutions Consultant.

2. Visit our Web site at

www.cincinnati-bell.com

3. Visit one of our Cincinnati Bell retail stores at:

Atrium One Downtown,
201 E. Fourth Street, Cincinnati, OH
513-397-9548

Bridgewater Falls
3425 Princeton Road, Suite C-119, Hamilton, OH
513-863-0559

Crestview Hills Town Center
2895 Dixie Highway, Crestview Hills, KY
859-331-1000

Deerfield Township
5235 Deerfield Boulevard, Mason, OH
513-229-8384

Eastgate Mall
4601 Eastgate Boulevard, Cincinnati, OH
513-943-4301

Florence Mall
2028 Mall Road, Suite 2150, Florence, KY
859-372-5300

The Greene
19 Greene Boulevard, Beavercreek, OH
937-431-3607

Hyde Park Plaza
3880 E. Paxton Avenue, Cincinnati, OH
513-979-5200

Jungle Jim's - Fairfield
5440 Dixie Highway, Fairfield, OH
513-858-2030

Kenwood - Jos. A. Bank Centre
7565 Kenwood Road, Cincinnati, OH
513-936-5700

Lebanon
Genntown Drive, Suite A7, Lebanon, OH
513-228-2228

Lebanon City Building Main Lobby
50 S. Broadway Street, Lebanon, OH
513-282-6700

North Dayton
3456 York Commons Boulevard, Dayton, OH
937-665-1700

Northgate Mall
9597 Colerain Avenue, Cincinnati, OH
513-741-5600

Tri-County
11332 Princeton Pike, Cincinnati, OH
513-612-5300

West Chester Plaza
7844 Cox Road, West Chester, OH
513-759-2628

Beavercreek
2727 Fairfield Commons, Suite AK-2, Dayton, OH
937-427-7200

Middletown
3461 Towne Boulevard, Suite 360, Franklin, OH
513-425-9695

SouthTowne
2004 Miamisburg-Centerville Road, Centerville OH
937-291-5100



Cincinnati BellSM

Internet Services

NEW! Listen to your messages Online

Now you can check your home and wireless voicemail box without picking up a phone. Check your messages online with just a click of a button through your Cincinnati Bell My Account. The best part, this service is absolutely free and easy to access.

To check your home or wireless voicemail, simply log onto zoomtown.com.

ZoomTownSM High-Speed Internet Access

ZoomTownSM turns your phone line into a super-fast voice and data line, so you can enjoy the Internet at warp speeds! No more dialing and no more waiting.

- Speeds that blow the doors off dial-up.
- Talk on the phone and surf the net at the same time.
- Secure, dedicated access that won't slow down during peak hours the way other high-speed options can.

- Cheaper than other high-speed Internet options.
- Anti-spam and anti-virus e-mail protection for your security.
- Wireless Home networking.
- Compatible with popular console gaming systems (X-Box 360, PS3).
- Free enhanced WebMail.
- Zoomtown Max (10 mbps or higher) where available.

To Order: Call 513-566-9666 or #9666 or visit www.cincinnatiBell.com/zoomtown
For Technical Support: Call 513-397-HELP (4357)

Internet Call Manager

Is your phone line tied up when someone in your household is surfing the Internet? (Only applicable for Fuse Dial-up customers. ZoomTownSM allows simultaneous surfing and talking.) With Internet Call Manager, if you receive a call while online, a window automatically opens displaying the caller's name and telephone number. You can surf for hours and never worry about missing a call!

How It Works

Internet Call Manager allows you to act on an incoming call while you're online in one of the following ways:

- ANSWER – The caller will hear a brief message indicating that you are aware of the call and will pick up momentarily. You will automatically be disconnected from the Internet to take the call.
- TRANSFER – Transfer the call to another number, such as a wireless phone or second line.
- PLAY MESSAGE – Play a customizable message for the caller such as, "I'll call you back," "Call me back later," or any other message you'd like to record and play.

- VOICEMAIL – Send the call to your Cincinnati Bell Voice Messaging mailbox.
- IGNORE – If you do not want to take the call, you can simply choose to ignore it and continue working on the Internet.

To Order:
Residential Customers
Call 513-565-2210 or
www.cincinnatiBell.com/icm
For Technical Support: Call Toll-Free
1-877-422-8426

Fuse[®] Dial-Up Internet Access with Accelerator

Fuse[®] works with ZoomTownSM high-speed access for a turbocharged Internet connection.

Whether for your home or business, here's why Fuse[®] Internet Access is the best way to get online:

- Experience speeds up to 5x faster with Accelerator.
- 5 e-mail boxes.
- Spam filters keep junk e-mails away.
- E-mail virus protection.
- 99 percent connection rate.
- Pop-up blocker.

To Order:
Call 513-565-FUSE (3873) or #3873
or visit www.cincinnatiBell.com/fuse
For Technical Support: Call
1-800-FUSE-NET (387-3638)

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HomePak

Our best value! Get local telephone service, 14 of the most popular calling features, and Unlimited Long Distance! Call anywhere in the Continental U.S., 24/7. All of this for one every-day low price.

HomePak Lite

Get local telephone service, the 5 most popular calling features including Caller ID, Call Waiting, and Voicemail, and 30 minutes of Long Distance, then 10¢ per-minute evenings and 15¢ per-minute all other times. All of this for one every-day low price!

Business Connections[®]

Get local telephone service, all 20 calling services, and Unlimited Long Distance, then 10¢ per-minute evenings and 15¢ per-minute all other times. All of this for one every-day low price!

To Order:

Residential Customers

Call 513-565-2210 or #2210

Business Customers

Call 513-566-5050 or #5050

or visit our Web site at

www.cincinnatiBell.com

Details About Enhanced Services

PACKAGE FEATURES:	HomePak	HomePak Lite	Business Connections
Call Waiting	•	•	•
Call Waiting Deluxe*	•	•	•
Caller ID-Name & Number	•	•	•
Caller ID on Call Waiting	•	•	•
Voicemail			•
Enhanced Voicemail	•	•	
Call Forward Busy/Don't Answer	•	•	•
Message Waiting Indicator	•		•
Call Return	•		•
Three-Way Calling	•		•
Call Block	•		•
Call Forward	•		•
Distinctive Ring	•		•
Speed Call 8/Speed Call 30			•
Repeat Dial	•		•
Reveal [®]	•	•	•
Ring Cycle Change*			•
Priority Call	•		•
Priority Forward			•
Anonymous Call Rejection	•		•
Anywhere Call Forward			•
Talking Call Waiting*			•

See Individual Services for usage instructions.

*Service may not be available in all areas. Services vary within.



Cincinnati BellSM

Details About Enhanced Services

Anywhere Call Forward

Now with Anywhere Call Forward, you have the freedom to activate and deactivate your Call Forward service from any phone, anywhere, anytime. Send calls to your wireless phone or your work location. Simply dial into the Anywhere Call Forward system, provide your home phone number and password, and never miss a call again!

To Access Anywhere Call Forward

1. Call 513-421-7869.
2. Enter your 10-digit home telephone number.
3. Enter the four-digit PIN.
4. Then select accordingly:

- Press **1** to activate Anywhere Call Forward.
 - Press **2** to activate Anywhere Call Forward to your preferred number.
 - Press **3** to deactivate Anywhere Call Forward.
 - Press **4** to change your password.
 - Press **5** to create or change your preferred Anywhere Call Forward number.
 - Press **6** or hang up when finished.
5. Follow the prompts.

Note:

- When a call is forwarded, a half-ring will be delivered to the residence as a reminder that the calls are being forwarded.
- The preferred number option allows you to enter one forwarding number, eliminating the need to reenter that number each time you activate the Anywhere Call Forward service. Once your

preferred number is set up and stored in the system, you can simply press **2** from the main menu to forward your calls.

To Order:

Residential Customers

Call 513-565-2210 or #2210

Business Customers

Call 513-566-5050 or #5050

or visit our Web site at

www.cincinnatiBell.com

Call Block

Sometimes there are phone calls you just don't want or don't have the time to take. With Call Block, you won't have to. Call Block enables you to select up to six numbers that will hear a courtesy message telling them that you are unavailable when they call. You can change your numbers at any time and easily turn the service on and off. Block around the clock, during dinner or any time that calls are inconvenient. Callers must be within the Cincinnati Bell service area to have their numbers blocked.

To Turn On Your Call Block Or To Set Up Your Call Block List

- Lift receiver and listen for a dial tone. Press *** 6 0** (Rotary customers dial 1160.)
- Press **0** to hear instructions on how to add, remove or review the numbers on your list, including the last caller. Your callers must be within the Cincinnati Bell Telephone service area to have the number blocked. (Mason and Lebanon numbers may also be blocked.)
- If you are a new subscriber to Call Block or have not entered any numbers on your Call Block list, you must add a number to your list in order to activate the service.

- If you add your last caller to your Call Block list without knowing the telephone number, it may come up as a "private" entry. This indicates that your last caller used a Telephone Privacy service before calling you. A private entry can be added to your list, but you will not hear the telephone number.

To Turn Call Block On And Off

- Lift receiver and listen for a dial tone.
- Press *** 6 0** (Rotary customers dial 1160.)
- Press **3** (This number works as a toggle to turn the Call Block feature on and off.)

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Details About Enhanced Services

Call Forward

You don't want to miss that important call, but you can't spend all day sitting by the phone. Call Forward gives you the freedom to go, with the confidence that you can be reached. Simply activate the service and enter the phone number where you'll be. All of your calls will be routed to that number— even to a long distance number or wireless phone. You can even use Call Forward to forward all callers to your wireless phone while you're on the Internet!

To Turn On Call Forward Or Change The Forwarding Number

1. Lift receiver and listen for a dial tone.
2. Press ***72** (Rotary customers dial 1172), then listen for another dial tone.
3. Dial the telephone number to where you want your calls forwarded. Use 10-digit dialing if necessary. If this is a long distance number, dial 1 plus the area code and number.
4. The telephone where you are forwarding your calls will ring. When the call is answered, advise that your calls are being forwarded. Call Forward is now activated.

NOTE: If the telephone to where you are forwarding your calls is not answered, or if the line is busy, hang up and immediately repeat steps 1–3. You will hear two short beeps. Call Forward will be activated within 60 seconds.

To Verify That The Service Is On

1. Lift receiver and listen for a dial tone.
2. Press ***72** (Rotary customers dial 1172.) You will hear a rapid busy signal that indicates that the service is turned on.

When your calls are forwarded, you will hear a half-ring at your house. You will be unable to answer your calls until you turn off Call Forward. You will be able to make outgoing calls.

To Turn Off Call Forward

1. Lift receiver and wait for a dial tone.
2. Press ***73** (Rotary customers dial 1173.)
3. Listen for two short beeps to confirm Call Forward has been turned off.

Call Forward On Busy

When your telephone line is busy, this service automatically routes your incoming calls to your voice messaging service or to another number where you want your calls transferred. This service is automatic and must be set up through Cincinnati Bell Telephone.

Call Forwarding On Don't Answer

If you don't answer the telephone, your incoming calls are automatically routed to your voice messaging service or to another number where you want your calls transferred. You may select the number of rings desired before a call is transferred. This service is automatic and must be set up through Cincinnati Bell Telephone.

To Order:

Residential Customers

Call 513-565-2210 or #2210

Business Customers

Call 513-566-5050 or #5050

or visit our Web site at

www.cincinnati-bell.com

Caller ID

Don't be bothered by unwanted calls. Caller ID shows you the name and number of the person who's calling, even when you're already on the phone. The decision to answer is up to you. It's like a peep hole for your phone! Also, Caller ID display units (sold separately) keep a log of recent calls, so you'll know who called while you were away.

How It Works

- Caller ID automatically records the names, telephone numbers, dates, and times of incoming local and long distance calls—even the ones you don't answer or receive when you're away from home. If you don't answer the telephone, the display unit will automatically store the information so you can retrieve it later. (Refer to your Caller ID display unit for specific information on how and what information is displayed.)
- The Caller ID information will be displayed after the first full ring. If you pick up during the first ring, Caller ID information will not display.
- If the words "private," "anonymous," or a variation displays, your caller has chosen to prevent the display of his/her calling information. "Out of area" or "unavailable" indicates the caller is phoning from an area not equipped for Caller ID, such as some businesses and some long distance areas.

- Caller ID also includes free Anonymous Call Rejection service that allows you to prevent any calls to your residence that are marked private. See page 18 for details on this service.
- To block the communication of your name and number to other Enhanced Services users, you can press ***67** (Rotary customers dial 1167) before dialing the telephone number.
- If you have Call Waiting, you will hear a short Call Waiting tone when a second call is received. (A Caller ID display unit that is equipped for Call Waiting is required.) You may experience a short delay between the tone and the display of the Caller ID information. Caller ID for Call Waiting is not available in some areas.



Cincinnati BellSM

Details About Enhanced Services

Call Return

Call Return *69 – Have you ever hurried to the phone, only to have it stop ringing? Or been too busy to answer, but wanted to know who called? Simply dial *69 and Call Return lets you know the number of the person you missed, without any special equipment.

To Return A Call

1. Lift receiver and listen for a dial tone.
2. Press *69 (Rotary customers dial 1169.) You will hear a message telling you the phone number and time of the last incoming call. If the last call was from a private number, you will hear a message that the call was marked as private and cannot be completed due to FCC rules.
3. Press 1 to return a call to the indicated number or hang up if you decide not to return the call at this time. You may press 9 at any point during the announcement to complete Call Return or hang up to disconnect.

Monitoring A Busy Line

If the line is busy, Call Return will monitor the line for up to 30 minutes. When both lines are free, you will hear a special ring (two short and one long ring). When you pick up the telephone, your call will be placed for you.

To Cancel Your Call Return

1. Lift receiver and listen for a dial tone.
2. Press *89 (Rotary customers Dial 1189.)
3. Listen for a recording that confirms that all of your Call Return requests have been cancelled.

How It Works

- Calls received from outside of Cincinnati Bell Telephone's service area cannot be returned using Call Return (except from Mason and Lebanon), but you will hear the number of the calling party. Calls received from inside of CBT's service area that are normally toll calls can be returned, but will result in long distance charges.
- You can use your telephone to receive or place calls while Call Return is activated. If during the 30-minute activation period, you can't pick up when you hear the special ring, Call Return will try again in 5-minute intervals. If you have not answered by the third try, all Call Return requests will be cancelled.
- The special ringing pattern created by Call Return may affect the operation of your answering machine, fax or modem, depending on the model and its setting. Refer to your equipment owner's manual to adjust your answering cycle, if necessary.

- Call Return* also includes free Anonymous Call Rejection Service that allows you to prevent accepting any calls to your residence that are marked private. Callers that mark their calls as private must stop blocking their names and telephone numbers by dialing *82 in order to reach your number.
- To turn Anonymous Call Rejection on, simply press *77. To turn this service off, press *87. This service can be turned on and off as often as you want. (See page 18 for details.)
- * Call Return is also available as pay-per-use; however, Anonymous Call Rejection is not included free with pay-per-use Call Return.
- Note: Customers of a local telephone company other than Cincinnati Bell should contact their telephone company to find out what pay-per-use features are available and the price for each service.

To Order:

Residential Customers

Call 513-565-2210 or #2210

Business Customers

Call 513-566-5050 or #5050

Call Trace

Call Trace allows you to trace obscene or threatening calls for the proper handling by authorities at Cincinnati Bell Telephone. When activated, Call Trace traces the last incoming call to your telephone and routes the information to the Cincinnati Bell Annoyance Call Bureau, which can take proper action. Call Trace is not for casual use.

To Trace A Call

1. Hang up the receiver during the obscene or threatening call.
2. Before making or receiving another call, lift receiver and listen for dial tone. If you receive a Call Waiting tone before you activate Call Trace, the number traced will be the Call Waiting customer, even if you do not answer the second call.
3. Press *57 (Rotary customers dial 1157.)
4. Listen to the recorded announcement to confirm your trace was successful.

- You can follow up with Cincinnati Bell Annoyance at 513-397-7366 to obtain counsel on available options. You will not be given the name or number of the nuisance caller.
- Some calls received from outside of Cincinnati Bell Telephone's service area cannot be traced using Call Trace.
- If the caller has used a telephone privacy service to block the name and number, Cincinnati Bell Telephone can still trace the call when you activate Call Trace.
- An activation charge is assessed for each successful trace.

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Details About Enhanced Services

Call Waiting

Have you ever worried that you'll miss an important call while you're on the phone? Get Call Waiting and relax. When you hear the Call Waiting tone, you can place the first caller on hold and take a second call, switch back and forth between the two, or end the first to take the second. You can even tell if the incoming call is long distance just by the sound of the beep.

To Respond To A Second Incoming Call

- Put the first call on hold and answer the other call by briefly depressing the receiver button (or the Call Waiting button or a Flash button if your telephone is equipped).
- Alternate between the two calls as often as you want by briefly pressing the receiver button. Both conversations are completely private.

OR

- End the first call by pressing the receiver button to hang up. You can then take the other call.

OR

- Ignore the tone all together. You'll hear the tone again about 10 seconds later. You can continue ignoring the tone until the second caller hangs up. (Customers that have Call Waiting and Call Forward-Don't Answer can ignore the Call Waiting tone and let the second caller forward to their designated telephone number, such as voicemail.)

To End Either Call

- Wait for the caller to hang up. Press the receiver button once firmly and release.
- You will be connected to the other caller.

OR

- Hang up. Your telephone will ring and you will be connected with the person remaining on the line.

To Turn Off Call Waiting Before Placing A Call

To turn Call Waiting off if you are using a modem, fax machine or wish not to be interrupted by the Call Waiting beep during an important conversation:

1. Listen for the dial tone.
2. Press ***70** (Rotary customers dial 1170.) You will hear two or three short tones, followed by a steady dial tone, meaning Call Waiting has been turned off. Callers will either hear a busy signal or will be sent to your voice messaging if you have subscribed to that service.
3. Dial the number you want. When you finish your call and hang up, Call Waiting is automatically turned on again.

Distinctive Ring

Do you ever get tired of answering the phone when the call is for someone else? With Distinctive Ring, you'll know who the call is for just by the sound of the ring. You can designate up to two additional phone numbers, each with its own ring, to a single phone line. You can give out one and let the kids or your spouse give out the other. Distinctive Ring is especially valuable if you work from home, so you can tell by the ring whether the call is personal or business. (Up to two additional rings—numbers are available in most areas.)

How It Works

- You will have a telephone number for each distinctive ring:
 - Main number: one long ring (one long tone for Call Waiting);
 - Second number: two short rings (two short tones for Call Waiting);
 - Third number: short ring, long ring, short ring (short tone, long tone, short tone for Call Waiting).



Cincinnati BellSM

Details About Enhanced Services

Priority Call

You can hardly wait to talk to some people: a special friend, a child, a grandparent. Priority Call lets you assign six different numbers to one special ring (and you can change your list as often as you like), so when you hear the Priority Call ring, grab the phone – it's one of your favorite callers!

To Turn Priority Call On And Off

- Lift receiver and listen for the dial tone.
- Dial *61 (Rotary customers dial 1161.)
- Press 3 (This works as a toggle to turn this feature on and off.)

To Set Up Your Priority Call List

1. Lift receiver and listen for a dial tone.
2. Press *61 (Rotary customers dial 1161.)
3. Press 0 to hear the instructions on how to add, remove or review the numbers on your list. If you are a new subscriber to Priority Call or have not entered any numbers on your Priority Call list, you will be instructed to add a number to your list in order to activate the service. The numbers on your list must include the area code and telephone number.

To Add The Last Incoming Caller To Your Priority Call List

1. Press the # key (Rotary customers dial 12.)
2. Press 01
3. Press #. The system will repeat back to you the number unless your caller has used a Telephone Privacy option.

- Your Priority Call callers must be within the Cincinnati Bell Telephone service area (or in Mason and Lebanon) to be included on your Priority Call list.
- You can turn Priority Call on and off at any time, and can change the list as often as you want. When Priority Call is turned on, calls from the numbers on your Priority Call list will have a special ring: a short-long-short ring. If you have Call Waiting and you're on the telephone, you'll hear a priority Call Waiting tone consisting of three beeps when any priority caller is trying to get through. When Priority Call is turned off, calls from the numbers on your Priority Call list will ring through normally.

Priority Forward

You need to get going, but there are certain people whose calls you need to take. With Priority Forward, you can forward calls from up to six phone numbers that you select. Those important calls will automatically be routed to you, no matter where you are. The rest will continue to ring at home. You can turn Priority Forward on and off as often as you like. You can also use Priority Forward to forward important callers to your wireless phone while you're on the Internet!

To Turn On Priority Forward Or To Change The Forwarding Number

1. Lift receiver and wait for a dial tone.
2. Dial *63 (Rotary customers dial 1163.)
3. The recorded message announces your Priority Forward list status, the number of entries on your list, and initial instructions on how to add, remove or review the numbers on your list. The system will repeat the telephone number to which your calls are forwarded.

If the number is correct:

1. Press 1

If you want to change the number:

1. Press 0
2. Dial the telephone number to which your calls should be forwarded. (Include the area code.)
3. Press # (Rotary customers dial 12.)

To Turn Priority Forward On And Off

1. Lift receiver and listen for dial tone.
 2. Dial *63 (Rotary customers dial 1163.)
 3. Press 3 (This works as a toggle to turn this feature on and off.)
- You can turn Priority Forward on and off at any time. When Priority Forward is turned on, calls from the numbers on your Priority Forward list will be forwarded to a number that you've designated. All other calls will ring at home. When Priority Forward is turned off, calls from the numbers on your Priority Forward list will ring through normally.
 - Your Priority Forward callers must be within the Cincinnati Bell Telephone service area (also Mason and Lebanon) to be added to your Priority Forward list.
 - You can forward calls to any number that you choose. If calls are transferred to a long-distance or cellular number, you will be charged the long-distance and/or cellular charges.



Details About Enhanced Services

Repeat Dialing

Repeat Dialing *666 – Save time and hassles the next time you get a busy signal. Repeat Dialing will automatically redial the number for you up to 30 minutes until it gets through, leaving you free to do more important things – even make other calls. When the connection is made, you're notified by a special ring, so you can take the call from any phone in your home.

If The Number You Dial Is Busy

1. Hang up when you hear a busy signal.
2. Lift receiver and listen for a dial tone.
3. Press *666 (Rotary customers dial 1166) and hang up. Repeat Dialing continues to try the number for 30 minutes.
4. When the called line becomes free, your telephone will ring with a special ring – two short and one long ring.
5. When you pick up the telephone, your call is automatically connected.

To Turn Off Repeat Dialing

1. Lift receiver and listen for a dial tone.
 2. Press *86 (Rotary customers dial 1186).
 3. Listen for the cancellation announcement telling you that your Repeat Dialing request has been cancelled. (All of your Repeat Dialing requests will be cancelled.)
- The busy numbers must be within the Cincinnati Bell Telephone service area (also Mason and Lebanon).
 - The special ringing pattern created by Repeat Dialing may affect the operation of your answering machine, FAX or modem. Refer to your specific machines' owner's manuals to adjust your answering cycle, if necessary.
 - You can use your telephone to receive or place other calls while Repeat Dialing is activated.
 - If during the 30-minute activation period you can't pick up when you hear the special ring, Repeat Dialing will try again in 5-minute intervals. If you have not answered by the third try, your Repeat Dialing request will be cancelled.

Note: Customers of a local telephone company other than Cincinnati Bell should contact their telephone company to find out what pay-per-use features are available and the price for each service.

Anonymous Call Rejection

Never be bothered by "anonymous" or "private" phone calls again. With Anonymous Call Rejection, a caller that has blocked their number will be required to reveal it, or they can't get through. You can turn this service on and off as often as you wish. Anonymous Call Rejection is included at no cost for monthly subscribers to Caller ID or Call Return, or may be purchased individually.

To Turn On ACR

1. Lift receiver and listen for a dial tone.
2. Press *77 and listen for the following announcement: "Your Anonymous Call Rejection service from Cincinnati Bell is now active. Calls marked private will not be connected to your number."
3. Hang up your receiver; ACR will remain active until you turn it off. An incoming private caller will hear the message: "We're sorry, the number you have dialed is not accepting calls marked private. To complete a call to this number, you must remove the private status by dialing *82 prior to placing your call."

To Turn Off ACR

1. Lift receiver and listen for a dial tone.
2. Press *87 and listen for the following announcement: "Your Anonymous Call Rejection service from Cincinnati Bell is now turned off. Calls marked private will be connected to your number."



Cincinnati BellSM

Details About Enhanced Services

Reveal[®]

Want to stop telemarketers? Want to block all private or anonymous calls? Cincinnati Bell's Reveal[®] and Caller ID ensure that all callers are identified on your Caller ID box. Callers who do not reveal their telephone numbers, such as telemarketers, will not be able to complete their calls.

You must subscribe to Caller ID service from Cincinnati Bell to be able to use Reveal[®].

To Activate

- Before you use Reveal[®] for the first time, dial ***87** to be sure that your Anonymous Call Rejection service is turned off. ACR is a free service included with your subscription to Caller ID. Reveal[®] is a premium service that provides ACR's capability of blocking private calls, plus the ability to block any other unidentified calls.
- Dial ***99** (Rotary customers dial 1199) to activate Reveal[®].

- You will hear an announcement confirming that Reveal[®] is now active.
- When active, Reveal[®] will intercept all calls that normally do not show any name and number information on your Caller ID box, before the call rings your phone. These calls may show as private, anonymous, blocked, unavailable, unknown or out-of-area, depending on the type of Caller ID box you own.
- The intercepted caller will hear an announcement requesting that they enter the number they are calling from, including their area code, using their telephone's keypad. If the caller chooses not to enter their number, they will hear an announcement advising them that their call cannot be completed and will be disconnected. The call will never ring your phone. Most sales calls will not enter their phone number, and therefore, will not be able to reach you.
- When a number is entered as requested, the call will ring your phone and you will see the number on your Caller ID box that the caller entered. You will also see the name of the caller if the

number entered matches a name in Cincinnati Bell's database. Otherwise, you will see the city and state of the caller, or "Reveal Unknown" will appear if the number entered does not match a known 10-digit phone number. A star will appear to the left of the name to indicate that Reveal[®] intercepted the call and that the Caller ID information you are viewing was entered by the caller.

- With Reveal[®] activated, your Caller ID units will show information for every caller that rings through to you. Just glance at your Caller ID unit before accepting the call, so you can decide whether you want to answer it or not.
- Reveal[®] will continue to screen all of your calls, until you decide to turn it off.

To Deactivate

Anytime you wish to deactivate Reveal[®] for a period of time, just dial ***93** (Rotary customers dial 1198) and you will receive all calls until you turn Reveal[®] back on. You will hear an announcement indicating that you have turned off your Reveal[®] service.

Speed Call

Speed Call (8 or 30) – Get abbreviated dialing for those numbers you call all the time: the office, parents, best friends. With Speed Call 8 or 30, dialing is simple and fast from any phone in your home! Select your 8 or 30 most frequently dialed numbers, and change your list of programmed numbers as often as you wish.

To Set Up Your Speed Call List

1. Lift receiver and listen for a dial tone.
2. For Speed Call 8: Press ***74** (Rotary customers dial 1174.)
For Speed Call 30: Press ***75** (Rotary customers dial 1175.)
3. Listen for a second dial tone.
4. For Speed Call 8, dial a one-digit code (2–9).
For Speed Call 30, dial a two-digit code (20–49).
5. Dial the complete telephone number to be assigned to that code. Use a 10-digit number if necessary. Include **1** + area code for long distance calls. You can enter a maximum of 16 digits.
6. Listen for two short beeps, which indicate the number has been assigned.
7. Continue Steps 4–6 until all numbers are programmed.

To reprogram numbers, follow the same procedures. The new number will replace the previous number in your Speed Calling list.

To Dial A Number Using Speed Calling

1. Lift receiver and listen for dial tone.
2. Dial the one- or two-digit code for the number you want to reach and press *****. (Rotary customers dial 12.)

To Order:

Residential Customers

Call 513-565-2210 or #2210

Business Customers

Call 513-566-5050 or #5050



Details About Enhanced Services

Talking Call Waiting – Residential Only

With Talking Call Waiting, a soft whisper follows the beep, telling you the name of the waiting caller. So you can decide when to click over to the new caller and when to just pass.

See Call Waiting for usage instructions.

Telephone Privacy Services

If you are concerned with having your name and telephone number communicated to the person you are calling, you have two privacy options from which to choose.

A Note About 800, 855, 866, 877, 888 or 900 Numbers:

When calling an 800, 855, 866, 877, 888 or 900 number, the number you are calling from may be disclosed to the called party, even if your telephone number is unlisted. The Privacy Services do not prevent the communication of your name and number when calling an 800, 855, 866, 877, 888 or 900 number.

Per-Call Privacy

- Allows you on a per-call basis to prevent your name and number from being communicated to a person who uses an Option Calling service, such as Caller ID or Call Return.
- The word "private," "anonymous" or some variation which is dependent upon the customer's telephone equipment, will be communicated instead.

This is a free service to all Cincinnati Bell Telephone customers. To turn on:

1. Lift receiver and wait for a dial tone.
 2. Press ***67** (Rotary customers dial 1167.)
 3. Dial the telephone number you are calling.
- If the person you are calling has turned on Anonymous Call Rejection, you will hear a recorded message indicating that your call will not be accepted unless you communicate your name and number. To connect your call, you cannot press ***67** (Rotary customers dial 1167.) Your name and telephone number will be communicated.

Per-Line Privacy

- Automatically prevents the communication of your name and telephone number for all calls you place.
- The word "private," "anonymous" or some variation which is dependent upon the customer's telephone equipment, will be communicated instead.
- Benefits customers who make most of their calls to people with whom they do not want to share their name and number.
- If the person you are calling has turned on Anonymous Call Rejection or Reveal, you will hear a recorded message indicating that your call will not be accepted unless you follow the recorded instructions.
- By pressing ***32** (Rotary customers dial 1182) before placing your call, your name and number will be communicated.
- A monthly service charge of \$1.00 applies unless you have an unlisted name and telephone number.

Ring Cycle Change

With Ring Cycle Change, Cincinnati Bell has made it easy for you to control how many rings you hear before a call is transferred to Voicemail or to a forwarded number. Change your ring cycle as often as you like, at any time of day or night. Service available in most areas.

To change the Ring Cycle:

- Dial ***963** from your home phone.
- Listen for a second dial tone.
- Press the number of rings desired followed by **#**. For example, if you wish to have a 2-ring cycle, press **2#**. Listen for a stutter dial tone to confirm that your entry is complete.



Details About Enhanced Services

Three-Way Calling

Does making plans with two friends, juggling schedules or sharing information with two people have you calling back and forth? Now you can talk with two people at the same time on one phone line with Three-Way Calling. Also, if you need to talk to more than just two, you can create a chain. They can call two friends and they can call two friends, and so on and so on.

To Add A Third Person To Your Conversation

1. Press the receiver button to put the first caller on hold. You'll hear two short beeps followed by a dial tone.
2. Dial the complete telephone number of the other person you want to add to your conversation. Use 10-digit dialing if necessary. Once the caller answers, you can talk privately before adding the first caller back in.
3. Press the receiver button. Now all three parties are on the line.

If the second person doesn't answer, or the line is busy:

Press the receiver button twice to cancel.

To End The Conversation

1. Either person hangs up.
 2. When you hang up, all parties are disconnected.
- If you have Call Waiting, when you make the three-way call, callers will hear a busy signal. When you are on a Three-Way call that was originated by someone else, your Call Waiting will work.
 - Three-Way Calling works on both local and long distance calls. Long distance charges apply when you connect the long distance conference call.

Note: Customers of a local telephone company other than Cincinnati Bell should contact their telephone company to find out what pay-per-use features are available and the price for each service.

One Reach

Never want to miss an important call again? With One Reach, any call into your home phone will also ring up to two additional phones simultaneously. The first phone to pick up, whether it's your home phone, office phone or your wireless phone, will be connected to the call. Plus, your callers only have to remember one important phone number – your One Reach number. Stay in touch at all times with One Reach!

To Set Up One Reach

- Call 513-39-REACH (513-397-3224).
- Enter your 10-digit One Reach number (not necessary if dialing from your One Reach number).
- Enter your four-digit PIN.
- Then select accordingly:
- Press **1** to change or listen to your call-out list;
- Press **2** to turn on/off One Reach; or
- Press **3** to change your PIN.

To Turn On One Reach Service from your One Reach Line

- Lift receiver and listen for a dial tone.
- Dial ***969**.
- Listen for the message indicating your One Reach service is now active.

To Turn Off One Reach Service from your One Reach Line

1. Lift receiver and listen for a dial tone.
2. Dial ***968**.
3. Listen for the message indicating your One Reach service is now deactivated.

Note: The alternative call-out numbers can be wireless phones, home phones, business phones or an answering service. The subscriber must coordinate with the service provider (answering service or voicemail) to allow for four–six rings before answering. These alternate numbers must all be local, toll-free calls within Cincinnati Bell's operating area. This feature is available in most areas.



Details About Enhanced Services

Residential Voice Messaging

For Customers Dialing One Of These Local Access Numbers To Retrieve Their Messages:

513-554-1234 (Ohio and Indiana)

859-392-1234 (Kentucky) Or *111

Cincinnati Bell's Voice Messaging services are the best way for you to keep in touch with family and friends, or business associates and customers. They are the most flexible ways to receive your messages and communicate with other Cincinnati Bell Voice Messaging customers. Voicemail lets you retrieve your messages from home, work or anyplace in between. With Voicemail, you're sure to get all your messages – even when you're online. You can even send messages to other Cincinnati Bell Voice Messaging customers without ringing their phones.

Extra Features May Be Added At An Additional Monthly Charge

Pager Notification: Allows you to be paged whenever you receive a new message.

Choice Mail: Enables you to have up to nine individual password-protected mailboxes on the same telephone number.

**To Order:
Residential Customers
Call 513-565-2210 or #2210**

How Do You Retrieve Your Messages?

Voice Messaging offers you the convenience of retrieving your messages from anywhere. You simply dial one of the following access numbers:

Local Calling area, dial 513-554-1234 (Ohio and Indiana)

859-392-1234 (Kentucky) or *111

1. You may dial *111 to access your Voicemail from any local Cincinnati Bell telephone (excluding wireless telephones, payphones and some business telephone systems).

2. For calls within the continental United States, per-minute usage charges will be applied directly to your account for message retrieval using this number.

To Retrieve Messages From Your Phone Line With Voice Messaging*

*If you have purchased Cincinnati Bell's Per-Line Privacy feature, dial *32 + the access number to release your number to the Voicemail system.

1. Dial the access number.

2. Enter your password and press #.

3. You will be at the Main Menu. Follow the prompts. Messages marked "Urgent" will be presented first.

To Retrieve Messages From A Telephone Without Voice Messaging

1. Dial the access number.

2. Press #.

3. Enter your mailbox number.

4. Enter your password and press #.

5. You will be at the Main Menu. Follow the prompts. Messages marked "Urgent" will be presented first.

To Retrieve Messages From Another Cincinnati Bell Voice Messaging Customer's Phone

1. Dial the access number.

2. Press # to bypass that Voice Messaging user's password prompt.

3. Enter your mailbox number.

4. Enter your password and press #.

5. You will be at the Main Menu. Follow the prompts. Messages marked "Urgent" will be presented first.

For assistance or questions, call the Voice Messaging Help Desk at 513-397-1581.

VOICE MESSAGING TIPS

Options Available To You While Listening to Your Message

Rewind to Beginning..... 1 1

Rewind 8 Seconds 1

Pause/Resume (toggle)..... 2

Fast-forward to End..... 3 3

Fast-forward 8 Seconds 3

Delete Message..... 7 7

Lower Volume 7

Reset Volume to Normal..... 8

Save 8 8

Higher Volume 9

Skip to Next Message #

Return to Main Menu *

Options Available To You At The End Of Your Message

Replay this Message 4

Hear Date/Time/Sender's Number 5

Send a Copy..... 6

Delete Message..... 7

Reply..... 8

Save 9

Other Options 0

Skip to Next Message #

Return to Main Menu *



Cincinnati BellSM

Details About Enhanced Services

Business Voice Messaging

For Customers Dialing One Of These Local Access Numbers To Retrieve Their Messages:

513-554-1234 (Ohio & Indiana)

859-392-1234 (Kentucky)

Cincinnati Bell's Voice Messaging service is a convenient way to manage your incoming calls and messages – and keep in touch with your customers and business associates. You can retrieve messages from home, work and every place in between. With Voice Messaging, you're sure to get all your messages – even when you're on the phone or online.

Extra Features May Be Added At An Additional Monthly Charge

Pager Notification: Allows you to be paged whenever you receive a new message.

Choice Mail: Enables you to have up to four individual password-protected mailboxes on the same telephone number.

Call Router: Allows incoming callers to be routed to people in your company based on input entered by the caller.

How Do You Retrieve Your Messages?

Voice Messaging offers you the convenience of retrieving your messages from anywhere. You simply dial one of the following access numbers:

513-554-1234 (Ohio & Indiana)

859-392-1234 (Kentucky)

For assistance or questions, call the Voice Messaging Help Desk at 513-397-1587

To Retrieve Messages From Your Phone Line With Voice Messaging* Assigned To It

*If you have purchased Cincinnati Bell's Per-Line Privacy feature, dial *32 + the access number to release your number to the Voicemail system.

1. Dial the access number.
2. Enter your password and press #.
3. You are at the Main Menu. Follow the prompts.

To Retrieve Messages From A Telephone Without Voice Messaging

1. Dial the access number.
2. Press #.
3. Enter your mailbox number.
4. Enter your password and press #.
5. You are at the Main Menu. Follow the prompts.

To Retrieve Messages From Another Cincinnati Bell Voice Messaging Customer's Phone

1. Dial the access number.
2. Press # to bypass the Voice Messaging user's password prompt.
3. Enter your mailbox number.
4. Enter your password and press #.
5. You are at the Main Menu. Follow the prompts.

VOICE MESSAGING TIPS

Options Available To You While Listening to Your Message

Rewind to Beginning.....	1 1
Rewind 10 Seconds	1
Pause/Resume (toggle).....	2
Fast-forward 10 Seconds	3
Fast-forward to End of Message.....	3 3
Erase Message.....	3 3 7
Save Message	3 3 9
Play at a Slower Speed.....	4
Play at a Faster Speed	6
Hear Time/Date Stamp on Message	5
Reset Volume to Normal.....	8
Increase Volume.....	9
Skip to Next Message	#
Exit to Main Menu	*
To Disconnect From Mailbox.....	* *

Options Available To You At The End Of Your Message

Rewind to Beginning.....	1 1
Rewind 10 Seconds	1
Replay Message	4
Hear Time/Date Stamp on Message	5
Erase Message	7
Save Message	9
Skip to Next Message	#
Exit to Main Menu	*
To Disconnect from Mailbox	* *

**To Order:
Business Customers
Call 513-566-5050 or #5050**

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Services For Special Needs

Services For Customers With Hearing And Speech Impairment

Hearing-impaired or speech-impaired persons with TDD/TTYs (Telecommunications Devices for the Deaf) can communicate via telephone with other TDD/TTY users.

These TDD/TTY devices come in various models and designs, but are basically constructed to allow persons to type messages to others and receive readable messages from others that can be read.

Emergency TDD/TTY Numbers

(Police, Fire and Ambulance Emergency)
.....9-1-1

TDD/TTY Operator Assistance

If you use a TDD/TTY and need help placing a local, long distance, collect, calling card, third number or other operator-assisted call, you can reach TDD/TTY Operator Assistance any time toll-free by dialing 1-800-855-1155.

Cincinnati Bell TDD/TTY Numbers

Special Needs Consultant 513-241-2899
Or Voice 513-565-4424
Employment Office 513-723-9320
24-Hour Services
Repair Service 513-397-9611
Directory Assistance 513-397-3733

TDD/TTY Directory Listings

Directory listings for TDD/TTY users include the phrase "TDD Accessible." In addition, a separate section for listed TDD/TTY telephone numbers is located at the end of the business listings in the back of this directory.

Community Service

United Way 2-1-1 or 513-721-7900

Long Distance Discounts

If you or someone in your household is hearing- or speech-impaired and uses a TDD/TTY, your home phone service is eligible for discounts on intraLATA long distance calls which you dial yourself.

To qualify for the discounts, you need a form signed by a physician, health care or state agency official saying that you need the TDD/TTY to communicate over the phone.

To request a copy of the form:
Voice 513-565-4424
TDD/TTY 513-241-2899

These discounts apply only on calls which you dial yourself from your approved residence phone.

TDD/TTY lines maintained by nonprofit organizations and governmental agencies, upon written application and verification that such lines are maintained for the benefit of customers who are speech- and/ or hearing-impaired, are also eligible for these discounts.

TDD/TTY 800 Service Numbers

The following are examples of 800 Service numbers for use by customers with speech- and/or hearing-impairment using TDD/TTYs. Other TDD/TTY 800 Service numbers may be obtained toll-free by dialing:
..... 1-800-855-1155

Social Security Administration
The Social Security Administration provides program information and assistance toll-free:
..... 1-800-325-0778

Air Travel & Lodging Assistance.
Flight and hotel information, as well as a reservation service for those who are speech- and/or hearing-impaired:
..... 1-800-582-1573

Public TDD/TTY Telephone Locations may be found at the end of the business listings in the back of this directory.

Relay Service 7-1-1

Telecommunication Relay Service (TRS) enables customers who are deaf, hard-of-hearing or speech-impaired to use their TDD (Telecommunications Device for the Deaf) or TTY (text telephone) to place calls to and receive calls from hearing people. Callers using a TDD or TTY device can dial 711 to access their state's Telecommunication Relay Service.

TRS also enables hearing people to call TDD/TTY users. If you need to call a deaf, hard-of-hearing or speech-impaired person who uses a TDD or TTY, you may use your state's TRS by dialing 711. A Communication Assistant (CA) will answer your call. Tell the CA the phone number of the person you wish to reach. The CA will dial your call, type everything you say to the TDD/TTY user and read everything the TDD/TTY user types to you.

There are no charges to connect to the relay service with 711. The service is available 24 hours a day, seven days a week. All calls are handled in strict confidence. If you are a registered TDD/TTY user, discount rates may apply for long distance calls.

To use the service or get additional information, call 711 or:

Indiana customers call:
TTY/Voice 1-800-743-3333
Kentucky customers call:
TTY 1-800-648-6056
Voice 1-800-648-6057
Speech-to-Speech 1-888-244-6111
Spanish 1-866-490-4406

www.hamiltonrelay.com

Or, if using a videophone: www.hamiltonvrs.tv

Ohio Customers call:
TTY/Voice 1-800-750-0750
OH Administration call:
TTY/Voice 1-800-325-2223



Services For Special Needs

Services For Customers With Disabilities

If you have a disability or if you know someone who has a physical problem in using the telephone, Cincinnati Bell wants to help. We will do our best to provide a workable solution to meet the telecommunications needs of our customers with disabilities.

For more information, contact the Cincinnati Bell Special Needs Consultant at:

513-565-4424 (Voice only)

513-241-2899 (TDD/TTY)

513-721-1314 (Fax)

Operator Services And Directory Assistance Charges Exemptions

If a physical impairment prevents you from dialing phone calls for yourself, we don't want you to pay the added costs of having the Operator place calls for you.

Contact the Special Needs Consultant at 513-565-4424 (voice only), 513-241-2899 (TDD/TTY) or fax 513-721-1314, and we'll arrange an exemption from the usual charges for Operator-assisted calls.

Also, if an impairment makes it impossible for you to look up numbers in the phone book, the Center can provide you with the necessary form to exempt you from charges for calls to the local Directory Assistance Operator. Any special services such as National Directory or Reverse Search will result in a charge.

These exemptions apply only to your home phone lines.

Attention: Customers With TDD/TTY Numbers

Please contact Cincinnati Bell at 513-241-2899 to submit an application in order for your TDD telephone service to be listed with 911 emergency.

Concerns Regarding 900-Number Service

Customer Billing Rights Statement For 900-Number Calls

Cincinnati Bell Telephone serves as a billing agent for companies that provide 900-number information services.

With respect to calls made to 900 numbers, you have certain rights and obligations as provided under the Telephone Disclosure and Dispute Resolution Act (TDDRA), including the right not to be billed by a 900-number service provider for any 900-number service that is not in compliance with federal laws and regulations.

If you suspect a 900-number billing error, you should call or write Cincinnati Bell Telephone within 60 days of receiving your bill. A call to the Sales Center will be sufficient notification to initiate a billing review.

If you contact Cincinnati Bell Telephone, please provide the following:

- Your name and telephone number.
- Information about the call, such as the date and the amount.
- Why you believe it was an error.

Residential customers may call 513-565-2210 or #2210, and business customers may call 513-566-5050 or #5050.

Cincinnati Bell will discuss your 900-number billing question, and may remove the 900-number charges from your bill. Cincinnati Bell may also forward your dispute to the appropriate information service provider. If the information service provider determines that the charges are legitimate, the provider may pursue collection for the call. Failure to pay may result in involuntary blocking of your access to 900-number calls.

900-number services are noncommunication services. Your local or long distance telephone service cannot be disconnected or interrupted for nonpayment of 900-number calls.

You may withhold paying any disputed amount during the review. Attempts to collect payment for disputed 900-number calls will be suspended until the billing review process is completed.

You can request that your number(s) be blocked from directly dialing 900 numbers by contacting our Business Office. There is no monthly charge for this service.

The installation charge for 900-number blocking will be waived for all new telephone customers for 60 days after service is established. After the 60-day period, charges may apply. Contact the Sales Center.



Questions About Your Bill

How Am I Billed?

Bills are rendered monthly and include separate sections for:

- Local Services provided by Cincinnati Bell are billed a month in advance.
- One-time charges and credits for installation and/or number change, for the prior service month.
- Cincinnati Bell Telephone local and long distance calls (within our service area) for the prior service month.
- Long distance calls made using other long distance suppliers, for the prior service month.

When Is My Bill Due?

Cincinnati Bell Telephone should have received your payment on or before the due-by date on your bill. The due-by date appears on the Bill Summary page of your bill. This date is a minimum of 14 days from the postmark date of your bill.

What Happens If My Bill Payment Is Late?

In Kentucky, Cincinnati Bell will assess a late payment fee of 1.5 percent per month when your previous bill has not been paid. In Ohio, Cincinnati Bell will assess a late payment fee of \$5.00 per month, or 1.5 percent per month, whichever is greater, when your previous month's bill has not been paid by the due date printed on that bill and your balance is \$25.00 or more. These late payment fees apply to all Cincinnati Bell Telephone regulated services.

A 1.5 percent per month late payment fee is applicable to all Cincinnati Bell toll calls, 900-number calls, and nonregulated charges such as Cincinnati Bell Wireless, Fuse[®], and Complete Protection. The late payment fee does not apply to AT&T or Lucent equipment bills.

What Happens If I Can't Pay My Bill On Time?

If you can't pay by the due date, call your Cincinnati Bell Service Representative:

1-800-875-1451 for Residential Customers

513-241-2899 for TDD/TTY Customers

513-566-2299 for Business Customers

Payment arrangements may be made in case of circumstances beyond your control. If payment is not received by the due date, or by an agreed upon date, a disconnect notice will be sent. To avoid disconnection of your service, it is necessary to pay the overdue amount which appears on the disconnect notice.

Disconnection & Repeated Late Payments

If we disconnect your service, we can do so only during normal business hours. We will not disconnect your service after 12:30 p.m. if reconnection services are not available the following day. Cincinnati Bell will not disconnect your service sooner than 14 days after the due date of the bill, and will send you a written notification of the disconnection of your service seven days before the date of disconnection of your service.

Repeated late payments may damage your credit record with us. You may be requested to pay a deposit as a result of late payments. Late payments may also result in your phone service being disconnected.

How Can I Get Service Restored If It Has Been Disconnected For Nonpayment?

The company will reconnect service by 5 p.m. the next business day, following either:

- Verification by the company that conditions which warranted disconnection of service have been eliminated; or
- Agreement between the company and the subscriber on a payment plan; or
- Payment of the charges for which the service was disconnected.

The customer must also agree to pay a reconnection fee that will be included on the customer's bill.

What Should I Do About Questions On My Bill?

Call your Cincinnati Bell Service Representative. The number appears on the first page of your bill.

How Can I get Information After The Office Is Closed?

You can get information 24 hours a day, seven days a week by calling 513-565-2210 or #2210. Using a touch-tone phone, you can:

- Get a copy of your telephone bill.
- Find out how much you owe.
- Tell us if you've made a payment.
- Check on the last payment we received.
- Make payment arrangements.
- Block calls to 900 numbers.
- Make a credit card payment.

All you need is a touch-tone phone to learn about new features. With your personal identification number you can place orders and access account information.

You can also get information 24 hours a day, seven days a week by visiting Cincinnati Bell's Web site at www.cincinnati-bell.com.

Third-Party Notice Prior To Disconnection Of Service

Each subscriber has the right to designate a third party to receive copies of all notices relating to the disconnection of service or other credit notices. The third party notification will only be provided upon the approval of the designated party. The consent to receive such notices does not constitute acceptance of any liability for payment. You will be promptly notified if the person you designate refuses or revokes consent to receive these notices.

Deposit Information

You may be required to pay a security deposit or provide a guarantor for your account if:

- You have not had (or shared with a spouse) verifiable previous CBT service with good credit standing within the past 12 months; or
- You are unable or refuse to provide verifiable identification.

If you are furnished a guarantor for your telephone service, the guarantor must secure payment for the requested deposit amount.

If you are paying a deposit, the deposit amount will not exceed 230 percent of the amount estimated to be the monthly charge for regulated services billed by CBT plus long distance charges provided by other companies, however billed by CBT.

Deposits may be waived under one of the qualifying Lifeline Assistance Programs. See Lifeline Assistance Plans page.

The deposit plus interest will be returned when your service is terminated, provided you do not owe the company money, or once there are 12 months of consecutive service with good credit and the service has not been disconnected within the last 12 months for nonpayment.

Service Disconnection

You can arrange to disconnect your residence service by calling our Residence Office during business hours at 513-565-2210 or #2210. There is no charge for service disconnection.



Cincinnati BellSM

Rights, Liability & Responsibility

Consumer Responsibilities & Unlawful Usage

Customer Provided Equipment

Under the Federal Communications Commission's (FCC) Registration Program, you may supply your own telephone equipment and connect it directly to the telephone network. You are responsible for the connection, operation, maintenance and repair of this equipment, and should arrange for these services through the manufacturer, if needed. In addition, before connecting complex telephone equipment (KTS and PBX), Business customers are also responsible for:

- Informing Cincinnati Bell Telephone of your intention to use this equipment.
- Providing the FCC Registration Number and Ringer Equivalence. This information should be located somewhere on the equipment.

Improper Use Of Residence Telephone Service For Business Purposes

It is improper to use your primary residence telephone service solely or substantially for business, professional, institutional or occupational purposes, or to advertise your residence number as a primary business number. Such improper use may result in your service being disconnected.

Removing Your Name From Our Lists

Call Cincinnati Bell to have your name removed from lists provided to other companies.

If you do not want to receive calls from national telemarketing companies, please send a letter to:

Telephone Preference Service
Direct Marketing Association
P.O. Box 9014
Farmingdale, NY 11735-9014

Include your area code, telephone number and your name, and state that you do not want to receive any calls from the national telemarketers in the letter. This is a free service.

Or register your telephone number on the national Do-Not-Call list at: www.donotcall.gov. This is a free service.

Fraudulent Billing Can Lead To Prosecution

It is illegal for a person to charge long distance calls to another's number or credit card without permission. In Ohio, persons placing such calls to avoid payment for service are subject to prosecution, and if convicted, are subject to imprisonment for up to ten (10) years and a fine of up to \$5,000. In Indiana, it's imprisonment for up to one (1) year and a fine of up to \$1,000. In Kentucky, it's imprisonment for up to five (5) years and a fine of up to \$3,000.

Unlawful Wiretapping Is Subject To Prosecution

It is a crime under state and federal law for any person, including a telephone subscriber, to wiretap or otherwise intercept a telephone call, unless that person has first obtained the consent of one of the parties actually participating in the call, and unless the interception is for a purpose other than the commission of any crime or tortious act in violation of state or federal law. Properly authorized law enforcement officers can engage in interceptions without consent of either party when proceeding under court orders issued pursuant to applicable provisions of state or federal law. The penalty for illegal wiretapping can be imprisonment for up to ten (10) years, a \$5,000 fine or both.

If you suspect that you are the victim of an illegal wiretap, call our Annoyance Call Bureau at 513-397-7366, and request that an inspection be performed. In the event that no wiretap or trouble condition in Cincinnati Bell Telephone's facilities is found, you will be billed the cost incurred for the inspection. No charges apply if an actual illegal wiretap or trouble condition is found.

Harassing Phone Calls

It is a crime under state and federal law for anyone to make obscene or harassing telephone calls. In Ohio, the law imposes penalties of up to five (5) years imprisonment and/or a \$500 fine.

In Kentucky, it's imprisonment for a term not exceeding ninety (90) days and/or a \$250 fine.

How To Treat Harassing Telephone Calls

If you ever receive obscene, abusive, threatening or harassing calls: **HANG UP IMMEDIATELY!** Remember, never give out any information until the caller has been properly identified. Instruct all members of the household, especially children, not to give out any information to strangers.

If harassing calls continue, contact your local police or Cincinnati Bell Telephone's Annoyance Call Bureau at 513-397-7366 for information on what options are available to you.

Services Available For Handling Harassing Telephone Calls

Call Block (See page 17 for more information)

When Call Block is activated, a call from those telephone numbers that you input, or those on your Call Block list, will be blocked. The caller will hear a recorded message.

Caller ID (See page 18 for more information)

When a Caller ID service is activated, your Caller ID unit may display the name or the telephone number, or the city and state of the caller, thus allowing you to select which calls to answer.

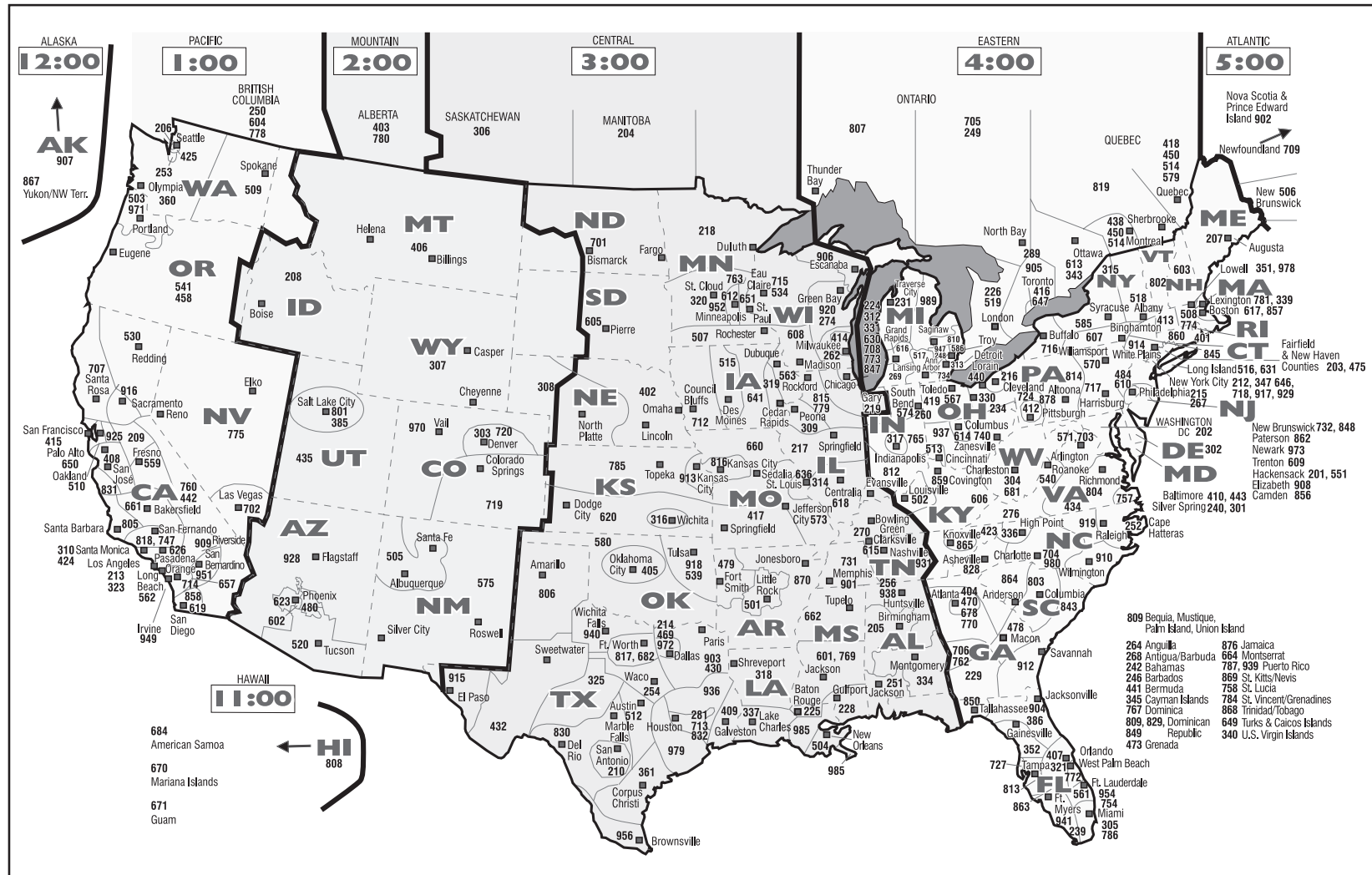
Call Trace (See page 19 for more information)

This allows you to activate an immediate trace on the telephone number of the harassing caller.

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Area Codes And Time Zones



CUSTOMER GUIDE

Area Codes

Regions throughout the U.S. and Canada have specific three-digit area codes. You must dial 1 plus the area code for the region you are calling.

If you want the area code for other U.S. cities not listed on the map, dial 411 for the information. There may be a charge for such calls.

The area code for Northern Kentucky and Greater Lexington is 859.

The Southwest Ohio region is served by the 513 area code.

Southeast Indiana is served by 812.

Long Distance Companies

The long distance company that handles your calls is your choice. Contact that company for information on services.

Use of Additional Long Distance Companies

You may use a long distance company in addition to your "preferred" company by first dialing a seven-digit access code, then 1+area code+the telephone number. Some of the long distance companies that will accept your calls and their access codes are:

AT&T	1010288
Cincinnati Bell Any Distance	1010654
Global Crossing	1010444
Intermedia Communications	1010393
MCI Worldcom	1010222
Qwest	1010432
Sprint	1010333
Telecom USA	1010220

Or 1010321



Crisis Information

Greater Cincinnati Crisis Information Services

24-Hour Crisis Lines

- Crisis & Suicide Hotline** 513-281-CARE (2273)
- Family LinkLine** 513-946-LINK (5465)
- Family Violence Hotline** 513-221-HELP (4357)
- TDD/TTY 513-221-HELP (4357)
-or 513-281-CARE (2273)
- Lighthouse Youth Crisis Center** 513-961-4080
- Protect Hotline** 513-872-9259
- TDD/TTY 513-977-5545
- Psychiatric Emergency Services** 513-584-8577
- United Way Helpline** 2-1-1 or 513-721-7900
- TDD/TTY 513-762-7250
- Women's Crisis Center – N. Kentucky**
- 859-491-3335
- TDD/TTY 859-655-2657

Child Abuse

- Beech Acres Family Center** 513-751-0400
- Department of Human Services**
- 513-241-KIDS (5437) (24 Hour)
- Family Nurturing Center of KY** 859-331-9555
- KY Multi-County Task Forces on Child Abuse Inc.**
- 859-824-7585
- Parents Anonymous (24 Hour)** 513-961-8004

Domestic Abuse

- Protect Hotline** 513-872-9259
- TDD/TTY 513-977-5545
- Women's Crisis Center – N. Kentucky**
- 859-491-3335
- TDD/TTY 859-655-2657
- YWCA Amend Batterers' Treatment**.. 513-361-2150
- YWCA Dove House – Butler County**... 513-863-7099
- YWCA House of Peace Helpline –**
- Clermont, Clinton &
- Brown counties 513-753-7281

Drug & Alcohol Treatment Referrals

- Alcoholism Council of the Cincinnati Area**
- NCADD** 513-281-7880
- CCAT House** 513-381-6672
- Central Community Health Board**
- (CCHB)** 513-559-2000
- Chaney-Allen House** 513-475-5349
- Crossroads Center** 513-475-5300
- Sojourner Women's Recovery Services**
- 513-868-7654
- Elder Abuse**
- Elder Abuse Hotline** 513-421-LIFE (5433)
- Senior Services** 513-721-4330
- Talbert House Victim**
- Service Center** 513-241-4484

Emergency Help (24 Hour)

- Police/Fire/Ambulance** 9-1-1

For Other Information & Counseling Referrals

- Ohio (Deaf) Relay Service** 7-1-1
- Help** 1-800-750-0750

Other Resources (Emergency Housing & Food)

- Bethany House Services** 513-557-2873
- Chabad of Southern Ohio** 513-821-5100
- City Gospel Mission** 513-241-5525
- Fairhaven Rescue Mission** 859-491-1027
- Franciscan at St. John's** 513-651-6444
- Free Store Food Bank** 513-241-1064
- Interfaith Hospitality**
- Network of Greater Cinti** 513-471-1100
- Interfaith Hospitality of**
- Northern KY** 859-431-6840
- Salvation Army–Emergency Shelter**.. 513-762-5655
- Office 513-762-5660
- Welcome House – N. Kentucky** 859-431-8717

Sexual Assault/Rape

- AVOISE (Adolescent Victims of Indecent Sexual Encounters)** 513-221-4266 or 513-221-4357
- Protect Hotline Greater Cincinnati** ... 513-872-9259
- TDD/TTY 513-977-5545
- Women's Crisis Center – N. Kentucky**
- 859-491-3335
- TDD/TTY 859-655-2657
- Cincinnati Academy of Professional Psychology**
- (CAPP)** 513-779-2181
- Partnership Counseling Center:**
- WoManways Inc.** 513-751-7003
- United Way Helpline** 2-1-1
- or 513-721-7900
- TDD/TTY 513-762-7250
- or see "Psychologists" in the Yellow Pages



Public Emergency Information & Emergency Action Procedures

This Public Safety Information has been developed by our Tri-State Emergency Management Agencies

PUBLIC EMERGENCY PREPAREDNESS

The primary mission of emergency service providers and public safety departments is to save and protect lives, property and the environment. Accomplishing this mission requires a cooperative effort between public safety departments, the media and you as an individual. Your cooperation and personal preparedness are critical in helping us protect you and your family.

There are several things you can do to be better prepared for an emergency. Remember that it may be some time before emergency responders can reach you, depending on the type and scale of the natural hazard emergency, technological emergency, acts of terrorism or combination of emergencies occurring. You can be better prepared by doing the following:

Three Key Steps that Individuals and Families Should Take to be Properly Prepared for Unexpected Emergencies:

1) Assemble an "Emergency Supply Kit"

All of us should be able to survive comfortably on our own for at least a three-day (72-hour) period. That's the amount of time you may need to remain in your home until the danger has passed. You'll need:

- A change of clothes.
- Sleeping bags.
- Food and water. A gallon of water per person per day should be enough. Canned and dried foods are easy to store and prepare.

Our advice is to start now by gathering basic emergency supplies – a flashlight, a battery-powered radio, a battery-powered tone-alerting NOAA weather radio, extra batteries, a first-aid kit, prescription medicines and toilet articles, a nonelectric can opener and matches. Duct tape, and heavy-duty plastic and garbage bags can be used to seal windows and doors. Make sure all household members know where the kit is kept. You should also consider bringing a disaster supply kit to work or leaving one in your car.

2) Make a Family Communications Plan

- Your family may not be together at home when an emergency occurs. Make sure everyone knows contact numbers and how to get in touch.
- It may be wise to have everyone call an out-of-state friend or relative.
- Keep a list of emergency numbers near the phone.
- Select a "safe-room" where family can gather. The best choice is an interior room above ground with few windows and doors.

3) Learn More About Individual and Family Preparedness

- Planning helps. If your family knows what to expect, they will be calmer in the aftermath of an emergency occurrence. For example, you should find out where to turn for instructions, such as local radio and television stations.
- Local authorities broadcast information as quickly as possible concerning the emergency and what you should do.
- Be sure to keep listening for updates.

There are other ways to plan ahead. Take a first-aid and CPR class so that you can provide emergency medical help. Review your insurance policies to reduce the economic impact of a potential disaster. Establish "buddy systems" to assist the elderly, handicapped, or other individuals with special needs to assure they are safe or get help. Finally, make arrangements for pets not allowed in public shelters.

LOCAL HAZARD THREATS

We all are exposed to potential hazard threats. The most probable hazard threats we face are major river floods, local flash floods, hazardous materials releases, severe weather (severe thunderstorms and tornadoes), winter storms and disruptions to utility services. The list is not limited to these only, but these are the most likely to occur in our area.

HOW YOU WILL BE INFORMED OF AN EMERGENCY

Prior to, during and after an emergency, you may be notified by any of the following methods:

- Local broadcast media (television, radio) announcements
- Emergency vehicle public address systems
- Outdoor warning sirens
- Door-to-door notification by emergency services
- Tone alert and tone-alerting NOAA weather radios
- Telephone calls and notification systems
- Some counties in our area are using the National Weather Service's NOAA Weather Radio system to warn for nonweather emergencies such as life-threatening airborne hazardous materials releases. If you have recently purchased a programmable weather radio, you must be sure that it is programmed to receive a Civil Emergency Message (CEM) for your county. Contact your county Emergency Management Agency for more information and assistance.

WHAT YOU SHOULD DO IF YOU ARE ALERTED TO AN EMERGENCY

- Stay calm.
- Go or stay indoors and tune to local radio and television stations to receive emergency information. The Emergency Alert System (EAS) has been created to provide essential emergency information. Local broadcast media participate in the EAS and are dedicated to helping protect you.
- You may be alerted to a problem that may or may not pose an immediate danger to the community. You will be advised if there is a potential for escalation into a more serious situation. If you are informed of a potential problem, you should wait until you are advised as to what action to take.
- Instructions will be given as soon as official information is available; messages will be repeated as necessary.
- Limit use of your telephone to personal emergencies – DO NOT CALL "911" for emergency information. Unnecessary use of telephones may interfere with the delivery of emergency services to those that have real emergencies.

Public Emergency Information & Emergency Action Procedures

This Public Safety Information has been developed by our Tri-State Emergency Management Agencies

SEVERE WEATHER EMERGENCY

Tornadoes are formed by severe thunderstorms; they can occur at any time but most frequently in the spring and summer. Local severe weather (severe thunderstorm and tornado) watches and warnings are issued by the National Weather Service and announced on NOAA weather radio, and local radio and television stations. Outdoor warning sirens sound a steady tone to warn of severe weather. **Contact your local Emergency Management Agency to learn when your outdoor warning sirens are used.**

A SEVERE WEATHER WATCH is given when weather conditions become favorable to the formation of severe weather. During severe weather, keep an eye on the weather and be prepared to take shelter immediately if local conditions worsen.

A SEVERE WEATHER WARNING is given when severe weather is occurring or will occur soon. You should take shelter immediately.

WHAT YOU SHOULD DO IF YOU ARE ALERTED TO A SEVERE WEATHER WARNING

- Go to a place of safety to protect yourself from falling and flying debris. Monitor radio, television and National Weather Service's NOAA weather radio to be advised of current severe weather information.
- In a building, move to the basement or an interior hallway, closet or bathroom on the lowest floor available away from windows.
- If you are in a car or mobile home, leave and go to a safe shelter.
- If outside, lie flat in the nearest ditch, ravine or culvert with your hands shielding your head, and be aware of possible flash flooding.
- Never try to outrun severe weather – on foot or in a car.

LIGHTNING

- All thunderstorms produce lightning. Lightning kills more people each year than tornadoes.
- When you hear thunder, take shelter in an appropriate building and stay away from objects that conduct electricity.

HAZARDOUS MATERIALS EMERGENCY

WHAT YOU SHOULD DO IF YOU ARE TOLD TO "SHELTER-IN-PLACE"

You may be asked to "Shelter-In-Place" if a hazardous material is released into the air and there is not enough time to safely evacuate. This protective action is designed to minimize your exposure to potential harmful materials in the air.

- Stay calm.
- Take your family and pets inside your home and remain there.
- Turn to local radio and television stations and listen for Emergency Alert System (EAS) information, instructions and updates.
- Close and lock all windows and doors in your home.
- Turn off all air conditioners, fans, vents and heating systems, etc. that draw in outside air.
- Close fireplace damper.
- **DO NOT CALL "911"** for emergency information. Use the phone only for emergency calls.
- Go to the highest room above ground (not the basement) with the fewest windows and doors.
- Take your Home Emergency Supply Kit with you to this room.
- If necessary, place damp towels in the cracks under doors. Tape around doors, windows, and exhaust fans or vents. Use plastic to cover windows, outlets and heat registers.
- If necessary, children at affected schools will be sheltered there. Parents should not go to schools unless advised to do so.
- Stay in this room and listen to your local radio or television until local authorities tell you all is safe or you are told to evacuate.
- When local authorities announce the end of the emergency, ventilate your home by opening doors and windows, and go outside.

EVACUATION

WHAT YOU SHOULD DO IF YOU ARE TOLD TO "PREPARE-TO-EVACUATE"

- **DO NOT LEAVE YOUR HOME AT THIS STAGE!**
- Stay tuned to your local radio and television for further instructions to prepare to evacuate.
- Prepare your home for a three-day absence: Turn off small appliances, faucets and lights, and turn down the furnace if it is on. Be sure all air conditioners and fans are off. Lock windows and doors.
- Check your "Emergency Supply Kit," making sure everything needed is there, and keep it close at hand.

WHAT YOU SHOULD DO IF YOU ARE TOLD TO "EVACUATE"

- An evacuation will be ordered if the community is threatened and there is time to safely evacuate in an orderly manner.
- Local officials will specify which areas of the community must evacuate and when they should actually leave.
- If the evacuation order applies to you, **leave your area when instructed.** Local officials will inform and direct you as to which route to follow to the designated safe shelter location identified for your use. Use one car per family. Close all car windows and vents. Listen to your radio for traffic information.
- When evacuating, take only necessities. Pets will not be allowed in shelters. Provide adequate food and water for them.
- You may return to your home as soon as the emergency is declared over and it is safe to return.
- If the emergency involved an airborne hazardous material, open windows and doors when you return and stay outside until the building is well ventilated.



Public Emergency Information & Emergency Action Procedures

This Public Safety Information has been developed by our Tri-State Emergency Management Agencies

FLOOD EMERGENCY

FLOODING

- Be alert to river and flash flood watches and warnings issued by the National Weather Service, and announced on NOAA weather radio, as well as local radio and television.
- Do not walk or drive through moving water.
- Move to higher ground or upper floors in buildings.
- If you live in a low-lying area or near a creek, pay close attention to water levels during heavy rain events, develop flood preparedness plans, and purchase flood insurance from your local insurance agency or the National Flood Insurance Program (NFIP). For NFIP information, call 1-800-427-4661.

WINTER STORM EMERGENCY

Heavy snowfall, ice and extreme cold can immobilize an entire region. Even areas that normally experience mild winters can be hit with a major winter storm or extreme cold.

Prepare for possible isolation in your home and possible power outages.

WHAT TO DO BEFORE THE WINTER SEASON

- Know winter terminology used by weather forecasters, and monitor the National Weather Service's NOAA weather radio system, as well as local radio and television for current weather information and forecasts.
- Check your home "Emergency Supply Kit," making sure everything needed is in it, and keep it close at hand.
- Keep your car "winterized," and carry a "Winter Car Kit" in your car's trunk that includes blankets, extra sets of dry clothing, a shovel, sand, tire chains, jumper cables, a first-aid kit, a flashlight with extra batteries and a brightly colored cloth to tie to the antenna.

ACTS OF TERRORISM

The probability of acts of terrorism is low. However, appropriate consideration and preparedness must be given to the potential use of chemical, biological, radiological, nuclear and explosive weapons against our population. With federal assistance, our region has and continues to become better prepared to address this threat. The intent of terrorism is to instill fear and disrupt our way of life. Proper education, and individual and family preparedness will help to minimize panic and irrational response.

Public safety response to acts of terrorism follows existing plans and procedures designed to protect the public. The potential use of biological weapons also involves the integration of appropriate public health and disease control guidelines and recommendations.

Improving our national preparedness is not just a job for our public safety professionals. All Americans should begin a process of learning about potential terrorist threats so we are better prepared to help protect ourselves should an attack occur. While there is no way to predict what will happen, or what your personal circumstances will be, there are simple things you can do to prepare yourself and your loved ones.

HOW TO HANDLE SUSPICIOUS PACKAGES OR LETTERS

Be aware of suspicious packages, letters and activities that might represent a public safety threat. Report these to the proper law enforcement authorities.

Some characteristics of suspicious mail:

- Has a handwritten or poorly typed address.
- It has an unidentified return address, or one that cannot be verified as legitimate, or a postmark different from the return address.
- It is unlike the typical mail you receive.
- Has unusual weight, size or more postage than necessary.
- There are protruding wires, strange odors or stains.

If you open mail and determine there is a potentially dangerous substance:

- Do not shake or empty the contents, and do not smell or taste contents.
- Isolate the area where the substance was opened.
- Do not clean the potentially exposed surfaces.
- Place the mail in a plastic bag or container. If a container is not available, cover the mail with paper or clothing, and keep covered.
- Keep people away from this area, and try to list all persons who were in this area when the mail was opened; provide this list to local health and law enforcement officials.
- Notify your supervisor if at work or law enforcement authorities if at home.
- Immediately wash hands with soap and water; if heavily contaminated, remove and bag clothing, and shower with soap and water.

If you received a verbal threat prior to mail delivery or a written, threatening note in the mail indicating a biological agent present:

- Follow the above procedures.
- Local fire, law enforcement and health departments will coordinate their response, and information will be provided to the local FBI for possible investigation.

Public Emergency Information & Emergency Action Procedures

This Public Safety Information has been developed by our Tri-State Emergency Management Agencies

ACTS OF TERRORISM

WHAT YOU SHOULD DO TO HELP PROTECT AGAINST ACTS OF TERRORISM:

Federal, state and local governments have implemented the coordinated use of the Homeland Security Advisory System to assess as well as recommend security and protective actions, based on known intelligence and information about possible terrorist attacks on our country. This five-tiered,

color-coded system is designed to help protect the public, and provides recommended protective actions that vary when there is a change in the assigned Threat Condition Level. The following chart reflects these five levels and actions:

HOMELAND SECURITY ADVISORY SYSTEM (additional information at www.ready.gov)	
Recommended Preparedness and Protective Actions for Individuals and Families	
<p>SEVERE (Red) Severe risk</p>	<ul style="list-style-type: none"> • Complete recommended actions at all lower levels • Listen to radio/TV for current emergency information/instructions • Be alert to suspicious activity and report it to proper law enforcement authorities immediately • Contact business/school to determine status of work/school day • Adhere to any travel restrictions announced by local governmental authorities • Be prepared to shelter-in-place or evacuate if instructed to do so by local governmental authorities • Provide volunteer services only as requested
<p>HIGH (Orange) High risk</p>	<ul style="list-style-type: none"> • Complete recommended actions at all lower levels • Be alert to suspicious activity and report it to proper law enforcement authorities immediately • Review your personal/family disaster plans • Exercise caution when traveling • Have shelter-in-place materials and review procedures in "Terrorism: Preparing for the Unexpected" brochure • If a need is announced, donate blood at designated blood collection center • Prior to volunteering, contact agency to determine their needs
<p>ELEVATED (Yellow) Significant risk</p>	<ul style="list-style-type: none"> • Complete recommended actions at all lower levels • Be alert to suspicious activity and report it to proper law enforcement authorities immediately • Ensure disaster supplies kit is stocked and ready • Check and update telephone numbers and email addresses in your personal/family communications plans • Develop alternate routes to/from work/school and practice them • Continue to provide volunteer services
<p>GUARDED (Blue) General risk</p>	<ul style="list-style-type: none"> • Complete recommended actions at lower level • Be alert to suspicious activity and report it to proper law enforcement authorities immediately • Review stored disaster supplies and replace items that are outdated • Develop emergency communications plan with family/neighbors/friends • Provide volunteer services and take advantage of additional volunteer training opportunities
<p>LOW (Green) Low risk</p>	<ul style="list-style-type: none"> • Obtain copy of "Terrorism: Preparing for the Unexpected" brochure from your local Red Cross chapter • Develop personal/family disaster plans and disaster supplies kits using Red Cross brochures, "Your Family Disaster Plan" and "Your Family Disaster Supplies Kit" • Explore volunteer opportunities and receive initial training • Take a Red Cross CPR/AED and first-aid course

For More Information, Contact The County Emergency Management Agencies During Normal Business Hours:

Ohio Counties

Butler County513-785-5810
Website: www.butlercountyohio.org/ema/
Clermont County.....513-732-7661
Website: www.co.clermont.oh.us
Hamilton County513-263-8200
Website: www.hamilton-co.org/ema
Warren County.....513-695-1315

Indiana Counties

Dearborn County..... 812-537-3971
Website: www.dearborncounty.org
Franklin County..... 765-647-4014

Kentucky Counties

Boone County 859-334-2279
Website: www.boonecountyky.org/em/
Campbell County..... 859-635-1111
Website: www.campbellcountyky.org
Gallatin County 859-567-5691
Grant County..... 859-824-5195
Kenton County 859-392-1488
Website: www.kentoncounty.org
Pendleton County..... 859-654-3300

To receive the above listed brochures, call the Cincinnati Area Chapter of the American Red Cross office at 513-579-3010, and get additional information at www.cincinnatiarearedcross.org



Government Officials

This information represents the most current available at the time of directory printing.

OHIO

Federal

Senate

Washington, D.C. 20510 202-224-3121
 Sherrod Brown 202-224-2315
 George V. Voinovich 513-684-3265

House of Representatives

Washington, D.C. 20515 202-224-3121
 Steve Chabot,
 1st District 513-684-2723
 Jean Schmidt,
 2nd District 513-791-0381
 John A. Boehner,
 8th District 513-779-5400

State

Governor - John Kasich

77 S. High Street, 30th Floor
 Columbus, OH 43215 614-466-3555

Senate

State House
 Columbus, OH 43215 614-466-2000

Butler County

Gary Cates,
 4th District 614-466-8072

Clermont County

Tom Niehaus,
 14th District 614-466-8082
 or 513-553-6569

Hamilton County

Bill Seitz,
 8th District 614-466-8068
 Eric Kearney,
 9th District 614-466-5980

Hamilton & Warren Counties

Shannon Jones,
 7th District 614-466-9737

House of Representatives

77 S. High Street, Columbus, OH 43215

Butler County

Timothy Derickson,
 53rd District 614-644-5094
 Courtney E. Combs,
 54th District 513-829-8222
 or 614-466-3815

Bill Coley,
 55th District 614-466-8550

Clermont County

Joe Uecker,
 66th District 614-466-8134
 Danny Bubp,
 88th District 614-644-6034

Hamilton County

Connie Pillich,
 28th District 614-466-8120
 Louis Blessing,
 29th District 614-466-9091
 Bob Mecklenborg,
 30th District 614-466-8258
 Denise Driehaus,
 31st District 614-466-5786
 Dale Mallory,
 32nd District 614-466-1645
 Alicia Reece,
 33rd District 614-466-1308
 Peter Stautberg,
 34th District 614-644-6886
 Ron Maag,
 35th District 614-644-6023

KENTUCKY

Federal

Senate

Washington, D.C. 20510 202-224-3121
 Rand Paul 202-224-4343
 Mitch McConnell 859-578-0188

House of Representatives

Washington, D.C. 20515 202-224-3121
 Geoff Davis,
 4th District 859-426-0080

State

Governor - Steve Beshear

State Capitol, Frankfort, KY 40601 502-564-2611

Senate

State Capitol, Frankfort, KY 40601 502-564-8100

Boone, Gallatin & Kenton Counties

John Schickel,
 11th District 502-564-8100

Campbell & Pendleton Counties

Katie Krantz Stine,
 24th District 859-781-5311

Grant & Kenton Counties

Damon Thayer,
 17th District 502-868-0456

Kenton County

Jack Westwood,
 23rd District 859-344-6154

House of Representatives

State Capitol, Frankfort, KY 40601 502-564-8100

Boone County

Sal Santoro,
 60th District 859-371-8840
 Addia Wuchner,
 66th District 859-525-6698

Boone, Campbell & Kenton Counties

Adam Koenig,
 69th District 859-578-9258

Campbell County

Dennis Keene,
 67th District 859-441-5894
 Joe Fischer,
 68th District 859-781-6965

Campbell & Pendleton Counties

Thomas M. McKee,
 78th District 859-234-5879

Gallatin & Grant Counties

Royce Adams,
 61st District 859-824-3387

Kenton County

Alecia Webb-Edgington,
 63rd District 859-426-7322
 Thomas Kerr,
 64th District 859-431-2222
 Arnold Simpson,
 65th District 859-261-6577

INDIANA

Federal

Senate

Washington, D.C. 20510 202-224-3121
 Dan Coats 202-224-5623
 Richard G. Lugar 317-226-5555

House of Representatives

Washington, D.C. 20515 202-224-3121
 Todd Young,
 9th District 202-225-5315

State

Governor - Mitchell E. Daniels, Jr.

State House, Room 206
 Indianapolis, IN 46204 317-232-4567

Senate

State House
 Indianapolis, IN 46204-2785 317-232-9856

Dearborn County

Johnny Nugent,
 43rd District 812-537-0628

House of Representatives

State House
 Indianapolis, IN 46204-2786 317-232-9856

Dearborn County

Tom Knollman,
 55th District 317-234-3825
 Jud McMillin,
 68th District 317-234-3825

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