

**BRIGHTSPEED LOCAL TERMS OF SERVICE:
SIMPLY UNLIMITED PHONE for RESIDENCE**

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	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 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	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 Texas, Inc. Brightspeed of Louisiana, LLC Brightspeed of Northern Texas, Inc. Brightspeed of Northern Texas, Inc. Brightspeed of Coastal Texas, Inc. Brightspeed of Southern Texas, Inc. Brightspeed of Eastern Texas, Inc.
Mississippi	Brightspeed of Mississippi, LLC	Virginia	Brightspeed of Virginia, LLC Brightspeed of Appalachia, LLC
Missouri	Brightspeed of West Missouri, LLC Brightspeed of Missouri, LLC Brightspeed of East Missouri, LLC Brightspeed of Northwest Arkansas, 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 PHONE FOR RESIDENCE

1.1 Introduction.

Simply Unlimited Phone 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 Simply Unlimited Phone for Residence calling plan provided by Brightspeed Broadband, LLC for each package provided at a customer location.

1.2 Description

A. Residence Local Exchange Service.

(1) 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 Simply Unlimited Phone is governed by the terms and conditions for a R1 line or Key Trunk Services located in the applicable Tariff, guidebook, schedule and/or Local Terms of Service which may be found at www.Brightspeed.com/tariffs for each Brightspeed 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 Phone for Residence includes a flat rate one-party residence line with Touch tone, flat rate Extended Area Service, unlimited expanded local calling (where available), and the following services and features:

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- Anonymous Call Rejection
- Call Forward Busy – Fixed
- Call Forward No Answer – Fixed
- Call Forward Remote Access (where available)
- Call Forwarding
- Call Waiting ID
- Caller ID with Name
- Enhanced Call Waiting (includes Cancel Call Waiting)
- Message Waiting
- Repeat Dial
- Return Call
- Selective Call Forwarding
- Selective Call Rejection
- Selective Call Ring
- Speed Call 8
- Three-Way Calling
- Voicemail (Deregulated Service)

C. High-Speed Internet.

- (1) Customers may subscribe to an optional qualifying Brightspeed High-Speed Internet Access service at each bundle location. Brightspeed High-Speed Internet Access is governed by the terms and conditions listed in this section.
- (2) At <https://www.brightspeed.com/aboutus/legal/consumer/legal-notices/highspeedinternetsubscriber/> the following information will direct you to the Brightspeed® High-Speed Internet Agreement:

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

D. Simply Unlimited Phone Long Distance Plan.

- (1) For each Local Exchange Service line subscribed to Simply Unlimited Phone, Customer must also subscribe to companion long distance service provided by Brightspeed Broadband, LLC.
- (2) At www.Brightspeed.com/tariffs , the following information will direct you to the applicable terms, conditions and rates that govern the Simply Unlimited Phone 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. 3]*
Entity Type: *[Select IXC]*
Entity Name: *[Select Brightspeed Broadband, LLC]*
Tariff Type: *[Select Interexchange]*

1.3 Other Terms and Conditions.

- A. Components of the Simply Unlimited Phone will be converted to ala carte rates for the remaining services if customers remove any of the qualifying services.
- B. All terms and conditions specified elsewhere for the respective services/features requested as part of this plan shall apply.
- C. 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.
- D. Simply Unlimited Phone cannot be combined with any other discounts unless otherwise specified.
- E. 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.
- F. 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 Phone, 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.

1.4 Service Charges.

- A. Service Charges will not apply for new and additional package lines and moves of existing lines.
- B. Service Charges do not apply when Simply Unlimited Phone replaces existing Local Exchange Service. The normally applicable Service Charges do apply when Customers request a change back to Local Exchange Service.

1.5 Application of Rates and Charges

- A. The monthly rate includes a flat rate one-party residence line with Touch tone, flat rate EAS, expanded local calling (where available), features, and the following fees and surcharges: Interstate Subscriber Line Charge, Intrastate Subscriber Line Charge (where applicable), Access Recovery Charge, Facilities Relocation Charge (where applicable), 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 Phone 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 Phone 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 Phone 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 Phone will increase.
- E. Monthly rates for Simply Unlimited Phone are located in the applicable Tariff, guidebook, schedule and/or Local Terms of Service which may be found at www.Brightspeed.com/tariffs for each Brightspeed company listed in the table on Page 1.