

April 2, 2008

Ms. Monica Hogan, Representative  
CWA District 4  
20525 Center Ridge Road, #700  
Cleveland, Ohio 44116

Dear Monica:

This letter shall serve to confirm the agreement between Cincinnati Bell Telephone (the "Company") and CWA District 4 (the "Union") as an Amendment to the 2/27/08 ratified agreement made between CWA and the Company. As a result, and on a non-precedent basis, the parties agree to the following:

1. There will be one way bumping in the call center for the impacted positions (Sales Consultant and Senior Sales Representative). Only those who are in non-commissioned positions as of 2/27/08, will be able to bump into a commissioned position.
2. Tier 1 employees will continue to have Tier 1 wages, working conditions, and benefits when they are promoted or laterally move to another bargained for position either within or outside of their job family until the current agreement expires on May 7, 2011.
3. The following 4 people declined the ERO; Phillips, Manning, Plogsted, and Fischer. The Company will offer them non-commissioned positions as Sales Consultants or Senior Sales Representatives as soon as they become available in the Call Center and will not post or internally canvass for these 4 positions unless one of the aforementioned employees declines the non-commissioned position.
4. The Company will extend the deadline of the current Voluntary Separation Offer to the Sales Consultants and Senior Sales Representatives in Call Center Operations to Monday, April 7, 2008 at 5pm.

5. All parties understand that this agreement is on a non-precedent basis and cannot be cited by either party in any future proceeding other than any claim that may be based upon an alleged violation of this agreement. Specifically, the Union agrees that the resolution of these matters shall not obligate the Company to make such an offer available to any other individual and the Union further agrees that it will not make reference to this settlement in any other grievance, alternate dispute resolution procedure or arbitration.
  
6. The undersigned are the appropriate representatives of the Company and the Union and have full authority to bind each.

If the above conforms to your understanding of our agreement on this matter, please so indicate by signing in the space provided below and returning one copy to me.

Very truly yours,

Michelle Simpson  
Director – Employee Relations and Recruiting

Agreed on behalf of  
Communications Workers of America, District 4:

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Monica Hogan, CWA Representative

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Date