

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

Section 6 - Residence Local Service Bundles

A. TERMS AND CONDITIONS

Residence Local Service Bundles provide a flat rate residence line, as described in the Company's Local Service Tariff, PUCO No. 1 or Section 4 of this Agreement, in combination with selected optional features. Customers may select any or all of the features in a bundle, where available. The Customer must specify which features to include in the bundle at the time the order is placed. These bundles provide unlimited use of the optional features that the Customer selects to include in the bundle. Features associated with an individual Residence Local Service Bundle are per line. Features cannot be split between lines, customers, or location.

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

The Local Service Areas for Residence Local Service Bundles are the same as the Local Service Areas defined in Section 4 of this Agreement. Community Connection Service was discontinued 4/21/2021 and Exchanges that previously incurred Community Connection charges will now be part of the Local Service areas defined in Section 4.

Descriptions of the Custom Calling Services included in the Residence Local Service Bundles are shown in Section 5 of the Agreement. All rules, regulations and limitations specified in this Agreement and/or the Company's tariffs for the specified optional features apply to Residence Local Service Bundles.

Features that are selected by a Customer to be included in the Residence Local Service Bundles are not eligible for any additional discounts or credits, including any discounts and/or credits provided in any separate package pricing for Custom Calling Services. Residence Local Service Bundle customers are not eligible for special promotions that may be applicable to the individual features included in a Residence Local Service Bundle unless the Residence Local Service Bundle is specifically noted for inclusion in the promotion.

A Customer subscribing to a Residence Local Service Bundle may change features within the bundle at anytime without incurring a charge for making such change once the Residence Local Service Bundle has been established.

All bundles that include long distance services require presubscription to Cincinnati Bell Technology Solutions LLC (CBTS TS). For a description of the long distance plans see CBTS TS's service agreement.

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B. ACCESS LINE BUNDLES

Access line bundles provide a flat-rate residence Local Exchange Service line in combination with selected optional features.

1. Complete Connections

Customers subscribing to Complete Connections may subscribe to any or all of the following features. (Some features may not be compatible on the same line.)

- a. Anonymous Call Rejection
- b. Anywhere Call Forwarding
- c. Call Block (*60)
- d. Call Forwarding Busy Line
- e. Call Forwarding Don't Answer
- f. Call Forwarding Variable
- g. Call Return (*69)
- h. Call Waiting
- i. Call Waiting Deluxe (as of 5/1/2018 this feature is not available to new subscribers)
- j. Calling Name and Number
- k. Distinctive Ringing (MDNL)
- l. Message Waiting Indicator
- m. Priority Call
- n. Priority Forward
- o. Quiet Time
- p. Repeat Dialing (*66)
- q. Reveal Privacy Management
- r. Speed Calling 8
- s. Speed Calling 30
- t. Talking Call Waiting (as of 5/1/2018 this feature is not available to new subscribers)
- u. Three-Way Calling
- v. Voice Mail

Complete Connections includes 50 minutes of domestic long distance calling. Complete Connections Customers may subscribe to an unlimited domestic long distance calling plan as part of the Complete Connections bundle for an additional charge. For a description of the long distance plans see CBTS TS's service agreement.

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2. HomePak Reach Bundle

Customers subscribing to Reach may subscribe to any or all of the following features. (Some features may not be compatible on the same line.)

- a. Anonymous Call Rejection
- b. Call Block (*60)
- c. Call Forwarding Busy Line
- d. Call Forwarding Don't Answer
- e. Call Forwarding Variable
- f. Calling Name and Number
- g. Call Waiting
- h. Distinctive Ringing (MDNL)
- i. Message Waiting Indicator
- j. Reveal Privacy Management
- k. Three-Way Calling
- l. Voice Mail

Additionally, Home Pak Reach provides unlimited domestic long distance calling. See CBTS TS's Service Agreement for the terms and conditions applicable to the unlimited domestic long distance calling plan.

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B. ACCESS LINE BUNDLES (Continued)

3. Home Pak Advantage (Grandfathered as of 1/1/2020)

Customers subscribing to Home Pak Advantage may subscribe to any or all of the following features.
(Some features may not be compatible on the same line.)

- a. Anonymous Call Rejection
- b. Anywhere Call Forwarding
- c. Call Block (*60)
- d. Call Forwarding Busy Line
- e. Call Forwarding Don't Answer
- f. Call Forwarding Variable
- g. Call Return (*69)
- h. Call Waiting
- i. Call Waiting Deluxe (as of 5/1/2018 this feature is not available to new subscribers)
- j. Calling Name and Number
- k. Distinctive Ringing (MDNL)
- l. Message Waiting Indicator
- m. Priority Call
- n. Repeat Dialing (*66)
- o. Reveal Privacy Management
- p. Three-Way Calling
- q. Voice Mail

Additionally, Home Pak Advantage provides unlimited domestic long distance calling. (Unlimited long distance service is provided by Cincinnati Bell Any Distance Inc. (CBAD). See CBAD's Residence and Nonresidence Service Agreement - Long Distance Telephone Services for the terms and conditions applicable to the unlimited domestic long distance calling plan.)

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B. ACCESS LINE BUNDLES (Continued)

4. Home Pak Lite (Grandfathered as of 1/1/2020)

Customers subscribing to Home Pak Lite may subscribe to any or all of the following features. (Some features may not be compatible on the same line.)

- a. Call Forwarding Busy Line
- b. Call Forwarding Don't Answer
- c. Call Waiting
- d. Call Waiting Deluxe (as of 5/1/2018 this feature is not available to new subscribers)
- e. Calling Name and Number
- f. Message Waiting Indicator
- g. Reveal Privacy Management
- h. Voice Mail

Home Pak Lite includes 30 minutes of domestic long distance calling. Home Pak Lite Customers may subscribe to a 150 minute domestic long distance calling plan as part of the Home Pak Lite bundle for an additional charge. (All long distance service is provided by Cincinnati Bell Any Distance Inc. (CBAD). See CBAD's Residence and Nonresidence Service Agreement - Long Distance Telephone Services for the terms and conditions applicable to the 30 minute and the 150 minute domestic long distance calling plans.)

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B. ACCESS LINE BUNDLES (Continued)

5. Home Phone Pak

Home Phone Pak is grandfathered as of May 21, 2004. Existing Customers may retain this service at their current locations and change features within the bundle, but may not move the service to a new location and may not change long distance plans within the bundle. Home Phone Pak is not available to new subscribers or as new service.

Customers subscribing to Home Phone Pak may subscribe to any or all of the following features. (Some features may not be compatible on the same line.)

- a. Anonymous Call Rejection
- b. Anywhere Call Forwarding
- c. Call Block (*60)
- d. Call Forwarding Busy Line
- e. Call Forwarding Don't Answer
- f. Call Forwarding Variable
- g. Call Return (*69)
- h. Call Waiting
- i. Call Waiting Deluxe
- j. Calling Name and Number
- k. Distinctive Ringing (MDNL)
- l. Message Waiting Indicator
- m. Repeat Dialing (*66)
- n. Reveal Privacy Management
- o. Speed Calling 8
- p. Talking Call Waiting
- q. Three-Way Calling
- r. Voice Mail

Home Phone Pak is available with no long distance calling, and, for an additional charge, with unlimited domestic long distance calling. (Unlimited long distance service is provided by Cincinnati Bell Any Distance Inc. (CBAD). See CBAD's Residence and Nonresidence Service Agreement - Long Distance Telephone Services for the terms and conditions applicable to the unlimited domestic long distance calling plan.) Customers may not change between these long distance options. Customers desiring to change their bundled long distance calling plan must convert to a non-grandfathered service.

Home Phone Pak Customers with unlimited domestic long distance must select between a paper bill delivered via the U.S. mail or an e-bill delivered electronically via the internet. The bundle price is discounted for customers choosing the e-bill option.

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B. ACCESS LINE BUNDLES (Continued)

6. Home Phone Pak 2

Home Phone Pak 2 is grandfathered as of August 4, 2009. Existing Customers may retain this service at their current locations and change features within the bundle, but may not move the service to a new location and may not change long distance plans within the bundle. Home Phone Pak 2 is not available to new subscribers or as new service.

Customers subscribing to Home Phone Pak 2 may subscribe to any or all of the following features. (Some features may not be compatible on the same line.)

- a. Anonymous Call Rejection
- b. Anywhere Call Forwarding
- c. Call Block (*60)
- d. Call Forwarding Busy Line
- e. Call Forwarding Don't Answer
- f. Call Forwarding Variable
- g. Call Return (*69)
- h. Call Waiting
- i. Call Waiting Deluxe
- j. Calling Name and Number
- k. Distinctive Ringing (MDNL)
- l. Message Waiting Indicator
- m. Priority Call
- n. Repeat Dialing (*66)
- o. Reveal Privacy Management
- p. Speed Calling 8
- q. Three-Way Calling
- r. Voice Mail

Home Phone Pak 2 is available with 100 domestic long distance minutes, and, for an additional charge, with unlimited domestic long distance calling. (Long distance service is provided by Cincinnati Bell Any Distance Inc. (CBAD). See CBAD's Residence and Nonresidence Service Agreement - Long Distance Telephone Services for the terms and conditions applicable to the domestic long distance calling plans.) Customers may not change between these long distance options. Customers desiring to change their bundled long distance calling plan must convert to a non-grandfathered service.

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B. ACCESS LINE BUNDLES (Continued)

7. Additional Line Option

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

8. Price For Life

Price For Life is grandfathered as of November 1, 2010. Existing Customers may retain this service at their current locations and change features within the bundle, but may not move the service to a new location. Removal of services within the Price For Life bundle may result in the loss of Price For Life. Price For Life is not available to new subscribers or as new service.

HomePak Lite and Home Phone Pack 2 may be bundled with Zoomtown high-speed internet service to form a Price For Life bundle. The price for a Price For Life bundle will not increase as long as the Customer retains the services in the Price For Life bundle. Price For Life applies only to the services listed for the bundle. Price For Life is not available for any additional features or services including, but not limited to Spinvox, wireless data plans, Fusion WiFi, Wire Care, directory listings, operator services, and Community Connection Service. Taxes, surcharges, and government fees are additional to the Price For Life bundle price.

Zoomtown is available at the following speeds: 768 KB, 5 MB, 10 MB, 20 MB, and 30 MB depending on the customer's exchange and the availability of suitable facilities. (10 MB, 20 MB, and 30MB speeds are available in limited areas.)

Price For Life cannot be combined with any promotional offers unless the promotion specifies that the promotional offer can be combined with Price For Life.

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C. RATES AND CHARGES

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

Customers changing their telephone number(s) for any service, except for Distinctive Ringing, will be billed the nonrecurring Telephone Number Change charge as specified in the Price List of this Agreement.

The rates and charges for Residence Local Service Bundles are shown in the Price List Section of this Agreement. (See Access Line Bundles - Residence.) All taxes, surcharges, and regulatory fees, including but not limited to End User Common Line, E-911 Service, Telephone Relay Service, and the Universal Service Fund, normally associated with flat rate access line service will be billed in addition to the Residence Local Service Bundle charges.