

**BRIGHTSPEED LOCAL TERMS OF SERVICE:
SIMPLY UNLIMITED BUSINESS**

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 https://www.brightspeed.com/content/dam/brightspeed/images/legal/ILEC_Local_Government_Customer_Annex_MAR2016.pdf 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	State	Companies
Alabama	Brightspeed of Alabama, LLC Brightspeed of Southern Alabama, LLC	North Carolina	Brightspeed of Eastern North Carolina, LLC Brightspeed of North Carolina, LLC Brightspeed of Central North Carolina, LLC
Arkansas	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	Ohio	Brightspeed of Northcentral Ohio, Inc. Brightspeed of Ohio, Inc.
Georgia	Brightspeed of Georgia, LLC	Oklahoma	Brightspeed of Northwest Arkansas, LLC
Illinois	Brightspeed of Illinois, LLC	South Carolina	Brightspeed of South Carolina, LLC
Indiana	Brightspeed of Central Indiana, LLC Brightspeed of Southern Indiana, LLC Brightspeed of Indiana, LLC	Tennessee	Brightspeed of Western Tennessee, LLC Brightspeed of Eastern Tennessee, LLC Brightspeed of Southern Tennessee, LLC Brightspeed of Appalachia, LLC
Michigan	Brightspeed of Central Michigan, Inc. Brightspeed of Michigan, Inc. Brightspeed of Northern Michigan, Inc. Brightspeed of Upper Michigan, Inc.	Texas	Brightspeed of Louisiana, LLC
Mississippi	Brightspeed of Mississippi, LLC	Virginia	Brightspeed of Virginia, LLC Brightspeed of Appalachia, LLC
Missouri	Brightspeed of Missouri, LLC Brightspeed of Northwest Arkansas, LLC Brightspeed of West Missouri, LLC Brightspeed of East Missouri, 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. SIMPLY UNLIMITED BUSINESS

1.1 Introduction.

Simply Unlimited Business is an optional enrollment plan that permits business customers who subscribe to qualifying products and services to receive Local Exchange Service an additional features and services for a flat monthly rate. Simply Unlimited Business is available for a maximum of twenty business lines and/or key trunks at a given customer location, not to exceed twenty-five lines across all customer locations in territories served by a CenturyLink incumbent local exchange carrier.

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.

Simply Unlimited Business includes a flat rate one-party business line or key trunk with Touch Tone, flat rate Extended Area Service, unlimited expanded local calling (where applicable) and the following services and features, where available:

- Rotary Hunt Service (a.k.a. Rotary Line Service, Hunting Arrangement)
- Busy Redial (aka 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 (a.k.a. Call Return)
- Selective Call Rejection (a.k.a. Call Rejection)
- Message Waiting
- Voicemail
- MetroPlus (where available)

C. High-Speed Internet.

- (1) Customers may subscribe to an optional qualifying CenturyLink Business-Class High-Speed Internet Access service at each bundle location. CenturyLink Business-Class High-Speed Internet Access is governed by the terms and conditions listed in this section.
- (2) At [Business products and services | Brightspeed](#) the following information will direct you to the CenturyLink® High-Speed Internet Agreement:

Select: "Download PDF" or "View Web Page"

D. Simply Unlimited Business Long Distance Plan.

- (1) For each Local Exchange Service line subscribed to Simply Unlimited Business, Customer must also subscribe to companion long distance service 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 Simply Unlimited Business long distance plan:

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 No. 10

Entity Type: *[Select IXC]*

Entity Name: *[Select CenturyLink Communications]*

Tariff Type: *[Select Interexchange]*

1.3 Other Terms and Conditions.

- A. Simply Unlimited Business lines cannot terminate into a PBX or other line trunking device except as otherwise indicated herein.
- B. Services selected as part of this plan can only be provided where technically available and compatible with other services the customer may choose to order. All terms and conditions specified elsewhere for the respective services/features requested as part of this plan shall apply.
- C. There is no minimum service period for the Local Exchange Service and features provided in Simply Unlimited Business. Customers who discontinue this service within thirty days after establishment of service will be charged only for the number of days of service.
- D. If Customer discontinues any of the required services or features, the remaining components of the Simply Unlimited Business selected by the customer will be converted to a la carte rates. If optional High-Speed Internet service is discontinued at any bundle location, the discounted monthly rate will no longer apply and all Simply Unlimited Business lines at that location will be converted to the applicable monthly rate.

If the qualifying service being discontinued is High Speed Internet, CenturyLink will charge Customer the Early Termination Fee, if applicable, as described in the CenturyLink Business-Class High-Speed Internet Annex.

- E. Simply Unlimited Business is not available to customers who are or become toll restricted. Service Connection Charges will not apply for those existing lines converted, in-place, to business exchange service due to company-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.
- F. Simply Unlimited Business cannot be combined with any other discounts unless otherwise specified.
- G. The Company retains the right, in its sole discretion, to change some or all of the network technology on which it delivers this service and the associated long distance service, including a change to Voice over Internet Protocol technology. If the Company's network technology changes in such a way that this tariff will no longer apply to Simply Unlimited Business, the following monthly rate will continue to apply until such time as customers are notified in advance of rate increases, and the new service(s) or plan(s) will be governed by separate, commercial terms between the Company and the customer.
- H. Applicable Long Distance and High-Speed Internet qualifying services must be billed on the same invoice as Simply Unlimited Business.

1.4 Service Charges.

- A. An Activation Fee will apply 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. The Activation Fee will be waived when:
 - customer migrates existing Local Exchange Service lines to Simply Unlimited Business, or
 - customer orders Simply Unlimited Business additional lines subsequent to establishment of the initial line, or
 - customer orders optional High-Speed Internet at each bundle location.
- B. The normally applicable service charges will apply when Simply Unlimited Business customers request a change back to Local Exchange Service or another packaged service.

1.5 Application of Rates and Charges

- A. The monthly rate includes a flat rate one-party business line or key trunk with Touch tone, flat rate EAS, expanded local calling (where available), features, unlimited long distance provided by CenturyLink Communications, Inc., and the following fees and surcharges: Interstate Subscriber Line Charge, Intrastate Subscriber Line Charge (where applicable), Access Recovery Charge, , and certain additional state-specific charges as follows:

State	Company	Fee/Surcharge
Illinois	Brightspeed of Illinois, LLC	Local Measured Service
Michigan	Brightspeed of Central Michigan, Inc. Brightspeed of Michigan, Inc. Brightspeed of Northern Michigan, Inc. Brightspeed of Upper Michigan, Inc.	State Fund
Ohio	Brightspeed of Northcentral Ohio, Inc. Brightspeed of Ohio, Inc.	State Telecommunications Relay Service Fund

- B.** Simply Unlimited Business includes a rate stability plan which allows customers to pay a fixed monthly rate that is not subject to rate changes over a fixed period. Customers will pay the tariffed rate in effect as of the service establishment date for the first twelve months after service is established. On the service establishment anniversary date, the customer's monthly rate will increase to the lesser of the then-prevailing tariffed rate or a rate that is \$5.00 higher than the rate in effect on the service establishment date. Thereafter, on each subsequent anniversary date, the monthly rate may increase by no more than \$5.00, not to exceed the then-prevailing tariffed rate.
- C.** Simply Unlimited Business lines subsequently added to the customer's account will be charged the monthly tariffed rate in effect as of the date the new Simply Unlimited Business line(s) is/are added to the account. The same rate stability provisions apply to subsequently added lines, based on the service establishment date for those lines.
- D.** Customers will be notified at least thirty days prior to any service anniversary date rate increase. Such notice will include the actual amount by which customer's Simply Unlimited Business will increase.
- E.** Monthly rates for Simply Unlimited Business are located in the 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. Charges listed in 1.5.A. preceding and the additional rate for High-Speed Internet will appear as a single line item on the customer's bill. Zone charges do not apply.