

**BRIGHTSPEED
LOCAL TERMS OF SERVICE:
BUSINESS BUNDLES**

This service-specific Local Terms of Service and the company-specific Service Agreement (a.k.a. Standard Agreement, End User Agreement, or Standard Terms and Conditions) located at [Service Agreements | Brightspeed](#) where applicable, and the [Local Government Customer Annex](#) for eligible customers, govern the bundled services described below in the following states for the companies shown, each company referred to herein as “Brightspeed”:

State	Companies
Alabama	Brightspeed of Alabama, LLC Brightspeed of Southern Alabama, LLC
Arkansas	Brightspeed of Louisiana, LLC Brightspeed of Arkansas, LLC Brightspeed of Central Arkansas, LLC Brightspeed of Missouri, LLC Brightspeed of Northern Arkansas, LLC Brightspeed of Northwest Arkansas, LLC Brightspeed of South Central Arkansas, LLC Brightspeed of South Arkansas, LLC
Illinois	Brightspeed of Illinois, LLC
Indiana	Brightspeed of Central Indiana, LLC Brightspeed of Southern Indiana, LLC Brightspeed of Indiana, LLC
Michigan	Brightspeed of Central Michigan, Inc. Brightspeed of Michigan, Inc. Brightspeed of Northern Michigan, Inc. Brightspeed of Upper Michigan, Inc.
Mississippi	Brightspeed of Mississippi, LLC
North Carolina	Brightspeed of Eastern North Carolina, LLC Brightspeed of North Carolina, LLC Brightspeed of Central North Carolina, LLC
Ohio	Brightspeed of Northcentral Ohio, Inc. Brightspeed of Ohio, Inc.
Oklahoma	Brightspeed of Northwest Arkansas, LLC
South Carolina	Brightspeed of South Carolina, LLC
Tennessee	Brightspeed of Western Tennessee, LLC Brightspeed of Eastern Tennessee, LLC Brightspeed of Southern Tennessee, LLC Brightspeed of Appalachia, LLC
Wisconsin	Brightspeed of Central Wisconsin, LLC Brightspeed of Eastern Wisconsin, LLC Brightspeed of Northeastern Wisconsin, LLC Brightspeed of East Central Wisconsin, LLC Brightspeed of Midwest Wisconsin, LLC Brightspeed of Northern Wisconsin, LLC Brightspeed of Northwest Wisconsin, LLC Brightspeed of Southern Wisconsin, LLC Brightspeed of North Central Wisconsin, LLC Brightspeed of Western Wisconsin, LLC Brightspeed of Wisconsin, LLC

1. BUSINESS BUNDLES

1.1 Introduction. Business Bundles are optional enrollment plans available to business customers with up to twenty-five access lines and/or key trunks across all service territories served by Brightspeed incumbent local exchange carriers (each, a Brightspeed ILEC). These plans permit business customers who subscribe to qualifying products and services to receive Local Exchange Service and additional features and services specified following for a flat monthly rate. Customer must also subscribe to Brightspeed High Speed Internet and a Business Bundle Unlimited long-distance plan provided by Brightspeed Broadband, LLC.

1.2 Description

A. Business Local Exchange Service.

(1) In addition to the terms in this section, the Business Local Exchange service component, including each local feature or service component and related service charges, of a CenturyLink Business Bundle is governed by the terms and conditions for a B1 line or CenturyLink Key Trunk Services located in the applicable Tariff, guidebook, schedule and/or Local Terms of Service which may be found at [Tariff library | Brightspeed](#). for each CenturyLink company listed in the table on Page 1, except as specified following:

- For Indiana customers, served by Brightspeed of Indiana, the service-specific terms and conditions are in the Brightspeed of Indiana Local Terms of Service located at [Tariff library | Brightspeed](#).
- For Ohio customers served by Brightspeed of Ohio or Brightspeed of Indiana, the service-specific terms and conditions are in the Brightspeed of Ohio Local Terms of Service located at [Tariff library | Brightspeed](#).
- For Tennessee customers served by Brightspeed of Appalachia LLC, the service-specific terms and conditions are the Local Terms of Service available; and [Tariff library | Brightspeed](#).

B. Local Exchange Services Features and Services.

(1) CenturyLink Business Bundle Options 1 and 2 include the following services and features:

- a. Flat Rated CenturyLink Individual Business Line (B1) or Key Trunk Services with Touch tone, flat rate Extended Area Service;
- b. Rotary Line Service (Hunting);
- c. Unlimited expanded local calling (where available); and
- d. Choice of the following features and services, where available:
 - Caller ID with Name (includes Anonymous Call Rejection)
 - Call Forwarding
 - Call Forward Busy – Fixed
 - Call Forward No Answer – Fixed
 - Call Forward Remote Activation
 - Enhanced Call Waiting
 - Call Waiting ID
 - Three-Way Calling
 - Three-Way Calling with Transfer
 - Return Call
 - Signal Ring
 - Repeat Dial
 - Selective Call Acceptance
 - Selective Call Rejection
 - Message Waiting Indicator

Voicemail

- (2) CenturyLink Business Bundle Preferred includes the following services and features:
- a. Flat Rated CenturyLink Individual Business Line (B1) or Key Trunk Services with Touch tone, flat rate Extended Area Service;
 - b. Rotary Line Service (Hunting);
 - c. Unlimited expanded local calling (where available); and
 - d. Choice of the following features and services, where available:
 - Rotary Hunt Service
 - Busy Redial (a.k.a. Repeat Dial)
 - Caller ID with Name (includes Anonymous Call Rejection)
 - Call Forwarding
 - Call Forward Busy - Fixed
 - Call Forward No Answer – Fixed
 - Call Forward Remote Activation
 - Selective Call Forwarding
 - Call Waiting/Cancel Call Waiting (a.k.a. Enhanced Call Waiting)
 - Call Waiting ID
 - Three-Way Calling or Three-Way Calling with Transfer
 - Return Call
 - Selective Call Rejection
 - Message Waiting
 - Voicemail

C. High-Speed Internet.

- (1) At each bundle location, Customer must also subscribe to the qualifying CenturyLink Business-Class High-Speed Internet Access service at 1.5 Mbps or greater speed. In locations where 1.5 Mbps is not available, customers may alternatively subscribe to CenturyLink 512 or 768 Kbps High-Speed Internet service. CenturyLink Business-Class High-Speed Internet Access is governed by the terms and conditions listed in this section.
- (2) At [Terms and Conditions | Brightspeed](#) the following information will direct you to the applicable terms and conditions for High-Speed Internet services:
- State: *[Enter the state where Service will be provided]*
- Entity: *[Select CenturyLink Business Bundle]*
- Service: *[Select CenturyLink Business Bundle]*
- Date: *[Select current date or, if you already purchased CenturyLink Business Bundle, the date you purchased this bundle]*
- (3) Of the documents displayed, the applicable documents describing High-Speed Internet are the following:
- Standard Terms and Conditions for Communications Services;
 - CenturyLink Local Government Customer Annex (for eligible customers); and
 - CenturyLink Business-Class High-Speed Internet Services Annex.

D. CenturyLink Business Bundle Unlimited Long Distance Plans.

- (1) For each Local Exchange Service line subscribed to CenturyLink Business Bundle Options 1 or 2, Customer must also subscribe to the CenturyLink

Business Bundle Unlimited Plan A long distance plan provided by CenturyLink Communications, LLC.

- (2) For each Local Exchange Service line subscribed to CenturyLink Business Bundle Preferred, Customer must also subscribe to the CenturyLink Business Bundle Unlimited Plan B long distance plan provided by CenturyLink Communications, LLC.
- (3) At [Tariff library | Brightspeed](#) , the following information will direct you to the applicable terms, conditions and rates that govern the CenturyLink Business Bundle Unlimited long-distance plans A and B.

Jurisdiction: *[Enter the applicable state for intrastate terms, conditions and rates] or*

[Enter "Interstate (FCC)" for interstate terms, conditions and rates and select Rates and Services Schedule Interstate No. 3]

Entity Type: *[Select IXC]*

Entity Name: *[Select CenturyLink Communications]*

Tariff Type: *[Select Interexchange]*

1.3 Other Terms and Conditions.

- A. Applicable Long Distance and High-Speed Internet qualifying services must be billed on the same invoice as CenturyLink Business Bundle, but may be provisioned on access lines or trunks other than CenturyLink Business Bundle.
- B. If Customer discontinues any of the qualifying services, CenturyLink will convert the remaining services to their respective a la carte or non-bundled rates. In addition, if the qualifying service being discontinued is High Speed Internet, CenturyLink will charge Customer the Early Termination Fee described in the CenturyLink Business-Class High-Speed Internet Annex. Early Termination Fees may apply if non-regulated HSI is discontinued prior to the end of a two-year commitment.
- C. Services selected as part of this plan can only be provided where technically available and compatible with other services Customer may choose to order.
- D. Customers may subscribe up to a maximum of ten (10) CenturyLink Business Bundle business lines at each Customer location, for a maximum of twenty-five (25) total lines across all service territories served by CenturyLink ILECs).
- E. In addition to other charges described or referenced in this document, customers who discontinue services within 30 days after establishment of service will be charged only for the number of days CenturyLink Business Bundle was in service.
- F. CenturyLink Business Bundle lines cannot terminate into a PBX or other line trunking device except as otherwise indicated herein.
- G. CenturyLink Business Bundles cannot be combined with any other discounts unless otherwise specified.

1.4 Service Charges.

- A. An Activation Fee will apply for the month-to-month option in lieu of any other Service Charge(s), except that if a premises visit is required in order to establish service, the nonrecurring charge normally applicable for a premises visit will apply in addition to the Activation Fee.
- B. The Activation Fee will be waived when:

- customer migrates existing Local Exchange Service lines to a CenturyLink Business Bundle, or
- customer orders CenturyLink Business Bundle additional lines subsequent to establishment of the initial line, or
- customer orders initial and/or additional lines and selects the two-year term commitment for the required High-Speed Internet service.

The Activation Fee does not apply for the two-year term option.

- C.** This plan is not available to customers who are or become toll restricted. Service Charges will not apply for those existing lines converted, in-place, to business exchange service due to CenturyLink-initiated toll restrictions. Such customers will not be permitted to re-enroll in this plan until such time as all associated unpaid balances are satisfactorily paid in full.