

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

Section 4 - Local Exchange Services

A. TERMS AND CONDITIONS

1. General

Local Exchange Service is available in all exchanges served by the Company. Exchange access lines include the serving central office line equipment, including Touch Tone capability, and all outside plant facilities including the Company-provided and maintained network interface necessary to connect the serving central office to the customer's premises.

Local Exchange Service/access lines provide access to and usage of 911 services where available, access to operator and directory assistance, access to telecommunications relay service, access to interexchange toll providers, and local calling as described in this section.

Local Exchange Service is provided as either Flat Rate Service or Measured Rate Service. Nonresidence service is provided as either Exchange Access Line Service or analog PBX trunks. Residence service is only provided via Exchange Access Lines. Specifically, the Company offers the following Local Exchange Services:

- Nonresidence Flat Rate Access Line
- Nonresidence Measured Rate Access Line
- Nonresidence Flat Rate Analog PBX Trunk (**Not available in Bethel**)
- Nonresidence Measured Rate Analog PBX Trunk (**Not available in Bethel**)
- Residence Flat Rate Access Line
- Residence Measured Rate Access Line

Local Exchange Service monthly rates are established for each exchange and for each central office within the exchange. The pricing, terms, and conditions in this Agreement apply only to lines that are not BLES. See the Company's Local Service Tariff, PUCO No. 1 for the pricing, terms, and conditions applicable to BLES, Lifeline, and pay telephone access lines. (Maps of each exchange are available on the Public Utilities Commission of Ohio (PUCO) web site.)

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A. TERMS AND CONDITIONS (Continued)

2. Local Calling Area

Local Exchange Service provides local calling, either flat rate or measured rate, throughout the Basic Local Calling Area. The Basic Local Calling Area includes all of the exchanges in the Company's traditional Ohio, Kentucky, and Indiana service area plus certain other exchanges that depend on the originating exchange.

The Local Calling Area as defined in this section applies to all services offered under this Agreement.

a. Cincinnati Bell Telephone ("CBT") Exchanges

Ohio Exchanges

Bethany
Bethel
Cincinnati
Clermont
Hamilton
Harrison
Little Miami
Newtownsville
Reily
Seven Mile
Shandon
Williamsburg

Kentucky Exchanges

Alexandria
Boone
Butler
Falmouth
Glencoe
Independence
Kentucky Metropolitan
Walton
Warsaw
Williamstown

Indiana Exchanges

Peoria
West Harrison

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A. TERMS AND CONDITIONS (Continued)

b. Local Calling Area by Exchange

<u>Exchange</u>	<u>Basic Local Calling Area</u>	<u>Community Connection Service</u> (Withdrawn 4/1/2021, CCS exchanges are now included in applicable basic local calling areas.)
Bethany	All CBT Exchanges Mason	
Bethel	All CBT Exchanges Felicity Hamersville Mason	
Cincinnati	All CBT Exchanges Blanchester (as of 4/1/2021) Butlerville Fayetteville Felicity Hamersville Higginsport Lebanon (as of 4/1/2021) Mason Monroe Morrow (as of 4/1/2021) Mt. Orab Oxford Sardinia (as of 4/1/2021) South Lebanon Trenton	
Clermont	All CBT Exchanges Fayetteville (as of 4/1/2021) Felicity Hamersville Higginsport Mason Mt. Orab Sardinia (as of 4/1/2021)	
Hamilton	All CBT Exchanges Mason Monroe Morning Sun Oxford Trenton	

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A. TERMS AND CONDITIONS (Continued)

b. Local Calling Area by Exchange (Continued)

<u>Exchange</u>	<u>Basic Local Calling Area</u>	<u>Community Connection Service</u> (Withdrawn 4/1/2021, CCS exchanges are now included in applicable basic local calling areas.)
Harrison	All CBT Exchanges Mason	
Little Miami	All CBT Exchanges Blanchester (as of 4/1/2021) Fayetteville (as of 4/1/2021) Mason Morrow (as of 4/1/2021) South Lebanon	
Newtownsville	All CBT Exchanges Fayetteville (as of 4/1/2021) Mason	
Reily	All CBT Exchanges Mason Oxford (as of 4/1/2021)	
Seven Mile	All CBT Exchanges Middletown Oxford (as of 4/1/2021) Trenton	
Shandon	All CBT Exchanges Mason	
Williamsburg	All CBT Exchanges Mason Mt. Orab Sardinia (as of 4/1/2021)	

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A. TERMS AND CONDITIONS (Continued)

c. Measured Service

Measured Service allows subscribers to control charges for monthly telephone service by controlling usage. Customers subscribing to measured service are billed a basic monthly charge for the access line and are billed for local usage based upon the duration of originated calls. Chargeable time includes the initial minute plus the additional minutes or fraction thereof, if any. Usage rates are per minute of use or fraction thereof.

Measured Service is furnished subject to the availability of facilities.

The Operator Completion of Local Calls charge (Section 16 of this Agreement) applies in addition to the Measured Service usage charges when the Customer requests the assistance of the Company operator to complete a local call.

d. Community Connection Service (withdrawn 4/1/2021)

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A. TERMS AND CONDITIONS (Continued)

e. Local Usage Detail

Local Usage Detail is an option for Measured Service customers who desire a printed listing of call details instead of the usual summary billing of local usage. The rates and charges for Local Usage Detail include a fixed monthly rate plus an additional charge for each call listed in the detail section of the bill.

Requests for Local Usage Detail must be received prior to the billing date on which it is to be initiated.

f. Seven Mile Calling Plan

The Seven Mile Calling Plan is an optional flat rate local calling plan that allows residence customers in the Seven Mile exchange to call the Morning Sun and Oxford exchanges on a one-way flat rate basis.

The rates and charges for the Seven Mile Calling Plan are in addition to all other charges.

Customers with multiple lines at a single location and who purchase the Seven Mile Calling Plan must purchase the Seven Mile Calling Plan for all lines at the location. The charge for the Seven Mile Calling Plan applies to each line.

B. RATES AND CHARGES

The rates and charges for all services in this section are shown in the Price List Section of this Agreement. The prices shown in the Price List do not include applicable taxes, surcharges, and regulatory fees including but not limited to E-911, Lifeline, Telephone Relay Service, the federal end user charge, and the Universal Service Fund.

A move to a different continuous property is charged for as new installation of service.

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