

Brightspeed Local Terms of Service and
Price List for Business and Residence Packaged Services
MICHIGAN

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Effective: 10-28-2024

2nd Revised Page 1

PACKAGED SERVICES

Effective April 11, 2017, this shared Local Terms of Service and Price List for Business and Residence Packaged Services contains the terms, conditions and rates for packaged services formerly found in the following:

CenturyTel of Michigan, Inc. Local Terms of Service
CenturyTel Midwest - Michigan, Inc. Local Terms of Service
CenturyTel of Northern Michigan, Inc. Local Terms of Service
CenturyTel of Upper Michigan, Inc. Local Terms of Service
Michigan CenturyLink Local Terms of Service and Price List for Business Packaged Services

In addition, the currently applicable rates for certain detariffed packaged services which were not previously found in the aforementioned Local Terms of Services” are listed herein.

Features included in packages are also available ala carte. Feature descriptions and rates are included herein on Pages 26 through 31.

Applicable local exchange rates and services charges can be found in their respective company’s Local Terms of Service located at:

[Brightspeed of Michigan, Inc.](#)
[Brightspeed of Central Michigan, Inc.](#)
[Brightspeed of Northern Michigan, Inc.](#)
[Brightspeed of Upper Michigan, Inc.](#)

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PACKAGED SERVICES

ECONOMY PACK BUNDLE ^[1]

A. Description

The Company will provide residential customers with an access line, the Subscriber Line Charge, Caller Id and Call Waiting. Customers willing to have term commitments will have a \$5.00 reduction per month for a 12-month commitment.

B. Rates

Company Name	Residential Monthly Rate
All	\$37.95 (I)

[1] Bundle was previously erroneously identified as grandfathered to existing customers at existing locations. This bundle is available to new customers upon request.

PACKAGED SERVICES

SIMPLE CHOICE ONE – GRANDFATHERED ⁽¹⁾

A. Description

Simple Choice is a package of features available to both residential and business customers. Simple Choice One includes the features specified following and a flat rate access line. Customers subscribing to Simple Choice One are entitled to unlimited use of the service/features specified.

B. Features

Following are the eligible call features. All features may not be available in all areas:

- | | |
|---|--|
| <input type="checkbox"/> Caller ID Number Only | <input type="checkbox"/> VIP Alert |
| <input type="checkbox"/> Caller ID | <input type="checkbox"/> Distinctive Ring |
| <input type="checkbox"/> Call Waiting/Cancel Call Waiting | <input type="checkbox"/> Home Intercom |
| <input type="checkbox"/> Call Waiting ID | <input type="checkbox"/> Busy Redial *66 |
| <input type="checkbox"/> Call Waiting Display Deluxe | <input type="checkbox"/> Message Waiting Indicator |
| <input type="checkbox"/> Call Forwarding | <input type="checkbox"/> Anonymous Call Reject *77 |
| <input type="checkbox"/> Call Forward No Answer | <input type="checkbox"/> Selective Call Accept *64 |
| <input type="checkbox"/> Call Forward Busy | <input type="checkbox"/> Selective Call Forward *63 |
| <input type="checkbox"/> Call Forward Busy/No Answer | <input type="checkbox"/> Selective Call Rejection *60 |
| <input type="checkbox"/> Call Forward Remote Access | <input type="checkbox"/> Long Distance Alert |
| <input type="checkbox"/> Call Transfer | <input type="checkbox"/> Speed Call 8 or Speed Call 30 |
| <input type="checkbox"/> Call Return *69 | <input type="checkbox"/> 3- Way Calling |

C. Terms And Conditions

1. A customer may select an unlimited number of compatible services and features from the Features list. All terms and conditions as specified elsewhere in this Local Terms of Service shall apply.
2. Nonrecurring charges as specified elsewhere in this Local Terms of Service do not apply for transactions involving additions, deletions, or changes to the services/features requested as part of Simple Choice One. However, appropriate nonrecurring charges do apply for installation of, moves, and changes to the access line.
3. Simple Choice One features must be activated by the customer before they can be used without incurring usage charges.
4. All recurring charges applicable to an access line apply to Simple Choice One. Among other things, these can include but are not limited to, EAS charges, surcharges, subscriber line charges, and taxes.
5. If access line rates for residence and business service, as listed elsewhere in this Local Terms of Service, increase, Simple Choice One rates may also increase.

⁽¹⁾ Grandfathered to existing customers at their present location. As of March 1, 2022, changes, additions, or transfer of service will not be permitted on accounts associated with a grandfathered bundle or package or other grandfathered feature or service.

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PACKAGED SERVICES

SIMPLE CHOICE ONE – GRANDFATHERED[1](Cont'd)

D. Rates and Charges

Company Name	Residence Monthly Rates	Business Monthly Rates
Brightspeed of Michigan, Inc.	\$44.45	\$51.00
Brightspeed of Central Michigan, Inc.	N/A	51.00
Brightspeed of Northern Michigan, Inc.	N/A	N/A
Brightspeed of Upper Michigan, Inc.	45.95	N/A

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Nonrecurring

A nonrecurring charge will not apply for installation of the features for Simple Choice One. Installation, moves, and changes to the access line(s) will incur the appropriate nonrecurring charges found in this Local Terms of Service.

[1] Grandfathered to existing customers at their present location. As of March 1, 2022, changes, additions, or transfer of service will not be permitted on accounts associated with a grandfathered bundle or package or other grandfathered feature or service.

PACKAGED SERVICES

SIMPLE CHOICE – GRANDFATHERED ⁽¹⁾

A. Description

Simple Choice is a package of features available to both residential and business customers. This package includes the features specified following and a flat rate access line. Customers subscribing to Simple Choice are entitled to unlimited use of the service/features specified.

B. Features

Following are the eligible call features. All features may not be available in all areas:

- | | |
|---|--|
| <input type="checkbox"/> Caller ID Number Only | <input type="checkbox"/> VIP Alert |
| <input type="checkbox"/> Caller ID | <input type="checkbox"/> Distinctive Ring |
| <input type="checkbox"/> Call Waiting/Cancel Call Waiting | <input type="checkbox"/> Home Intercom |
| <input type="checkbox"/> Call Waiting ID | <input type="checkbox"/> Busy Redial *66 |
| <input type="checkbox"/> Call Waiting Display Deluxe | <input type="checkbox"/> Message Waiting Indicator |
| <input type="checkbox"/> Call Forwarding | <input type="checkbox"/> Anonymous Call Reject *77 |
| <input type="checkbox"/> Call Forward No Answer | <input type="checkbox"/> Selective Call Accept *64 |
| <input type="checkbox"/> Call Forward Busy | <input type="checkbox"/> Selective Call Forward *63 |
| <input type="checkbox"/> Call Forward Busy/No Answer | <input type="checkbox"/> Selective Call Rejection *60 |
| <input type="checkbox"/> Call Forward Remote Access | <input type="checkbox"/> Long Distance Alert |
| <input type="checkbox"/> Call Transfer | <input type="checkbox"/> Speed Call 8 or Speed Call 30 |
| <input type="checkbox"/> Call Return *69 | <input type="checkbox"/> Touch Calling |
| <input type="checkbox"/> 3- Way Calling | <input type="checkbox"/> Privacy Protector (where available) |
| | <input type="checkbox"/> Voice Mail (where available) |

C. Terms And Conditions

1. A customer may select an unlimited number of compatible services and features from the Features list. All terms and conditions as specified elsewhere in this Local Terms of Service shall apply.
2. Nonrecurring charges as specified elsewhere in this Local Terms of Service do not apply for transactions involving additions, deletions, or changes to the services/features requested as part of Simple Choice. However, appropriate nonrecurring charges do apply for installation of, moves, and changes to the access line.
3. Simple Choice features must be activated by the customer before they can be used without incurring usage charges.
4. All recurring charges applicable to an access line apply to Simple Choice. Among other things, these can include but are not limited to, EAS charges, surcharges, subscriber line charges, and taxes.
5. If access line rates for residence and business service, as listed elsewhere in this Local Terms of Service increase, Simple Choice rates may also increase.

⁽¹⁾ Simple Choice is no longer available to new customers and is limited to lines in service for existing customers. As of March 1, 2022, changes, additions, or transfer of service will not be permitted on accounts associated with a grandfathered bundle or package or other grandfathered feature or service.

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PACKAGED SERVICES

SIMPLE CHOICE – GRANDFATHERED^[1] (Cont'd)

D. Rates

1. Simple Choice Residence

Company Name	Residence Monthly Rates
All	\$49.95

2. Simple Choice Business

Company Name	Business Monthly Rates
Brightspeed of Michigan, Inc.	\$56.00
Brightspeed of Central Michigan, Inc.	N/A
Brightspeed of Northern Michigan, Inc.	N/A
Brightspeed of Upper Michigan, Inc.	N/A

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Nonrecurring

A nonrecurring charge will not apply for installation of the features for Simple Choice. Installation, moves, and changes to the access line(s) will incur the appropriate nonrecurring charges found in this *Local Terms of Services*.

[1] Simple Choice is no longer available to new customers and is limited to lines in service for existing customers. As of March 1, 2022, changes, additions, or transfer of service will not be permitted on accounts associated with a grandfathered bundle or package or other grandfathered feature or service.

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PACKAGED SERVICES

BUSINESS ASSIST ADVANTAGE

A. Description

Business Assist Advantage includes the features and a flat rate access line. Customers are entitled to unlimited use of the service/features selected.

All recurring charges applicable to an access line apply to Business Assist Advantage. Among other things, these can include but are not limited to, EAS charges, surcharges, subscriber line charges, and taxes.

Nonrecurring charges do not apply for transactions involving additions, deletions, or changes to the services/features requested as part of Business Unlimited. However, appropriate nonrecurring charges do apply for installation of, moves, and changes to the access line.

B. Rates

Company Name	Business Monthly Rate
All	\$61.00

PACKAGED SERVICES

SECOND LINE BUNDLE – GRANDFATHERED [1] [4]

A. Description

A bundled service offering is available to residential customers with at least one residential one-party access line. The offering includes an additional residential one-party access line with Call Waiting. The Company will waive the appropriate nonrecurring charges for residential customers. If any required component of the service bundle is discontinued, discounts may no longer apply and/or all remaining components may convert to the regular monthly rate.

B. Rates

	<u>Monthly Rate</u>
Residential Bundle	\$19.95

CALLER ID EXTRA [2]– GRANDFATHERED [3] [4]

A. Description

Residential customers will be eligible to subscribe to 3 Way Calling, Caller ID, Call Waiting, Call Waiting ID and Call Forwarding. In addition all applicable nonrecurring charges will be waived.

B. Rates

	<u>Monthly Rate</u>
Residential Bundle	\$11.95

CALLER ID PLUS [2] – GRANDFATHERED [3] [4]

A. Description

Residential customers will be eligible to subscribe to 3-Way Calling, Caller ID, Call Waiting and Call Waiting ID, where available, and receive the three features. In addition all applicable nonrecurring charges will be waived.

B. Rates

	<u>Monthly Rate</u>
Residential Bundle	\$11.74

- [1] Second Line Bundle was previously offered as a promotion and is now grandfathered, with availability limited to customers in service.
- [2] If any required component of the service bundle is discontinued, discounts may no longer apply and/or all remaining components may convert to the regular monthly rate.
- [3] Caller ID Extra and Caller ID Plus are not available to new customers and are limited to lines in service for existing customers.
- [4] As of March 1, 2022, changes, additions, or transfer of service will not be permitted on accounts associated with a grandfathered bundle or package or other grandfathered feature or service.

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PACKAGED SERVICES

SELECT PAK/BUSINESS ASSIST SELECT – GRANDFATHERED ⁽¹⁾

A. Description

Select Pak/Business Assist Select consists of the following features only. Charges for other services offered by the Company such as access lines are in addition to this package rate. Customers who subscribe to Select Pak/Business Assist Select may choose any or all of the following services (where available):

Caller ID
Call Waiting
Call Waiting ID
Call Forwarding
3-Way Calling

B. Rates

	<u>Monthly Rate</u>
Select Pak Residential Bundle	\$12.95
Business Assist Select Business Bundle	13.95

⁽¹⁾ Grandfathered to existing customers at their present locations. As of March 1, 2022, changes, additions, or transfer of service will not be permitted on accounts associated with a grandfathered bundle or package or other grandfathered feature or service.

PACKAGED SERVICES

BUSINESS UNLIMITED

A. Description

Business Unlimited is a package of features available to business customers. Business Unlimited includes one line of unlimited local calling and choice of calling features offered by the Company and unlimited long distance calling provided by **Brightspeed Broadband, LLC**.

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Business customers with 1-10 lines will be eligible for discounted unlimited calling services. Additional lines of unlimited local and long distance calling, up to a maximum of ten (10) lines, may be added plus all other applicable monthly service charges.

All recurring charges applicable to an access line apply to Business Unlimited. Among other things, these can include but are not limited to, surcharges, subscriber line charges, and taxes.

Nonrecurring charges do not apply for transactions involving additions, deletions, or changes to the services/features requested as part of Business Unlimited. However, appropriate nonrecurring charges do apply for installation of, moves, and changes to the access line.

B. Rates

The following rates apply in addition to the monthly rates applicable for companion long distance service.

Company Name	Monthly Rates (per location)
	Initial Bundle and 2nd-10th Bundle
Brightspeed of Michigan, Inc.	\$48.00
Brightspeed of Central Michigan, Inc. -Montrose	39.00
-All Other Exchanges	48.00
Brightspeed of Northern Michigan, Inc.	48.00
Brightspeed of Upper Michigan, Inc.	48.00

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PACKAGED SERVICES

CORE CONNECT BUNDLES

A. Description

Brightspeed Local Terms of Service: CORE CONNECT BUNDLE contains the terms and conditions for CORE CONNECT bundles. Termination Liability Charges as described therein will apply if a customer disconnects all or a portion of a CORE CONNECT bundle prior to the expiration of the TDP.

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B. Rates and Charges

The following rates apply in addition to the monthly rates applicable for companion long distance and HSI services.

1. Core Connect 1 and Core Connect 1 LITE

Company Name and Exchanges (where applicable)	Per Location, Per Month				
	Initial Bundle	2nd-10th Bundle			
	All Terms	Month-to-Month ^[1]	1 Year Term	2 Year Term	3 Year Term
Brightspeed of Michigan, Inc.					
Brutus, Elmira, Glennie, Hope, Lake City, Levering, Moorestown, Newport, Pinconning, Sand Lake Heights, Suttons Bay, Sixty Lakes, Vickeryville, Whittemore	\$80.00	\$50.00	\$45.00	\$42.50	\$40.00
Kinde, Marlette, Port Austin, Port Hope	70.00	40.00	35.00	32.50	30.00
Caro, Crystal, Cedar, Empire, Glen Arbor, Hale, Honor, Lake Ann	60.00	30.00	25.00	22.50	20.00
Brightspeed of Central Michigan, Inc.					
Au Gres, Borculo, Brant, Chippewa Lake, Hadley, Orleans, Litchfield, Mecosta, Mosherville, New Lothrop, Omer, Sunfield	80.00	50.00	45.00	42.50	40.00
Goodrich	70.00	40.00	35.00	32.50	30.00
Chesaning, Montrose	60.00	30.00	25.00	22.50	20.00
Brightspeed of Northern Michigan, Inc.					
All Exchanges	80.00	50.00	45.00	42.50	40.00
Brightspeed of Upper Michigan, Inc.					
Gulliver, Garden, Kinross	80.00	50.00	45.00	42.50	40.00
Cedarville, De Tour, Manistique, Pickford, Rudyard	60.00	30.00	25.00	22.50	20.00

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^[1] Core Connect 1 LITE is only available after expiration of a TDP when customer does not renew or select a new TDP.

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PACKAGED SERVICES

CORE CONNECT BUNDLES

B. Rates and Charges (Cont'd)

2. Core Connect 2

Company	Per Location, Per Month				
	Initial Bundle	2 nd through 10 th bundle			
	All Terms	Month-to-Month ^[1]	1 Year Term	2 Year Term	3 Year Term
All Companies/ All Exchanges	\$55.00	\$35.00	\$30.00	\$27.50	\$25.00

3. Core Connect 2 LITE

Company	Per Location, Per Month				
	Initial Bundle	2 nd through 10 th bundle			
	All Terms	Month-to-Month ^[1]	1 Year Term	2 Year Term	3 Year Term
All Companies/ All Exchanges	\$60.00	\$35.00	\$30.00	\$27.50	\$25.00

^[1] Only available after expiration of a TDP when customer does not renew or select a new TDP.

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PACKAGED SERVICES

PRIMARY RATE INTERFACE (PRI) BUNDLE

A. Description

See Section 3.9 of the [Brightspeed Local Terms of Service: ISDN-PRI](#), for the terms and conditions for Primary Rate Interface (PRI) Bundle:

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Termination Liability Charges as described in the aforementioned Local Terms of Service document will apply if a Customer disconnects all or a portion of the PRI Bundle prior to the expiration of the TDP.

B. Rates and Charges

Company Name	Monthly Rates, Per Bundle		
	2 Years	3 Years	5 Years
Brightspeed of Michigan, Inc.	\$900.00	\$875.00	\$850.00
Brightspeed of Central Michigan, Inc.	900.00	875.00	850.00
Brightspeed of Northern Michigan, Inc.	N/A	N/A	N/A
Brightspeed of Upper Michigan, Inc.	900.00	875.00	850.00

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All Companies/ All Exchanges ⁽²⁾	Nonrecurring Charge, Per Bundle	
	Initial	Additional ⁽¹⁾
Two Year Term Commitment	\$250.00	\$0.00
Three Year Term Commitment	250.00	0.00
Five Year Term Commitment	250.00	0.00

(1) Additional PRI Bundles must be installed at the same customer designated premises on the same trip and placed on the same order.

(2) Excluding **Brightspeed** of Northern Michigan, Inc.

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PACKAGED SERVICES

SIMPLE CHOICE UNLIMITED – GRANDFATHERED ⁽⁴⁾

A. Description

Simple Choice Unlimited is a package of features available to residential customers which includes any technically available custom calling features and voicemail and a flat rate access line provided by the Company, and unlimited long distance voice usage provided by **Brightspeed Broadband, LLC**.

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B. Terms and Conditions

A customer may select an unlimited number of compatible services and features from the Custom Calling Features. All terms and conditions as specified herein shall apply.

Nonrecurring charges do not apply for transactions involving additions, deletions, or changes to the services/features requested as part of Simple Choice Unlimited. However, appropriate nonrecurring charges do apply for installation of, moves, and changes to the access line.

Customers subscribing to the Simple Choice Unlimited may select different features for each line. The customer must also subscribe to the **Brightspeed Broadband, LLC** Long Distance Simple Choice Unlimited Long Distance plan. All lines must be billed to the same account and located at the same premise.

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Simple Choice Unlimited features must be activated by the customer before they can be used without incurring usage charges.

All recurring charges applicable to an access line apply to Simple Choice Unlimited. Among other things, these can include but are not limited to, surcharges, subscriber line charges, and taxes.

Call Detail will not be provided with this service plan.

C. Rates

	Monthly Rates ⁽¹⁾	
	“A” Exchanges ⁽³⁾	“B” Exchanges ⁽³⁾
<u>Simple Choice Unlimited</u> ⁽⁴⁾ Local Exchange Service Choice of available Custom Calling or Custom Calling II Service Features	\$36.95 ⁽²⁾	\$41.95 ⁽²⁾

(1) Flat rate EAS charges (if applicable) are included in this rate. The rate for **Brightspeed Broadband, LLC** Long Distance Simple Choice Unlimited Long Distance plan applies in addition to this rate.

(2) The monthly Simple Choice Unlimited rate will be discounted by \$5.00 when customers also subscribe to the Company’s High Speed Internet (1.5M or higher).

(3) See Simple Choice Unlimited Section D. on the following page for a list of “A” and “B” Exchanges.

(4) Grandfathered to existing customers at existing locations. As of March 1, 2022, changes, additions, or transfer of service will not be permitted on accounts associated with a grandfathered bundle or package or other grandfathered feature or service.

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PACKAGED SERVICES

SIMPLE CHOICE UNLIMITED – GRANDFATHERED ⁽¹⁾(Cont'd)

D. Simple Choice Unlimited “A” and “B” Exchanges

A/B	Brightspeed of Michigan, Inc. Exchanges	(T)
A	Alanson, Bear Lake, Boyne Falls, Brutus, Caro, Cedar, Elmira, Empire, Glen Arbor, Glennie, Hale, Honor, Hope, Lake Ann, Lake City, Levering, Newport, Pinconning, Sand Lake Heights, Sixty Lakes, Suttons Bay, Whittemore	
B	Crystal, Kinde, Marlette, Merritt, Moorestown, Port Austin, Port Hope, Vickeryville	
A/B	Brightspeed of Central Michigan, Inc. Exchanges	(T)
A	Au Gres, Borculo, Chesaning, Chippewa Lake, Goodrich, Hadley, Litchfield, Mecosta, Montrose, Mosherville, New Lothrop, Omer, Orleans	
B	Brant, Sunfield	
A/B	Brightspeed of Northern Michigan, Inc. Exchanges	(T)
A	Falmouth	
B	Kingsley	
A/B	Brightspeed of Upper Michigan, Inc. Exchanges	(T)
A	Cedarville, De Tour, Kinross, Manistique, Pickford, Rudyard	
B	Garden, Gulliver	

⁽¹⁾ Grandfathered to existing customers at existing locations. As of March 1, 2022, changes, additions, or transfer of service will not be permitted on accounts associated with a grandfathered bundle or package or other grandfathered feature or service.

PACKAGED SERVICES

HOME PHONE II – GRANDFATHERED ^[1]

A. Description

1. Home Phone II is an optional enrollment plan that permits residence customers to receive Local Exchange Service and additional features and services for a flat monthly rate.
2. Home Phone II customers must subscribe to a qualifying long distance plan.
3. Home Phone II includes the following services and features:

Residence Flat Rate Access Line

Choice of the following features:

- Anonymous Call Rejection
- Busy Redial
- Call Forward Busy
- Call Forward No Answer
- Call Forwarding
- Call Forward Remote Access (where available)
- Call Return
- Call Waiting
- Call Waiting ID
- Caller ID
- Cancel Call Waiting
- Message Waiting Indication
- Selective Call Accept
- Selective Call Forward
- Selective Call Rejection
- 3-Way Calling
- VIP Alert
- Voice Mail ^[2]

^[1] Effective June 11, 2017, Home Phone II is grandfathered for residential customers. Availability to current customers is limited to lines in service at existing locations. As of March 1, 2022, changes, additions, or transfer of service will not be permitted on accounts associated with a grandfathered bundle or package or other grandfathered feature or service.

^[2] Deregulated service.

PACKAGED SERVICES

HOME PHONE II – GRANDFATHERED ^[1] (Cont'd)

B. Regulations

1. Home Phone II customers may terminate their enrollment in the plan at any time upon notice to the Company.
2. Unless terminated by the Home Phone II customer or the Company, a customer will remain enrolled in the plan, as amended from time-to-time, with any applicable changes in rate, for as long as the plan continues to be offered by the Company.
3. Home Phone II customers are not eligible for promotional offerings associated with the features included in the plan, unless specifically provided for in a promotional offering.
4. Components of Home Phone II will be converted to ala carte rates for the remaining services if customers remove any of the qualifying services.
5. All terms and conditions specified elsewhere for the respective services/features requested as part of this plan shall apply.
6. 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.
7. Home Phone II cannot be combined with any other discounts unless otherwise specified.

C. Rates and Charges

1. The monthly rate includes the Local Exchange Service, flat rate EAS, Touchcall Service, and features only. All other recurring charges applicable to an access line apply to Home Phone II. Among other things, these include but are not limited to, surcharges, subscriber line charges, and taxes. Also, the monthly rate does not include the recurring charges for the qualifying long distance plan.
2. Service Charges, as described in Section 1 apply for new and additional Home Phone II lines, and moves of existing lines.
3. Service Charges do not apply when Home Phone II replaces existing Local Exchange Service. Service Charges do apply when Customers request a change from Home Phone II back to Local Exchange Service.

	“A” Exchanges ^[3] <u>Monthly Rate</u>	“B” Exchanges ^[3] <u>Monthly Rate</u>
Home Phone II ^[2]	\$28.95	\$38.95

^[1] Effective June 11, 2017, Home Phone II is grandfathered for residential customers. Availability to current customers is limited to lines in service at existing locations. As of March 1, 2022, changes, additions, or transfer of service will not be permitted on accounts associated with a grandfathered bundle or package or other grandfathered feature or service.

^[2] The customer must subscribe to either **Brightspeed Broadband**, LLC Home Phone II Per Minute long distance plan or **Brightspeed Broadband**, LLC Home Phone II Unlimited long distance plan to qualify for this bundle.

^[3] Home Phone II “A” and “B” Exchanges can be found on the following page.

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HOME PHONE II – GRANDFATHERED ^[1]

C. Rates and Charges (Cont'd)

4. Home Phone II “A” and “B” Exchanges

A/B	Brightspeed of Michigan, Inc. Exchanges	(T)
A	Alanson, Bear Lake, Boyne Falls, Brutus, Caro, Cedar, Elmira, Empire, Glen Arbor, Glennie, Hale, Honor, Hope, Lake Ann, Lake City, Levering, Newport, Pinconning, Sand Lake Heights, Sixty Lakes, Suttons Bay, Whittemore	
B	Crystal, Kinde, Marlette, Merritt, Moorestown, Port Austin, Port Hope, Vickeryville	

A/B	Brightspeed of Central Michigan, Inc. Exchanges	(T)
A	Au Gres, Borculo, Chesaning, Chippewa Lake, Goodrich, Hadley, Litchfield, Mecosta, Montrose, Mosherville, New Lothrop, Omer, Orleans	
B	Brant, Sunfield	

A/B	Brightspeed of Northern Michigan, Inc. Exchanges	(T)
A	Falmouth	
B	Kingsley	

A/B	Brightspeed of Upper Michigan, Inc. Exchanges	(T)
A	Cedarville, De Tour, Kinross, Manistique, Pickford, Rudyard	
B	Garden, Gulliver	

^[1] Effective June 11, 2017, Home Phone II is grandfathered for residential customers. Availability to current customers is limited to lines in service at existing locations. As of March 1, 2022, changes, additions, or transfer of service will not be permitted on accounts associated with a grandfathered bundle or package or other grandfathered feature or service.

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PACKAGED SERVICES

BRIGHTSPEED BUSINESS BUNDLES

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A. Regulation and Descriptions

[Brightspeed Local Terms of Service: BUSINESS BUNDLE](#) contains the terms and conditions for **BRIGHTSPEED BUSINESS BUNDLE** Options 1 and 2 and **Brightspeed Business Bundle Preferred**.

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B. Rates and Charges

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1. **Brightspeed Business Bundle Options 1 and 2**

Monthly rates for the **Brightspeed Business Bundle Unlimited Plan A** long distance plan provided by **Brightspeed Broadband**, LLC and for deregulated High-Speed Internet provided by the Company are not included in the following rates; however, the monthly rates for all these services will appear as a single line item on the customer's bill.

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Brightspeed Business Bundle Per Line, Per Location	Monthly Rate		Activation Fee
	Initial Bundle	2nd through 10th Bundle	
Month-to-Month (Option 1)	\$55.00	\$24.99	\$50.00
Two-Year Term (Option 2)	55.00	24.99	N/A

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2. **Brightspeed Business Bundle Preferred**

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Monthly rates for the **Brightspeed Business Bundle Unlimited Plan B** long distance plan provided by **Brightspeed Broadband**, LLC and for deregulated High-Speed Internet provided by the Company are not included in the following rates; however, the monthly rates for all these services will appear as a single line item on the customer's bill.

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Brightspeed Business Bundle Preferred	Monthly Rate		Activation Fee
	Initial Bundle	2nd through 10th Bundle	
Month-to-Month	\$50.00	\$19.99	\$50.00
2-Year Term	50.00	19.99	0.00

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PACKAGED SERVICES

PURE BROADBAND BUNDLE – GRANDFATHERED ^[1]

A. Description

Pure Broadband Bundle includes flat rate Residence or Business One-Party exchange access lines and features as specified, and requires subscription to the Company’s High Speed Internet (1.5 Mbps or greater).

B. Features

Outbound Call Block Feature
 Non-Published Service
 Call Screening (Optional)

C. Terms And Conditions

Pure Broadband Bundle is available to residential and business customers in all exchanges within the Company where technically feasible, subject to availability of facilities.

This bundle is only available with One-Party Exchange Access Lines equipped with Pure Broadband Bundle will not have a directory listing and will not be included in the Company’s directory assistance records.

The bundle rate will include the Subscriber Line Charge.

Service Charges or nonrecurring charges do not apply.

D. Rates

Company Name	Residential Monthly Rate	Business Monthly Rate
Brightspeed of Michigan, Inc.	\$30.00	\$40.00
Brightspeed of Central Michigan , Inc.	30.00	40.00
Brightspeed of Northern Michigan, Inc.	30.00	40.00
Brightspeed of Upper Michigan, Inc.	30.00	40.00

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^[1] Effective June 11, 2017, Pure Broadband Bundle is grandfathered for residential customers. Availability to current customers is limited to lines in service at existing locations. As of March 1, 2022, changes, additions, or transfer of service will not be permitted on accounts associated with a grandfathered bundle or package or other grandfathered feature or service.

PACKAGED SERVICES

UNLIMITED NATIONWIDE CALLING OR ESSENTIAL HOME PHONE WITH 30 MINUTES LONG DISTANCE ^[1]

A. Description

Terms and conditions for Unlimited Nationwide Calling or Essential Home Phone with 30 Minutes Long Distance are located at:

[Brightspeed Local Terms of Service: RESIDENCE-UNLIMITED NATIONWIDE CALLING PACKAGE](#)

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B. Rates and Charges

Unlimited Nationwide Calling or Essential Home Phone with 30 Minutes Long Distance	Monthly Rate
Per package, per location	\$35.00 ^[2]

^[1] Effective February 18, 2019, Essential Home Phone With 30 Minutes Long Distance is grandfathered. Availability to current customers is limited to lines and features in service at existing locations. As of March 1, 2022, changes, additions, or transfer of service will not be permitted on accounts associated with a grandfathered bundle or package or other grandfathered feature or service.

^[2] Rate includes local services, features, fees and surcharges described in Section 3 (Application of Charges) of the [Brightspeed Local Terms of Service: RESIDENCE-UNLIMITED NATIONWIDE CALLING PACKAGE](#) Monthly rates for the Unlimited Nationwide Calling or 30 Minutes Long Distance calling plan provided by **Brightspeed Broadband**, LLC and for optional deregulated High Speed Internet provided by the Company are not included in this rate; however, the monthly rates for all these services will appear as a single line item on the customer's bill.

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PACKAGED SERVICES

ECONOMY PACK PLUS/ECONOMY PACK PLUS LITE- GRANDFATHERED ⁽¹⁾

A. Description

1. Economy Pack Plus/Economy Pack Plus Lite Bundle - is an optional enrollment plan that permits residence customers who subscribe to qualifying products and services to receive Local Exchange Service and additional features and services for a monthly rate.
2. Economy Pack Plus customers must subscribe to the Company's High-Speed Internet Service (768 kbps or higher).

Economy Pack Plus Lite Bundle customers must subscribe to a qualifying long distance plan, the Company's High-speed Internet service, and DIRECTV®.

3. Economy Pack Plus/Economy Pack Plus Lite Bundle includes the following services and features:

- Residence Line
- Choice of the following features:

Caller ID with Name (includes Anonymous Call Rejection) - Optional
Call Waiting ID - Optional
Call Waiting - Optional

⁽¹⁾ Grandfathered to existing customers at existing locations. As of March 1, 2022, changes, additions, or transfer of service will not be permitted on accounts associated with a grandfathered bundle or package or other grandfathered feature or service.

DIRECTV® is used with permission.

PACKAGED SERVICES

ECONOMY PACK PLUS/ECONOMY PACK PLUS LITE- GRANDFATHERED ⁽¹⁾

B. Regulations

1. Economy Pack Plus/Economy Pack Plus Lite Bundle customers may terminate their enrollment in the plan at any time upon notice to the Company.
2. Unless terminated by the Economy Pack Plus/Economy Pack Plus Lite Bundle customer or the Company, a customer will remain enrolled in the plan, as amended from time-to-time, with any applicable changes in rate, for as long as the plan continues to be offered by the Company.
3. The plan is not available to customers who are or become toll restricted.
4. Economy Pack Plus/Economy Pack Plus Lite Bundle customers are not eligible for promotional offerings associated with the features included in the plan, unless specifically provided for in a promotional offering.
5. Components of Economy Pack Plus/Economy Pack Plus Lite Bundle will be converted to ala carte rates for the remaining services if customers remove any of the qualifying services.
6. All terms and conditions specified elsewhere for the respective services/features requested as part of this plan shall apply.
7. 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.
8. Economy Pack Plus/Economy Pack Plus Lite Bundle cannot be combined with any other discounts unless otherwise specified.

⁽¹⁾ Grandfathered to existing customers at existing locations. As of March 1, 2022, changes, additions, or transfer of service will not be permitted on accounts associated with a grandfathered bundle or package or other grandfathered feature or service.

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PACKAGED SERVICES

ECONOMY PACK PLUS/ECONOMY PACK PLUS LITE- GRANDFATHERED [1]

C. Rates and Charges (Cont'd)

Company Name	Economy Pack Plus Lite Monthly Rate[2]
Brightspeed of Michigan, Inc.	\$33.00
Brightspeed of Central Michigan, Inc.	33.00

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[1] Grandfathered to existing customers at existing locations. As of March 1, 2022, changes, additions, or transfer of service will not be permitted on accounts associated with a grandfathered bundle or package or other grandfathered feature or service.

[2] The customer must also subscribe to **Brightspeed Broadband**, LLC Easy Talk Economy long distance plan, the Company's High-Speed Internet (up to 1.5 Mbps), and any non-international DIRECTV® package (which is billed by the Company). This bundle is available in limited exchanges as determined by the Company. Existing DIRECTV® subscribers are not eligible for this bundle.

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PACKAGED SERVICES

The following features are available at no additional charge when provided as a part of a packaged service. These features are also available ala carte.

A. Description

Anonymous Call Rejection (grandfathered[1]) - allows customers with or without Caller Name and Number Delivery to reject calls for which the information has been intentionally blocked. This service is limited to existing customers at existing locations as of April 17, 2020. Anonymous Call Rejection will continue to be available at no additional charge with Caller ID.

Call Forwarding - provides for the transfer to another telephone of incoming calls by dialing a code and the telephone number of the service to which the calls are to be transferred. Any message toll charges applicable are assessed to the customer with the call forwarding feature. Call forwarding service may not be used in any manner which would evade the payment of toll charges.

Call Forward Busy - automatically forwards incoming calls to a pre- determined number when the called number is busy.

Call Forward Busy Overflow/No Answer - Allows a customer to have incoming calls forwarded to another predetermined number within the same central office switch if the called number is busy or if the customer does not answer after a preset number of rings.

Call Forward No Answer - automatically forwards all terminating calls to a predetermined number, if the called number does not answer in a pre-determined time interval.

Call Forward with Remote Activation (grandfathered[1]) – allows customers who have subscribed to Call Forwarding to activate and deactivate the service, and to change the forward-to destination when they are at a remote location away from home or office.

Call Return – By dialing the Last Call Return activation code, a Last Call Return customer directs the Central Office to place a call to the telephone number of the last incoming call to their telephone. The customer can return a call without knowing the telephone number of the party who made the last incoming call.

If the recalled number is busy, the Last Call Return customer can activate an additional feature which causes the Central Office to monitor the status of that line for up to 30 minutes. When the line becomes available, the Last Call Return customer will be signaled with a distinctive ring. When the customer lifts the handset, the call will automatically be dialed. Last Call Return is available only within the local calling area.

Call Waiting - enables a customer to receive an incoming call when his central office line is in use. The called party hears a tone indicating an incoming call is waiting. At that point he can put the existing call on "hold," or disconnect, and then receive the incoming call. This feature is not available on central office lines arranged for trunk hunting.

[1] Grandfathered effective July 1, 2020. Availability to current customers is limited to lines and features in service at existing locations.

PACKAGED SERVICES

The following features

A. Description (Cont'd)

Cancel Call Waiting - In certain upgraded central offices, Cancel Call Waiting is available without additional charge when the Customer subscribes to Call Waiting. This feature gives Call Waiting customers the ability to control when Call Waiting functions on their line.

Caller ID with Name – allows the customer to view the telephone number of an incoming call and/or the directory name associated with the telephone number of an incoming call before answering. After the first ring, the Central Office sends the telephone number of the calling party, the directory name associated with the telephone number, and the current month, day, hour and minute. If the calling party has designated the call as private (pursuant to Caller Name and Number Blocking), or if the incoming call is handled by an operator or is from outside the local calling area, the calling number will not be displayed. Long distance calls from outside the Company's service area, or miscellaneous calls (including cellular), will be shown on the display device as "Out of Area" or "Unknown Caller". Blocked calls will be shown as "Private Caller". Anonymous Call Rejection is included with Caller ID at no additional charge, where technically available.

Caller Name and Number Delivery requires a telephone set or a separate display unit capable of recognizing and displaying the calling telephone number sent from the Central Office.

Caller ID Number Only (grandfathered[1]) - Allows for the automatic delivery of a calling party's telephone number (including non-published and non-listed telephone numbers) to the called customer, which gives the called customer an opportunity to decide whether to answer the call immediately or not. The number is displayed on customer provided equipment.

Distinctive Ring/VIP Alert (a.k.a. Priority Call) - allows a customer to program up to twelve (12) telephone numbers of selected callers enabling the customer to distinguish certain incoming calls from all others by a distinctive ring tone. If a customer also subscribes to Call Waiting, calls from the selected numbers will be distinguished by a special Call Waiting tone.

Do Not Disturb (grandfathered[1]) - prevents incoming calls from ringing on the subscriber's telephone.

Personal Ring (a.k.a. Custom Ring) - allows a subscriber to have an additional number on the same line as their primary number, for a total of two numbers assigned to a single line. Distinct call waiting, and ringing, is applied to each number to call identify which number is being called. Directory listings are not included. Customers subscribed to Personal Ringing prior to September 1, 2021 may have up to three (3) additional numbers on the same line, for a total of four (4) numbers assigned to a single line, as long as the additional numbers were assigned prior to that date. Effective September 1, 2021, only one additional number may be assigned to a single line.

Privacy Protector (grandfathered[1])- works to intercept unidentified callers. Calls that can be identified by Caller ID are completed as normal calls. Calls that cannot be identified are intercepted and routed to an announcement, which states that the caller does not accept calls from telemarketers. Callers are advised to hang up if they are a telemarketer or press 1 if they are not a telemarketer. Callers pressing 1 will have the call completed to the called number. The Privacy Protector feature can be activated and deactivated by the subscriber. This feature requires that the subscriber must also subscribe to Caller ID.

[1] Grandfathered effective July 1, 2020. Availability to current customers is limited to lines and features in service at existing locations.

PACKAGED SERVICES

The following features

A. Description (Cont'd)

Repeat Dial - the customer can direct the Central Office to re-call the telephone number of the last outgoing call from his telephone by dialing the Redial Activation Code. The central Office will re-dial the telephone number whether or not the original call was answered, unanswered, or busy.

Selective Call Acceptance (grandfathered[1]) - allows the customer to store up to 12 telephone numbers that the customer wishes to receive calls from. An incoming call from a telephone number that is not on the list is routed to an announcement that the called party does not wish to receive the call.

Selective Call Forwarding - allows customers to ensure that selected incoming calls from designated telephone numbers reach them at a forwarded location. Incoming calls from up to 12 designated telephone numbers can be forwarded. Selective Call Forwarding is available only within the local calling area.

Selective Call Rejection - allows the customer to selectively program a list of up to 12 telephone numbers from which calls are to be rejected or blocked. Incoming calls that are on the list are routed to an announcement informing the caller that the called party does not wish to receive the call.

Speed Dial (a.k.a. Speed Call) - provides for the calling of a telephone number by dialing an abbreviated code. Eight number and thirty number capacity speed dialing is available.

Three-Way Calling - provides for holding an existing call and, by dialing a prefix code and the telephone number of a third telephone, extending the call to that telephone. This feature provides that only one of the three telephones may be outside the local service area of the telephone establishing the three-way call.

Warm Line (a.k.a. Fixed Call Address) (grandfathered[1]) - a time delayed automatic line. When a customer goes off hook (picks up receiver) and dialing is not started prior to a predetermined time parameter, the call is placed to a preselected directory number.

Feature Package ABC (grandfathered[1])– Includes Call Waiting, Cancel Call Waiting, Three-Way Calling and Speed Call 8.

Speed Call 8 Feature Package (grandfathered[1])– Includes any feature with Speed Call 8.

[1] Grandfathered effective July 1, 2020. Availability to current customers is limited to lines and features in service at existing locations.

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PACKAGED SERVICES

The following features (Cont'd)

B. Rates

Custom Calling Features	GF	Monthly Rate		
		Business	Residence	
Anonymous Call Rejection Brightspeed of Upper Michigan, Inc. Exchanges All Other Exchanges	√	\$6.00 6.00	\$6.00 6.00	(T)
Call Forwarding Brightspeed of Northern Michigan, Inc. Exchanges Brightspeed of Upper Michigan, Inc. Exchanges All Other Exchanges		5.00 5.00 5.00	5.00 5.00 5.00	(T) (T)
Call Forward Busy Borculo Exchange (MI002) Falmouth Exchange (MI056) Kingsley Exchange (MI057) All Other Exchanges		3.00 3.00 3.00 3.00	3.00 3.00 3.00 3.00	
Call Forward Busy Overflow/No Answer Au Gres Exchange (M001) All Other Exchanges		6.00 6.00	N/A N/A	
Call Forward No Answer Brightspeed of Upper Michigan, Inc. Exchanges All Other Exchanges		3.00 3.00	3.00 3.00	(T)
Call Return Brightspeed of Central Michigan, Inc. Chippewa Lake (MI005), Mecosta (MI009), Litchfield (MI008), Sunfield (MI015) All Other Exchanges Brightspeed of Upper Michigan, Inc. Exchanges All Other Company Exchanges		6.00 6.00 6.00 6.00	6.00 6.00 6.00 6.00	(T) (T)
Call Waiting Falmouth Exchange (MI056) Kingsley Exchange (MI057) Brightspeed of Upper Michigan, Inc. Exchanges All Other Company Exchanges		6.00 6.00 6.00 6.00	6.00 6.00 6.00 6.00	(T)

√ = Grandfathered. Availability limited to lines currently in service at existing locations. As of March 1, 2022, changes, additions, or transfer of service will not be permitted on accounts associated with a grandfathered bundle or package or other grandfathered feature or service.

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PACKAGED SERVICES

The following features (Cont'd)

B. Rates

Custom Calling Features	GF	Monthly Rate		
		Business	Residence	
Caller ID with Name Brightspeed of Northern Michigan, Inc. Exchanges Brightspeed of Upper Michigan, Inc. Exchanges All Other Exchanges		\$10.00 13.80 10.00	\$10.00 10.00 10.00	(T) (T)
Caller ID Number Only Brightspeed of Central Michigan, Inc. Brightspeed of Upper Michigan, Inc. Exchanges All Other Exchanges	√	10.00 13.80 10.00	10.00 10.00 10.00	(T) (T)
Distinctive Ring/VIP Alert		5.00	5.00	
Do Not Disturb	√	N/A	5.00	
Personal Ring (a.k.a. Custom Ring) Suttons Bay Exchange All Other Exchanges		5.00 5.00	5.00 5.00	
Privacy Protector Brightspeed of Michigan, Inc. Exchanges All Other Exchanges	√	5.00 N/A	5.00 N/A	(T)
Repeat Dial Brightspeed of Upper Michigan, Inc. Exchanges All Other Exchanges		6.00 6.00	6.00 6.00	(T)
Selective Call Acceptance Caro Exchange (MI022,023) Brightspeed of Upper Michigan, Inc. Exchanges All Other Exchanges	√	6.00 N/A 6.00	6.00 6.00 6.00	(T)
Selective Call Forwarding		6.00	6.00	
Selective Call Rejection Caro Exchange (MI022,023) Brightspeed of Upper Michigan, Inc. Exchanges All Other Exchanges		6.00 6.00 6.00	6.00 6.00 6.00	(T)

√ = Grandfathered. Availability limited to lines currently in service at existing locations. As of March 1, 2022, changes, additions, or transfer of service will not be permitted on accounts associated with a grandfathered bundle or package or other grandfathered feature or service.

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PACKAGED SERVICES

The following features (Cont'd)

B. Rates

Custom Calling Features	GF	Monthly Rate		
		Business	Residence	
Speed Call 30 Brightspeed of Northern Michigan, Inc. Exchanges Brightspeed of Upper Michigan, Inc. Exchanges All Other Exchanges	√	\$6.00 6.00 6.00	\$6.00 6.00 6.00	(T) (T)
Speed Call 8 Brightspeed of Northern Michigan, Inc. Exchanges Brightspeed of Upper Michigan, Inc. Exchanges All Other Exchanges		5.00 5.00 5.00	5.00 5.00 5.00	(T) (T)
Three-Way Calling Brightspeed of Northern Michigan, Inc. Exchanges Brightspeed of Upper Michigan, Inc. Exchanges All Other Exchanges		5.00 5.00 5.00	5.00 5.00 5.00	(T) (T)
Warm Line (a.k.a. Fixed Called Address)	√	5.00	5.00	
Feature Package ABC (CW/Cancel, CF, 3WC, SC8) Brightspeed of Upper Michigan, Inc. Exchanges All Other Exchanges	√	10.00 N/A	10.00 N/A	(T)
Feature Package (All Features w/ SC8) Brightspeed of Upper Michigan, Inc. Exchanges All Other Exchanges	√	7.00 N/A	7.00 N/A	(T)

√ = Grandfathered. Availability limited to lines currently in service at existing locations. As of March 1, 2022, changes, additions, or transfer of service will not be permitted on accounts associated with a grandfathered bundle or package or other grandfathered feature or service.

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PACKAGED SERVICES

SIMPLY UNLIMITED BUSINESS

A. Description

[Brightspeed Local Terms of Service: BUSINESS-SIMPLY UNLIMITED BUNDLE](#) contains the terms and conditions for Simply Unlimited Business. (T)

B. Rates and Charges

Option	Monthly Rate		Activation Fee
	Initial Bundle, Per Location	Each Additional Bundle, Per Location	
Simply Unlimited Business with Long Distance	\$50.00	\$50.00	\$50.00
Simply Unlimited Business with Long Distance and High-Speed Internet ^[1]	40.00	35.00	--

^[1] This monthly rate and the applicable rate for HSI will appear on invoice as a single line item.

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PACKAGED SERVICES

SIMPLY UNLIMITED PHONE FOR RESIDENCE

A. Description

[Brightspeed Local Terms of Service: RESIDENCE-SIMPLY UNLIMITED PHONE](#) contains the terms and conditions for Simply Unlimited Phone for Residence.

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B. Rates and Charges

The following monthly rates include local services, features, fees and surcharges. Monthly rates for the Simply Unlimited Phone calling plan provided by **Brightspeed Broadband**, LLC and for optional deregulated High Speed Internet provided by the Company are not included in this rate; however, the monthly rates for all these services will appear as a single line item on the customer's bill.

(C)

Option	Monthly Rate Per package, per location
Simply Unlimited Phone for Residence with Long Distance	\$45.00
Simply Unlimited Phone for Residence with Long Distance and deregulated HSI	\$35.00

PACKAGED SERVICES

BRIGHTSPEED VOICE

A. General

Brightspeed Voice is an optional enrollment plan that permits residence customers who subscribe to qualifying products and services to receive Local Exchange Service and additional features and services for a flat monthly rate.

Customers must subscribe to the Brightspeed Voice calling plan provided by Brightspeed Broadband, LLC for each package provided at a customer location.

In addition to the terms in this section, the Residence Local Exchange service component, including each local feature or service component and related service charges, of a Brightspeed Voice is governed by the terms and conditions for a R1 line located in the applicable Local Terms of Service.

B. Description

1. Local Exchange Services and Features

Brightspeed Voice includes a flat rate one-party residence line with Touch tone, Metro Service (where available), flat rate Extended Area Service, unlimited expanded local calling (where available), and the following services and features, where available:

- Anonymous Call Rejection
- Call Forwarding
- Call Forward Busy
- Call Forward No Answer
- Caller ID with Name
- Call Waiting ID
- Enhanced Call Waiting
- Message Waiting
- Repeat Dial
- Return Call
- Selective Call Forwarding
- Selective Call Rejection
- Speed Call 8
- Three-Way Calling
- Voicemail

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PACKAGED SERVICES

BRIGHTSPEED VOICE

B. Description (Cont'd)

2. Brightspeed Voice Long Distance Plan

For each Local Exchange Service line subscribed to Brightspeed Voice, the Customer must also subscribe to the companion long distance service provided by Brightspeed Broadband, LLC.

3. High-Speed Internet

Customers may subscribe to an optional qualifying Brightspeed High-Speed Internet Access service at each package location. Brightspeed High-Speed Internet Access is governed by the terms and conditions listed in the [Brightspeed Internet Service Agreement](#).

C. Terms and Conditions

1. Components of the Brightspeed Voice will be converted to ala carte rates for the remaining services if customers remove any of the qualifying services.
2. All terms and conditions specified elsewhere for the respective services/features requested as part of this plan shall apply.
3. 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.
4. Brightspeed Voice cannot be combined with any other discounts unless otherwise specified.
5. 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 residence 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.
6. 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 Local Terms of Service will no longer apply to Brightspeed Voice, the following monthly rate will continue to apply, and the new service(s) or plan(s) will be governed by separate, commercial terms between the Company and the customer.

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PACKAGED SERVICES

BRIGHTSPEED VOICE (CONT'D)

D. Service Charges

1. Service Charges will not apply for new and additional package lines and moves of existing lines.
2. Service Charges do not apply when Brightspeed Voice replaces existing Local Exchange Service. The normally applicable Service Charges do apply when Customers request a change back to Local Exchange Service.

E. Rates and Charges

The monthly rate includes a flat rate one-party residence line with Touch tone, flat rate EAS, expanded local calling (where available), Metro Service (where available), features, and the following fees and surcharges: Interstate Subscriber Line Charge, Intrastate Subscriber Line Charge (where applicable), Access Recovery Charge, and Facilities Relocation Charge (where applicable).

Monthly Rate Per Package ⁽¹⁾
\$50.00

⁽¹⁾ Customers who subscribe to the Company's High Speed Internet as a new service with Brightspeed Voice will receive a \$10.00 monthly discount for each package purchased.

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PACKAGED SERVICES

BRIGHTSPEED BUSINESS VOICE

A. General

Brightspeed Business Voice is an optional enrollment plan that permits business customers who subscribe to qualifying products and services to receive Local Exchange Service and additional features and services for a flat monthly rate.

Brightspeed Business Voice is available for a maximum of twenty business lines at a given customer location, not to exceed twenty-five lines across all customer locations in territories served by a Brightspeed incumbent local exchange carrier.

Customers must subscribe to the Brightspeed Business Voice calling plan provided by Brightspeed Broadband, LLC for each package provided at a customer location.

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 Brightspeed Business Voice package is governed by the terms and conditions for a B1 line located in the applicable Local Terms of Service.

B. Description

1. Local Exchange Services and Features

Brightspeed Business Voice includes a flat rate one-party business line with Touch tone, Metro Service (where available), flat rate Extended Area Service, unlimited expanded local calling (where available), and the following services and features:

- Anonymous Call Rejection
- Call Forwarding
- Call Forward Busy
- Call Forward No Answer
- Caller ID with Name
- Call Waiting ID
- Enhanced Call Waiting
- Message Waiting
- Repeat Dial
- Return Call
- Selective Call Forwarding
- Selective Call Rejection
- Speed Call 8
- Three-Way Calling
- Voicemail

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PACKAGED SERVICES

BRIGHTSPEED BUSINESS VOICE

B. Description (Cont'd)

2. Brightspeed Business Voice Long Distance Plan

For each Local Exchange Service line subscribed to Brightspeed Business Voice, Customer must also subscribe to companion long distance service provided by Brightspeed Broadband, LLC.

3. High-Speed Internet

Customers may subscribe to an optional qualifying Brightspeed High-Speed Internet Access service at each package location. Brightspeed High-Speed Internet Access is governed by the terms and conditions listed in the [Brightspeed Internet Service Agreement](#).

C. Terms and Conditions

1. Brightspeed Business Voice lines cannot terminate into a PBX except as otherwise indicated herein.
2. 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.
3. There is no minimum service period for the Local Exchange Service and features provided in Brightspeed Business Voice. Customers who discontinue this service within thirty days after establishment of service will be charged only for the number of days of service.
4. If Customer discontinues any of the required services or features, the remaining components of the Brightspeed Business Voice selected by the customer will be converted to a la carte rates. If optional High-Speed Internet service is discontinued at any package location, the discounted monthly rate will no longer apply and all Brightspeed Business Voice lines at that location will be converted to the applicable monthly rate.

If the qualifying service being discontinued is High Speed Internet, Brightspeed will charge Customer the Early Termination Fee, if applicable.

5. Brightspeed Business Voice 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.

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PACKAGED SERVICES

BRIGHTSPEED BUSINESS VOICE

C. Terms and Conditions (Cont'd)

6. Brightspeed Business Voice cannot be combined with any other discounts unless otherwise specified.
7. 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 price list will no longer apply to Brightspeed Business Voice, 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.
8. Applicable Long Distance and High-Speed Internet qualifying services must be billed on the same invoice as Brightspeed Business Voice.

D. Service Charges

1. Service Charges will not apply for new and additional package lines and moves of existing lines.
2. Service Charges do not apply when Brightspeed Voice replaces existing Local Exchange Service. The normally applicable Service Charges do apply when Customers request a change back to Local Exchange Service.

E. Rates and Charges

The monthly rate includes a flat rate one-party residence line with Touch tone, flat rate EAS, expanded local calling (where available), Metro Service (where available), features, and the following fees and surcharges: Interstate Subscriber Line Charge, Intrastate Subscriber Line Charge (where applicable), Access Recovery Charge, and Facilities Relocation Charge (where applicable).

Monthly Rate Per Package ⁽¹⁾	
Initial Package	Additional Packages
\$50.00	\$40.00

⁽¹⁾ Customers who subscribe to the Company's High Speed Internet as a new service with Brightspeed Business Voice will receive a \$10.00 monthly discount for the initial package purchased.