

CBTS TECHNOLOGY SOLUTIONS LLC.
Nonresidence and Residence Service Agreement
Long Distance Telephone Services

Section 6 – Nonresidential Toll Plans

A. Service Descriptions

1. Business Connections 1000 (Product 105) – Business

This product is being offered to small business customers who subscribe to Cincinnati Bell Telephone's Complete Connections offering. Customers that are eligible to subscribe to this plan, will receive 1000 minutes of long distance service each month, at no charge. A per minute rate of \$.06 will apply after the initial 1000 minutes each month.

2. Any Distance Complete Connections (Product 667) – Business

This product is grandfathered as of February 23,2007

This product is being offered to small business customers who subscribe to Cincinnati Bell Telephone's Complete Connections offering. Customers that are eligible to subscribe to this plan, will also receive thirty-minutes of long distance service each month, at no charge.

3. AnyTime 500 (Product 391) – Business

This product is being offered to business customers. Customers subscribing to this plan will receive 500 domestic direct dialed minutes per month for a monthly charge of \$27.00. Additional minutes will be billed at \$.06 per minute. Call detail will be provided on monthly bills only when plan minutes are exceeded or upon customer's request.

4. AnyTime 750 (Product 393) – Business

This plan is being offered to business customers. Customers subscribing to this plan will receive 750 domestic dialed minutes per month for a monthly charge of \$37.00. Additional minutes will be billed at \$.06 per minute. Call detail will be provided on monthly bills only when plan minutes are exceeded or upon customer's request.

5. AnyTime 1000 (Product 395) – Business

This plan is being offered to business customers. Customers subscribing to this plan will receive 1000 domestic direct dialed minutes per month for a monthly charge of \$46.00. Additional minutes will be billed at \$.06 per minute. Call detail will be provided on monthly bills only when plan minutes are exceeded or upon customer's request.

6. Basic II (Product 358) – Business

This plan is being offered to business customers. Customers subscribing to this plan will receive a \$.10 per minute rate on Intrastate 1+ outbound service. There is a \$7.95 monthly, minimum usage charge associated with this plan. Calls that will be applied to the minimum usage include inbound and outbound toll calls, collect calls, and operator-assisted calls.

7. Any Distance Complete Connections Universal (Product 437) – Business

THIS SERVICE IS GRANDFATHERED AS OF JULY 27, 2001

This product is being offered to business customers who subscribe to Cincinnati Bell Telephone's Complete Connections Universal offering. Customers subscribing to this plan will receive a \$.04 per minute rate on Intrastate 1+ outbound service.

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8. AnyTime 100 (Product 593) – Business
This plan is being offered to business customers. Customers subscribing to this plan will receive 100 domestic direct dialed minutes per month for a monthly charge of \$13.00. Additional minutes will be billed at \$.07 per minute. Call detail will be provided on monthly bills only when plan minutes are exceeded or upon customer's request.
9. AnyTime 4000 (Product 475) – Business
This plan is being offered to business customers. Customers who enroll in this plan will receive 4000 domestic direct dialed minutes per month for a monthly fee of \$155.00. Additional minutes will be billed at \$.06 per minute. Charges are calculated on a per call basis and rounded up to the nearest penny. Call detail will be provided on monthly bills only when plan minutes are exceeded or upon customer's request.
10. AnyTime 375 (Product 948) - Business
This plan is being offered to business customers. Customers who enroll in this plan will receive 375 domestic direct dialed minutes per month for a monthly fee of \$21.00. Additional minutes will be billed at \$.07 per minute. Call detail will be provided on monthly bills only when plan minutes are exceeded or upon customer's request.
11. Any Distance Centrex Complete Connections (Product 852) – Business
This plan is being offered to business customers who subscribe to Cincinnati Bell Telephone's Centrex Complete Connections Offer. Customers subscribing to this plan will receive a \$.04 per minute rate on all Intrastate 1+ outbound and 8XX Inbound Service.
12. Any Distance 5 (Product 338) – Business
This plan is being offered to business customers. Customers who enroll in this plan will receive a rate of .05/minute for intrastate outbound toll calls and 8XX inbound calls.
13. Custom Connections 200 (Product 25) - Business
This plan is being offered to business customers. Customers who enroll in this plan will receive 200 outbound, domestic long distance minutes per month, for a monthly charge of \$8.00. Additional minutes will be rated at \$.06 per minute. These customers will also have the opportunity to add additional minutes for additional monthly charges as detailed in the rates and charges paragraph of this Service Agreement. Charges associated with 8XX numbers for this plan are also detailed in the rates and charges paragraph of this Service Agreement. Call detail will be provided on monthly bills only when plan minutes are exceeded or upon customer's request.
14. Bundled AnyTime 100 (Product 078) – Business
This plan is being offered to business customers. Customers subscribing to this plan will receive 100 domestic direct dialed minutes per month for a monthly charge of \$5.00. Additional minutes will be billed at \$.07 per minute. Call detail will be provided on monthly bills only when plan minutes are exceeded or upon customer's request.

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15. Custom Connections Unlimited (Product 068) – Business

This plan is being offered to business customers who subscribe to a Cincinnati Bell Complete Connections Service and reside in the Dayton Service Rate Area. For a monthly service fee of \$20, this plan provides unlimited outgoing, domestic, long distance service. This toll plan will only be sold on a per line basis. A per minute rate will apply to 8XX numbers associated with this plan. Subscribers may not resell or redistribute this plan, or any portion thereof, or otherwise charge others to use this plan, or any portion thereof. This plan may not be used for telemarketing, call center services, medical transcription, or facsimile broadcasting. The Carrier reserves the right to disconnect upon notice as required by applicable law any prohibited transmissions or uses and to terminate this plan in the event of a violation of the foregoing use restrictions or in the event of an excessive number of calls during a fixed period, heavy usage concentrated over consecutive dates, or usage that may be defined to be non-qualified business use as previously stated. The carrier reserves the right to suspend or terminate this plan for a single violation of the terms of use.

16. Any Distance 4000 (Product 523) – Business

This plan is being offered to business customers who purchase CBT local service and are located in the Dayton Lata. Customers who enroll in this plan will receive 4000 domestic direct dialed minutes per month for a monthly service fee. Additional minutes will be billed at \$.0375 per minute. Charges are calculated on a per call basis and rounded up to the nearest penny. This plan also provides 8XX number service.

17. Any Distance 2500 (Product 608) – Business

This plan is being offered to business customers located in the Dayton Lata. The plan provides 2500 domestic direct dialed minutes per month for a monthly service fee of \$90. Additional minutes will be billed at \$.036. Call detail will be provided on monthly bills only when plan minutes are exceeded or upon customer's request.

18. Any Time 2500 (Product 609) – Business

This plan is being offered to business customers who purchase a Total Access bundle from Cincinnati Bell Telephone. The plan provides 2500 domestic direct dialed minutes per month for monthly service fee of \$100. Additional minutes will be billed at \$.045. Call detail will be provided on monthly bills only when plan minutes are exceeded or upon customer's request.

19. Switched Voice Contracts – Business

This plan offers business customers outbound, switched long distance rates that are based on specific contract terms and monthly minimum commitments. For billing purposes, calls associated with this plan are rounded up to the nearest cent. The monthly call detail associated with this plan is provided to the customer via a website.

Beginning with the first month after the service activation date, the customer's usage will be measured to see if the minimum commitment has been met. If the customer's usage is less than the minimum commitment, the customer will pay to CBAD the difference between the minimum commitment and the actual usage. The following charges are not included when calculating the minimum commitment: nonrecurring charges, feature charges, taxes, fees and other surcharges.

In the event of early termination of the contracted service, the subscriber shall pay CBAD a lump sum consisting of the following charges: all unpaid charges for service previously rendered; fifty percent (50%) of the minimum monthly commitment and monthly recurring charges multiplied by the number of months remaining in the term;

Upon completion of the term payment plan the customer may renew their contract at the current rates found in this Service Agreement. If the customer does not renew their contract and does not elect to discontinue service, CBAD will furnish service to the customer on a month-to-month basis at the 1-year rates associated with a \$100 monthly minimum commitment.

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20. Business Connections Unlimited (Products 155, 156, 157, 190, 191, 192) – Business

This plan is being offered to business customers who subscribe to Cincinnati Bell Telephone Business Connections on a 12, 24 or 36-month contract basis. If the customer terminates the contract prior to the expiration of the contract they will be responsible for an early termination fee charge equal to all remaining amounts due or to become due, including but not limited to all monthly charges for which Customer would have been responsible if the Customer had not terminated prior to the end of the contract term.

For a monthly service fee, this plan provides unlimited outgoing, domestic, long distance service. This toll plan will only be sold on a per line basis and will be limited to three per customer, per location. This plan may not be used in conjunction with and strictly prohibits the following: auto dialers, predictive dialers or other devices that generate automated outbound calls; other long distance Internet and/or Intranet access; call center applications including but not limited to PBX trunks; ground start line or trunks: ISDN service: Broadcast FAX; medical transcription; foreign exchange services; remote call forwarding; public telephone service; public access smart-pay phones; analog to digital conversion digital PBX service: WATS service; any type of automatic call distribution system; the functional equivalent of any such system listed above; shared amongst group or multi-housing (including but not limited to housing associated with educational institutions or military barracks); multi-party conference calls (except those calls placed by using the three-way calling service); calls to chat lines: 900, 976, 700 numbers; other calls to access information services; directory assistance; or toll free calling services. If CBAD determines the Customer is violating any of the above restrictions, the Customer shall forfeit eligibility for the rates under this plan and will be moved to the CBAD casual call plan at \$.20 per minute.

21. Product 527 Plan (Business)

This plan is for business customers who have discontinued their local telephone service with Cincinnati Bell, established local telephone service with another company and now wish to return to Cincinnati Bell or who have received a competitive offer from another telephone company. To be eligible for this plan customers are required to sign a 12, 24 or 36-month contract and subscribe to Cincinnati Bell local services. This plan offers 1000 domestic direct dialed minutes per month at no additional charge, for the life of the contract. At the expiration of the contract the customer will receive the Anytime 1000 Plan.

22. Product 528 Plan (Business)

This plan is for business customers who have discontinued their local telephone service with Cincinnati Bell, established local telephone service with another company and now wish to return to Cincinnati Bell or who have received a competitive offer from another telephone company. To be eligible for this plan customers are required to sign a 12, 24 or 36-month contract and subscribe to Cincinnati Bell local services.

This plan offers 2500 domestic direct dialed minutes per month at no additional charge, for the life of the contract. At the expiration of the contract the customer will receive the Anytime 2500 Plan.

23. Product 529 Plan (Business)

This plan is for business customers who have discontinued their local telephone service with Cincinnati Bell, established local telephone service with another company and now wish to return to Cincinnati Bell or who have received a competitive offer from another telephone company. To be eligible for this plan customers are required to sign a 12, 24 or 36-month contract and subscribe to Cincinnati Bell local services.

This plan offers 5000 domestic direct dialed minutes per month at no additional charge, for the life of the contract. At the expiration of the contract the customer will receive the Anytime 4000 Plan.

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24. Product 540 Plan (Business)

This plan is for business customers who have discontinued their local telephone service with Cincinnati Bell, established local telephone service with another company and now wish to return to Cincinnati Bell or who have received a competitive offer from another telephone company. To be eligible for this plan customers are required to sign a 12, 24 or 36-month contract and subscribe to Cincinnati Bell local services.

This plan offers 10,000 domestic direct dialed minutes per month at no additional charge, for the life of the contract. At the expiration of the contract the customer will receive the Anytime 4000 Plan.

25. Product 541 Plan (Business)

This plan is for business customers who have discontinued their local telephone service with Cincinnati Bell, established local telephone service with another company and now wish to return to Cincinnati Bell or who have received a competitive offer from another telephone company. To be eligible for this plan customers are required to sign a 12, 24 or 36-month contract and subscribe to Cincinnati Bell local services.

This plan offers 15,000 domestic direct dialed minutes per month at no additional charge, for the life of the contract. At the expiration of the contract the customer will receive the Anytime 4000 Plan.

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B. Rates and Charges

1. Business Connections 1000 (Product 105) – Business

	<u>Rates Per Minute</u>
Intrastate 1+ Outbound	\$0.06
8XX Inbound	0.06

Per minute charges will be calculated after the first 1000 minutes of calls, each month.

2. Any Distance Complete Connections (Product 667) – Business

This product is grandfathered as of February 23,2007

	<u>Rates Per Minute</u>
Intrastate 1+ Outbound	\$0.08
8XX Inbound	0.08

Includes one 8XX number, additional numbers \$7.50 per month

Per minute charges will be calculated after the first 30 minutes of calls, each month.

3. AnyTime 500 (Product 391) – Business

	<u>Rates Per Minute</u>
Intrastate 1+ Outbound	\$0.06
8XX Inbound	0.06

Monthly Charge: \$27.00

8XX Number Monthly Charge, each initial and additional number: \$7.50

Per minute charges will not apply to the first 500 domestic direct dialed minutes, per month. Per minute charges will be calculated for calls over 500 minutes each month.

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4. AnyTime 750 (Product 393) – Business

	<u>Rates Per Minute</u>
Intrastate 1+ Outbound	\$0.06
8XX Inbound	0.06
Monthly Charge: \$37.00	
8XX Number Monthly Charge, each initial and additional number: \$7.50	

Per minute charges will not apply to the first 750 domestic direct dialed minutes, per month. Per minute charges will be calculated for calls over 750 minutes each month.

5. AnyTime 1000 (Product 395) – Business

	<u>Rates Per Minute</u>
Intrastate 1+ Outbound	\$0.06
8XX Inbound	0.06
Monthly Charge: \$46.00	
8XX Number Monthly Charge, each initial and additional number: \$7.50	

Per minute charges will not apply to the first 1000 domestic direct dialed minutes, per month. Per minute charges will be calculated for calls over 1000 minutes each month.

6. Basic II (Product 358) – Business

	<u>Rates Per Minute</u>
Intrastate 1+ Outbound	\$0.10
8XX Inbound	0.15
8XX Number Monthly Charge, each initial and additional number: \$7.50	
Monthly minimum usage charge: \$7.95	

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7. Any Distance Complete Connections Universal (Product 437) – Business

THIS SERVICE IS GRANDFATHERED AS OF JULY 27, 2001

	<u>Rates Per Minute</u>
Intrastate 1+ Outbound	\$0.04
8XX Inbound	0.04

8. AnyTime 100 (Product 593) – Business

	<u>Rates Per Minute</u>
Intrastate 1+ Outbound	\$0.07
8XX Inbound	0.07
Monthly Charge: \$13.00	
8XX Number Monthly Charge, each initial and additional number: \$7.50	

Per minute charge will apply to calls after the first 100 minutes.

9. AnyTime 4000 (Product 475) – Business

	<u>Rates Per Minute</u>
Intrastate 1+ Outbound	\$0.06
8XX Inbound	0.06
Monthly Charge: \$155.00	
8XX Number Monthly Charge, each initial and additional number: \$7.50	

Per minute charge will apply to calls after the first 4000 minutes. Charges are calculated on a per call basis and rounded up to the nearest penny.

10. AnyTime 375 (Product 948) – Business

	<u>Rates Per Minute</u>
Intrastate 1+ Outbound	\$0.07
8XX Inbound	0.07
Monthly Charge: \$21.00	
8XX Number Monthly Charge, each initial and additional number: \$7.50	

Per minute charge will apply to calls after the first 375minutes.

11. Any Distance Centrex Complete Connections (Product 852) – Business

	<u>Rates Per Minute</u>
Intrastate 1+ Outbound	\$0.04
8XX Inbound	0.04
8XX Number Monthly Charge, each initial and additional number: \$7.50	

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12. Any Distance 5 (Product 338) – Business

	<u>Rates Per Minute</u>
Intrastate 1+ Outbound/8XX Inbound	\$0.05
8XX Inbound	0.05
8XX Number Monthly Charge, each initial and additional number:	\$7.50

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13. Custom Connections 200 (Product 25) – Business

	<u>Rates Per Minute</u>
Intrastate 1+ Outbound	\$0.06
8XX Inbound	0.06
Monthly Charge: \$8.00	
8XX Number Monthly Charge, each initial and additional number: \$7.50	

Per minute charge will apply to calls after the first 200 domestic direct dialed outbound minutes each month.

Optional upgrades:

<u>Additional Outbound minutes</u>	<u>Additional Monthly Charge</u>
250	\$ 10.00
375	15.00
625	25.00
875	35.00
3000	120.00
5000	200.00

14. AnyTime 100 (Product 078) – Business

	<u>Rates Per Minute</u>
8XX Inbound	0.07
Monthly Charge: \$5.00	
8XX Number Monthly Charge, each initial and additional number: \$7.50	

15. Unlimited (Product 068) – Business

	<u>Rates Per Minute</u>
8XX Inbound	0.15
Monthly Charge: \$20.00	
8XX Number Monthly Charge, each initial and additional number: \$7.50	

Note: This plan will only be sold on a per line basis.

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16. AnyTime 4000 (Product 523) – Business

	<u>Rates Per Minute</u>
Intrastate 1+ Outbound	\$0.0375
8XX Inbound	0.0375
Monthly Charge: \$130.00	
8XX Number Monthly Charge, each initial and additional number: \$7.50	

Per minute charge will apply to calls after the first 4000 minutes. Charges are calculated on a per call basis and rounded up to the nearest penny.

17. Any Distance 2500 (Product 608) – Business

	<u>Rates Per Minute</u>
Intrastate 1+ Outbound	\$0.036
8XX Inbound	0.036
Monthly Charge: \$90.00	
8XX Number Monthly Charge, each initial and additional number: \$7.50	

Per minute charge will apply to calls after the first 2500 minutes.

18. Any Time 2500 (Product 609) – Business

	<u>Rates Per Minute</u>
Intrastate 1+ Outbound	\$0.045
8XX Inbound	0.045
Monthly Charge: \$100.00	
8XX Number Monthly Charge, each initial and additional number: \$7.50	

Per minute charge will apply to calls after the first 2500 minutes.

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19. Switched Voice Contracts – Business

Initial Charges 800 Service

Service	Set-up	1 Year Term	2 Year Term	3 Year Term
800 Number	\$2.50	\$7.50	\$5.00	\$2.50
800 DAListing	\$25.00	\$25.00	\$25.00	\$25.00

GRANDFATHERED AS OF 3/1/2012

Monthly Minimum Charge & Per Minute Rates (except Dayton Service Area)

Minimum Monthly Commitment	1 Year Term	2 Year Term	3 Year Term
\$10	\$0.0500	\$0.0480	\$0.0460
\$25	\$0.0475	\$0.0465	\$0.0450
\$50	\$0.0465	\$0.0450	\$0.0435
\$100	\$0.0435	\$0.0420	\$0.0405
\$150	\$0.0405	\$0.0400	\$0.0375
\$250	\$0.0365	\$0.0355	\$0.0340
\$500	\$0.0350	\$0.0335	\$0.0325

Monthly Minimum Charge & Per Minute Rates

Minimum Monthly Commitment	1 Year Term	2 Year Term	3 Year Term
\$10	\$0.0475	\$0.0460	\$0.0440
\$25	\$0.0400	\$0.0385	\$0.0370
\$50	\$0.0340	\$0.0325	\$0.0310
\$100	\$0.0330	\$0.0315	\$0.0300
\$150	\$0.0320	\$0.0305	\$0.0290
\$250	\$0.0305	\$0.0290	\$0.0275
\$500	\$0.0300	\$0.0275	\$0.0260
\$100 (NOTE 1)	0.0340	\$0.0325	\$0.0310

NOTE 1: As of March 1, 2006 these per minute rates are no longer available to new customers.

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20. Unlimited (Products 155, 156, 157, 190, 191, 192) – Business

	<u>Rates Per Minute</u>
8XX Inbound	0.15
Monthly Charge: \$5.00 (this rate is grandfathered as of July 11, 2007)	
\$10.00	
8XX Number Monthly Charge, each initial and additional number: \$7.50	

Notes: This plan will only be sold on a per line basis, up to 12 lines.

21. Product 527 – Business

	<u>Rates Per Minute</u>
Intrastate 1+ Outbound	\$0.04
Monthly Charge: \$0	
Per minute charge will apply to calls after the first 1,000 minutes.	

Note: 12, 24 or 36 month contract required. At the end of the contract customer will receive the Anytime 1000 Plan.

22. Product 528 – Business

	<u>Rates Per Minute</u>
Intrastate 1+ Outbound	\$0.035
Monthly Charge: \$0	
Per minute charge will apply to calls after the first 2,500 minutes.	

Note: 12, 24 or 36 month contract required. At the end of the contract customer will receive the Anytime 2500 Plan.

23. Product 529 – Business

	<u>Rates Per Minute</u>
Intrastate 1+ Outbound	\$0.03
Monthly Charge: \$0	
Per minute charge will apply to calls after the first 5,000 minutes.	

Note: 12, 24 or 36 month contract required. At the end of the contract customer will receive the Anytime 4000 Plan.

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24. Product 530 – Business

Rates Per Minute

Intrastate 1+ Outbound

\$0.03

Monthly Charge: \$0

Per minute charge will apply to calls after the first 10,000 minutes.

Note: 12, 24 or 36 month contract required. At the end of the contract customer will receive the Anytime 4000 Plan.

25. Product 531 – Business

Rates Per Minute

Intrastate 1+ Outbound

\$0.03

Monthly Charge: \$0

Per minute charge will apply to calls after the first 15,000 minutes.

Note: 12, 24 or 36 month contract required. At the end of the contract customer will receive the Anytime 4000 Plan.