

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

(C)

Effective: 01-03-2025

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PACKAGED SERVICES

Effective September 1, 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 (links provided):

[Brightspeed of Louisiana, LLC Local Terms of Service](#)

[Brightspeed of Arkansas, LLC Local Terms of Service](#)

[Brightspeed of Central Arkansas, LLC Local Terms of Service](#)

[Brightspeed of Northern Arkansas, LLC Local Terms of Service](#)

[Brightspeed of Northwest Arkansas, LLC Local Terms of Service](#)

[Brightspeed of South Central Arkansas, LLC Local Terms of Service](#)

[Brightspeed of South Arkansas, LLC Local Terms of Service](#)

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Applicable local exchange rates and services charges can be found in their respective company's Local Terms of Service.

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PACKAGED SERVICES

The following lists of exchanges are covered by this *Local Terms of Service and Price List for Business and Residence Packaged Services*.

BRIGHTSPEED OF LOUISIANA, LLC
Springhill

(C)

BRIGHTSPEED OF ARKANSAS, INC.

Ash Flat, Calico Rock, Cherokee Village, Evening Shade, Franklin, Hardy, Horseshoe Bend, Mt. Pleasant, Melbourne, Oxford, Ozark Acres/Williford, Salem, Viola

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BRIGHTSPEED OF CENTRAL ARKANSAS, LLC

Almyra, Augusta, Biggers-Reyno, Blevins, Blooming Grove, Bradford, Cabot, Carlisle, Carryville, Corning, Cotton Plant, Coy-Humnoke, Delaplaine, De Valls Bluff, De Witt, Des Arc, England, Gillett, Griffithville, Hazen, Hickory Plains, Humphrey, Imboden, Jacksonville, Jesup,, Judsonia, Kensett, Knobel-McDougal, Leonard, Little Rock AFB, Mammoth Spring, Marmaduke,, Marvell, Maynard, McCrory, McRae, Piggott, Pocahontas, Pollard, Prescott, Rector, Roe-Ulm, St. Charles, Stuttgart, Success, Taylor, Texarkana, Arkansas, Waldo, Waterloo (Rosston-Waterloo), Wheatley

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BRIGHTSPEED OF NORTHERN ARKANSAS, LLC

Gamaliel, Henderson, Lakeview, Mallard Point, Midway, Mountain Home, Norfolk, Tracy Ferry, Whiteville

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BRIGHTSPEED OF NORTHWEST ARKANSAS, LLC

Alma, Altus, Atkins, Bald Knob, Bay, Boles, Booneville, Caraway, Centerton, Centerville, Charleston, Clarendon, Clarksville, Dardanelle, Dover, Dumas, Elm Springs-Cave Springs, Garfield, Gateway, Gentry, Gould, Greenwood, Hackett, Hartman, Hector, Holly Grove, Lake City, Lamar, Leachville, London, Manila, Mansfield-Huntington, Maysville, Midland-Hartford, Monette, Mountainburg, Ozark, Paris, Pea Ridge, Pleasant Plains, Ratcliff, Russellville, Salus, Scranton, Siloam Springs, Star City, Subiaco, Sulphur Springs, Tillar, Trumann, Waldron, Winslow,

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BRIGHTSPEED OF SOUTH CENTRAL ARKANSAS, LLC

Redfield

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BRIGHTSPEED OF SOUTH ARKANSAS, INC.

Dodge City, Junction City

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PACKAGED SERVICES

ECONOMY PACK BUNDLE – GRANDFATHERED ^[1]

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A. Description

The Economy Pack bundle is available to residential customers only and consists of an access line and the subscriber line charge in addition to the following features: Caller ID and Call Waiting. A \$5.00 discount is available per month for a 12-month term to Customers agreeing to a 12-month commitment.

B. Rates

Company/Exchange Name	Residential Monthly Rate
Jacksonville, Little Rock AFB (Brightspeed of Central Arkansas, LLC "B" Exchanges Only)	\$37.95
All Other Companies/Exchanges	37.95

^[1] **Effective September 1, 2025, Economy Pack Bundle is grandfathered. Availability to current customers is limited to lines and features in service at existing locations.**

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ECONOMY PACK PLUS - GRANDFATHERED

Effective April 12, 2019, Economy Pack Plus 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.

A. Description

Existing residential customers who contact the Company to disconnect service and instead agree to retain their service are eligible to subscribe to Economy Pak Plus, which consists of an Access Line, Caller ID, Call Waiting, Call Waiting ID and High-Speed Internet (768 Kbps or higher). This service is only offered where the services are technically available.

The following monthly rates include the required flat rate one-party residence line with Touch tone, flat rate EAS, and features. These rates do not include charges for the required deregulated High-Speed Internet provided by the Company; however, the rates reflected herein and the applicable High-Speed Internet rate for the selected Internet speed (768 Kbps through 20 Mbps) will appear as a single line item on the customer's bill.

B. Monthly Rates

Company Name	Monthly Rate
Brightspeed of Louisiana, LLC Brightspeed of Northern Arkansas, LLC	\$33.00
Brightspeed of Arkansas, LLC Brightspeed of South Central, LLC Brightspeed of South Arkansas, LLC	43.00
Brightspeed of Central Arkansas, LLC "A" Exchanges: Blooming Grove, Cabot, Carryville, Jacksonville, Judsonia, Leonard, Marmaduke, Piggott, Pocahontas, Pollard, Prescott, Rector, Stuttgart	33.00
"B" Exchanges: Almyra, Augusta, Biggers-Reyno, Blevins, Bradford, Carlisle, Corning, Cotton Plant, Coy-Humnoke, De Witt, Delaplaine, Des Arc, DeValls Bluff, England, Gillett, Griffithville, Hazan, Hickory Plans, Humphrey, Imboden, Jesup, Kensett, Knobl-McDougal, Little Rock AFB, Mammoth Springs, Marvell, Maynard, McRae, McCrory, Paris, Pleasant Plains, Ratcliff, Roe-Ulm, Roston-Wtrlo, St. Charles, Success, Taylor, Waldo, Wheatley	43.00
Brightspeed of Northwest Arkansas, LLC "A" Exchanges: Alma, Atkins, Bald Knob, Bay, Booneville, Caraway, Centerton, Centerville, Charleston, Clarksville, Dardanelle, Elm Springs, Garfield, Gateway, Gentry, Greenwood, Hackett, Hector, Lake City, Leachville, London, Manila, Midland, Monette, Mountainburg, Pea Ridge, Russellville, Siloam Springs, Sulpher Springs, Trumann	33.00
"B" Exchanges: Altus, Boles, Clarendon, Dover, Dumas, Gould, Hartman, Holly Grove, Lamar, Mansfield, Maysville, Ozark, Paris, Pleasant Plains, Ratcliff, Salus, Scranton, Star City, Subiaco, Tillar, Waldron, Winslow	43.00

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PACKAGED SERVICES

SIMPLE CHOICE™ ONE AND SIMPLE CHOICE™ TWO – GRANDFATHERED

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.

A. Description

Simple Choice™ One ^[1] and Simple Choice™ Two ^[1] are packages of features available to both residential and business customers. Simple Choice™ One includes the features specified following and a flat rate access line. Simple Choice™ Two includes two flat rate access lines. Customers subscribing to Simple Choice™ One and Simple Choice™ Two are entitled to unlimited use of the service/features specified.

B. Features

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

- Anonymous Call Reject *77
- Busy Redial *66
- Call Forward Busy
- Call Forward No Answer
- Call Forwarding
- Call Return *69
- Call Transfer
- Call Waiting
- Cancel Call Waiting
- Call Waiting Disposition
- Call Waiting ID
- Caller ID
- Caller ID Number Only (1)
- Distinctive Ring
- Home Intercom
- Long Distance Alert
- Selective Call Accept *64
- Selective Call Forward *63
- Selective Call Rejection *60
- Long Distance Alert
- Speed Call 8 or Speed Call 30
- 3-Way Calling
- VIP Alert
- Call Forward Busy / No Answer
- Message Waiting Indicator
- Call Forward Remote Access

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SIMPLE CHOICE™ ONE AND SIMPLE CHOICE™ TWO – GRANDFATHERED (Cont'd)

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 and Simple Choice™ Two. However, appropriate nonrecurring charges do apply for installation of, moves, and changes to the access line.
3. Customers subscribing to the Simple Choice™ Two may select different features for each line. All lines must be billed to the same account and located at the same premise.
4. Simple Choice™ One and Simple Choice™ Two features must be activated by the customer before they can be used without incurring usage charges.
5. All recurring charges applicable to an access line apply to Simple Choice™ One and Simple Choice™ Two. Among other things, these can include but are not limited to, EAS charges, surcharges, subscriber line charges, and taxes.
6. If access line rates for residence and business service, as listed elsewhere in this Local Terms of Service, increase, Simple Choice™ One and Simple Choice™ Two rates may also increase.

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PACKAGED SERVICES

SIMPLE CHOICE™ ONE AND SIMPLE CHOICE™ TWO – GRANDFATHERED (Cont'd)

D. Rates and Charges

1. Simple Choice One and Simple Choice Two Monthly Rates

Company Name	Residence		Business	
	Simple Choice One and Simple Choice Two -Initial Line	Simple Choice Two -Second Line	Simple Choice One and Simple Choice Two Initial Line	Simple Choice Two -Second Line
Brightspeed of Louisiana, LLC	N/A	N/A	N/A	N/A
Brightspeed of Arkansas, LLC	N/A	N/A	N/A	N/A
Brightspeed of Central Arkansas, LLC -Mammoth Springs -All Other Exchanges	N/A 47.95 (l)	N/A N/A	N/A 61.95 (l)	N/A N/A
Brightspeed of Northern Arkansas, LLC	N/A	N/A	N/A	N/A
Brightspeed of Northwest Arkansas, LLC	39.95 (l)	N/A	59.95 (l)	N/A
Brightspeed of South Central Arkansas, LLC	39.95 (l)	N/A	N/A	N/A
Brightspeed of South Arkansas, LLC	N/A	N/A	N/A	N/A

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2. Nonrecurring Charges

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

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PACKAGED SERVICES

SIMPLE CHOICE™ ⁽¹⁾/BUSINESS ASSIST ADVANTAGE – **GRANDFATHERED** ⁽²⁾

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A. Description

Simple Choice™/Business Assist Advantage is a package of features available to both residential and business customers. Simple Choice™/Business Assist Advantage includes the features specified following and a flat rate access line with Touch Calling. Customers subscribing to Simple Choice™/Business Assist Advantage are entitled to unlimited use of the service /features specified.

B. Features

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

- | | |
|--|---------------------------------------|
| • Anonymous Call Reject *77 | • Distinctive Ring |
| • Busy Redial *66 | • Long Distance Alert |
| • Call Forward Busy | • Selective Call Accept *64 |
| • Call Forward No Answer | • Selective Call Forward *63 |
| • Call Forward Remote Access | • Selective Call Rejection *60 |
| • Call Forwarding | • Long Distance Alert |
| • Call Return *69 | • Speed Call 8 or Speed Call 30 |
| • Call Transfer | • 3-Way Calling |
| • Call Waiting | • VIP Alert |
| • Cancel Call Waiting | • Call Forward Busy/No Answer |
| • Call Waiting Disposition | • Message Waiting Indicator |
| • Call Waiting ID | • Home Intercom |
| • Caller ID | • Privacy Protector (Where Available) |
| • Caller ID Number Only ⁽¹⁾ | • 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 document shall apply.
2. Nonrecurring charges as specified elsewhere in this tariff do not apply for transactions involving additions, deletions, or changes to the services/features requested as part of Simple Choice™/Business Assist Advantage. However, appropriate nonrecurring charges do apply for installation of, moves, and changes to the access line.
3. Simple Choice™/Business Assist Advantage 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™/Business Assist Advantage. Among other things, these can include but are not limited to, EAS charges, surcharges, subscriber line charges, and taxes.

⁽¹⁾ Grandfathered to existing customers at 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.

⁽²⁾ **Effective May 1, 2025, Business Assist Advantage is grandfathered. Availability to current customers is limited to lines and features in service at existing locations.**

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PACKAGED SERVICES

SIMPLE CHOICE™ ⁽¹⁾/BUSINESS ASSIST ADVANTAGE – **GRANDFATHERED** ⁽²⁾ (Cont'd)

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C. Terms and Conditions (Cont'd)

5. If access line rates for residence and business service, as listed elsewhere in this document, increase, Simple Choice™/Business Assist Advantage rates may also increase (upon Commission approval).

D. Rates

1. Simple Choice ⁽¹⁾

Company Name	Residence Monthly Rates
Brightspeed of Louisiana, LLC	\$43.95
Brightspeed of Arkansas, LLC	47.95
Brightspeed of Central Arkansas, LLC	
-Mammoth Springs	43.95
-All Other Exchanges	47.95
Brightspeed of Northern Arkansas, LLC	43.95
Brightspeed of Northwest Arkansas, LLC	39.95
Brightspeed of South Central Arkansas, LLC	39.95
Brightspeed of South Arkansas, LLC	47.95

2. Business Assist Advantage

Company Name	Business Monthly Rates
Brightspeed of Louisiana, LLC	\$57.00
Brightspeed of Arkansas, LLC	69.95
Brightspeed of Central Arkansas, LLC	
-Mammoth Springs	71.95
-All Other Exchanges	71.95
Brightspeed of Northern Arkansas, LLC	68.95
Brightspeed of Northwest Arkansas, LLC	61.95
Brightspeed of South Central Arkansas, LLC	61.95
Brightspeed of South Arkansas, LLC	64.95

Nonrecurring

A nonrecurring charge will not apply for installation of the features for Simple Choice™/Business Assist Advantage. Installation, moves, and changes to the access line(s) will incur the appropriate nonrecurring charges.

- ⁽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.

- ⁽²⁾ **Effective May 1, 2025, Business Assist Advantage is grandfathered. Availability to current customers is limited to lines and features in service at existing locations.**

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SECOND LINE BUNDLE – GRANDFATHERED ^[1]

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

Company Name	Residential Monthly Rate
Brightspeed of Louisiana, LLC Brightspeed of Northern Arkansas, LLC Brightspeed of South Arkansas, Inc.	\$29.50
Brightspeed of Arkansas, LLC Brightspeed of Central Arkansas, LLC Brightspeed of Northwest Arkansas, LLC Brightspeed of South Central, LLC	23.95
Brightspeed of Central Arkansas, LLC- Mammoth Springs	26.00

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^[1] Second Line Bundle was previously available as a promotional offer. Availability is limited to the lines in service as of that date. 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

CALLER ID EXTRA ^[1] – GRANDFATHERED ^[2]

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

	Residential Bundle
	<u>Monthly Rate</u>
All Companies	\$10.95

CALLER ID PLUS ^[1] – GRANDFATHERED ^[2]

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

	Residential Bundle
	<u>Monthly Rate</u>
All Companies	\$10.74

^[1] 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.

^[2] Caller ID Extra and Caller ID Plus are not available to new customers and are 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

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

Company Name	Monthly Rate	
	Select Pak Residential Bundle	Business Assist Select Bundle
Brightspeed of Louisiana, LLC	N/A	N/A
Brightspeed of Arkansas, Inc.	N/A	N/A
Brightspeed of Central Arkansas, LLC (Excludes Mammoth Springs)	N/A	14.95
Brightspeed of Northern Arkansas, LLC	N/A	14.95
Brightspeed of Northwest Arkansas, LLC (Schedule A Exchanges Only)	14.95	14.95
Brightspeed of South Central Arkansas, LLC	N/A	N/A
Brightspeed of South Arkansas, Inc.	N/A	N/A

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^[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.

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PACKAGED SERVICES

BUSINESS UNLIMITED – GRANDFATHERED ⁽¹⁾

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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.

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	2nd - 10th Bundle, each
Brightspeed of Louisiana, LLC Brightspeed of Arkansas, LLC Brightspeed of Northern Arkansas, LLC Brightspeed of South Central Arkansas, LLC Brightspeed of South Arkansas, Inc.	\$57.00 (I)	\$57.00 (I)
Brightspeed of Central Arkansas, LLC -Mammoth Springs -Jacksonville -All Other Exchanges	57.00 (I) 55.00 (I) 55.00 (I)	57.00 (I) 55.00 (I) 55.00 (I)
Brightspeed of Northwest Arkansas, LLC -Siloam Springs -All Other Exchanges	57.00 (I) 57.00 (I)	57.00 (I) 57.00 (I)

⁽¹⁾ **Effective May 1, 2025, Business Unlimited is grandfathered. Availability to current customers is limited to lines and features in service at existing locations.**

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PACKAGED SERVICES

CORE CONNECT BUNDLES – **GRANDFATHERED** ⁽¹⁾

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A. Description

1. CORE CONNECT 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.
2. CORE CONNECT bundles are available under a one-year, two-year or three-year term plans and are available on a month-to-month basis as specified in E. following.

B. Regulations

1. CORE CONNECT customers must also subscribe to the Company's non-regulated 1.5 Mbps or greater High-speed Internet at each CORE CONNECT location. In locations where 1.5 Mbps is not available, customers may alternatively subscribe to the Company's non-regulated 512 or 768 Kbps HSI. These qualifying services must be billed on the same invoice as CORE CONNECT, but may be provisioned on access lines or trunks other than CORE CONNECT.
2. Customers may subscribe to a maximum of ten (10) CORE CONNECT business lines at each customer location.
3. There is no minimum service period for CORE CONNECT. Customers who discontinue services within thirty days after establishment of service will be charged only for the number of days CORE CONNECT was in service. Early termination liability charges for customers who subscribe to CORE CONNECT under a Term Discount Plan are as specified in C. following.
4. CORE CONNECT lines cannot terminate into a PBX or other line trunking device except as otherwise indicated herein.
5. Components of CORE CONNECT 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. CORE CONNECT cannot be combined with any other discounts unless otherwise specified.

⁽¹⁾ **Effective May 1, 2025, all Core Connect bundles are grandfathered. Availability to current customers is limited to lines and features in service at existing locations.**

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PACKAGED SERVICES

CORE CONNECT BUNDLES

B. Regulations (Cont'd)

9. This plan 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.

C. Term Discount Plan

1. A Term Discount Plan (TDP) provides customers with discounts when the customer subscribes to CORE CONNECT under a one, two or three-year term agreement.
2. Any CORE CONNECT line(s) added subsequent to establishment of a TDP must be added under a separate TDP commitment period.
3. The rates and discounts in effect when customers subscribe to CORE CONNECT under a TDP will apply until expiration of that TDP. CORE CONNECT lines that are subsequently added under a separate TDP will receive the rates in effect when those lines are added.
4. Upon expiration of a TDP, the TDP discounts specified in E. following will expire, and the customer will be charged at the then prevailing monthly rate. If the customer renews the TDP or signs up for a new TDP, the rates then in effect will apply for the new or renewed TDP.
5. If the Company terminates service for cause or if the customer discontinues the service in whole or in part without cause prior to the expiration date, no termination liability charges will apply for the regulated portion(s) of CORE CONNECT. However, if customers remove any of the qualifying services prior to the TDP expiration date, the remaining components of CORE CONNECT will be converted to ala carte rates and the TDP discount will not apply.

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CORE CONNECT BUNDLES

D. Application of Rates

1. The monthly rates include the Local Exchange Service, EAS, and features only. These rates do not include the monthly charges for HSI or for the qualifying long distance plan, if applicable.
2. Service Charges, as described in Section 6 apply for new and additional CORE CONNECT lines, and moves of existing lines. Service Charges may be waived for customers who move services from another telecommunications service provider to CORE CONNECT under a one, two or three-year TDP.
3. Service Charges do not apply when CORE CONNECT replaces existing Local Exchange Service. Service Charges do apply when Customers request a change from CORE CONNECT back to Local Exchange Service.

E. 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 ^[1]

Business Flat Rate One-Party or Key Line Service
Hunting (optional)

Choice of the following features and services:

Caller ID with Name
Call Forwarding
Call Forward Busy
Call Forward No Answer
Call Forward Remote Access
Call Waiting/Cancel Call Waiting
Call Waiting ID
Three-Way Calling
Call Transfer
Call Return
Distinctive Ring
Busy Redial
Message Waiting Indicator
Voicemail ^[2]

^[1] Customers must also subscribe to the **Brightspeed Broadband**, LLC Business Unlimited (Option 1) long distance plan for each CORE CONNECT 1 line or trunk subscribed.

^[2] Deregulated service.

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CORE CONNECT BUNDLES – **GRANDFATHERED** ⁽¹⁾

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E. Rates and Charges

1. Core Connect 1 ⁽²⁾ (Cont'd)

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Company Name and Exchanges (where applicable)	Per Location, Per Month				
	Initial Bundle	2nd-10th Bundle			
	All Terms	Month-to- Month	1 Year Term	2 Year Term	3 Year Term
Brightspeed of Louisiana, LLC					
All Exchanges	\$80.00	\$50.00	\$45.00	\$42.50	\$40.00
Brightspeed of Arkansas, Inc.					
Oxford	70.00	40.00	35.00	32.50	30.00
All Other Exchanges	80.00	50.00	45.00	42.50	40.00
Brightspeed of Central Arkansas, LLC					
Cabot, Jacksonville, Little Rock AFB, Pocahontas, Piggott	60.00	30.00	25.00	22.50	20.00
Marvel, Rector, Waldo	70.00	40.00	35.00	32.50	30.00
All Other Exchanges	80.00	50.00	45.00	42.50	40.00
Brightspeed of Northern Arkansas, LLC					
Mallard Point, Mountain Home	60.00	30.00	25.00	22.50	20.00
Lakeview, Midway, Tracy Ferry, Whiteville	70.00	40.00	35.00	32.50	30.00
Gamaliel, Henderson, Norfork	80.00	50.00	45.00	42.50	40.00
Brightspeed of Northwest Arkansas, LLC					
Charleston, Clarksville, Dardanelle, Gentry, Greenwood, Hackett, Mountainburg, Russellville, Siloam Springs, Trumann, Winslow	60.00	30.00	25.00	22.50	20.00
Alma, Altus, Bay, Booneville, Centerton, Centerville, Elm Springs, Lamar, Mansfield, Maysville, Midland, Ozark, Paris, Pea Ridge, Salus, Subiaco, Sulpher Springs	70.00	40.00	35.00	32.50	30.00
All Other Exchanges	80.00	50.00	45.00	42.50	40.00
Brightspeed of South Central Arkansas, LLC					
All Exchanges	80.00	\$50.00	\$45.00	\$42.50	\$40.00
Brightspeed of South Arkansas, Inc.					
All Exchanges	80.00	\$50.00	\$45.00	\$42.50	\$40.00

⁽¹⁾ **Effective May 1, 2025, all Core Connect bundles are grandfathered. Availability to current customers is limited to lines and features in service at existing locations.**

(N)

(N)

⁽²⁾ Customers must also subscribe to the Brightspeed Broadband Long Distance, LLC Business Unlimited (Option 1) long distance plan for each CORE CONNECT 1 line or trunk subscribed.

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PACKAGED SERVICES

CORE CONNECT BUNDLES (Cont'd)

E. Rates and Charges (Cont'd)

2. Core Connect 1 LITE

Business Flat Rate One-Party or Key Line Service
Hunting (optional)

Choice of the following features and services:

- Caller ID with Name
- Call Forwarding
- Call Forward Busy
- Call Forward No Answer
- Call Forward Remote Access
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Three-Way Calling
- Call Transfer
- Call Return
- Distinctive Ring
- Message Waiting Indicator
- Voicemail ^[1]

^[1] Deregulated service.

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CORE CONNECT BUNDLES – **GRANDFATHERED** ⁽¹⁾ (Cont'd)

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E. Rates and Charges (Cont'd)

2. Core Connect 1 LITE (Cont'd)

Company Name and Exchanges (where applicable)	Per Location, Per Month				
	Initial Bundle	2nd-10th Bundle			
	All Terms	Month-to- Month ⁽²⁾	1 Year Term	2 Year Term	3 Year Term
Brightspeed of Louisiana, LLC					
All Exchanges	\$80.00	\$50.00	\$45.00	\$42.50	\$40.00
Brightspeed of Arkansas, LLC					
Oxford	70.00	40.00	35.00	32.50	30.00
All Other Exchanges	80.00	50.00	45.00	42.50	40.00
Brightspeed of Central Arkansas, LLC					
Cabot, Jacksonville, Little Rock AFB, Pocahontas, Piggott	60.00	30.00	25.00	22.50	20.00
Marvel, Rector, Waldo	70.00	40.00	35.00	32.50	30.00
All Other Exchanges	80.00	50.00	45.00	42.50	40.00
Brightspeed of Northern Arkansas, LLC					
Mallard Point, Mountain Home	60.00	30.00	25.00	22.50	20.00
Lakeview, Midway, Tracy Ferry, Whiteville	70.00	40.00	35.00	32.50	30.00
Gamaliel, Henderson, Norfork	80.00	50.00	45.00	42.50	40.00
Brightspeed of Northwest Arkansas, LLC					
Charleston, Clarksville, Dardanelle, Gentry, Greenwood, Hackett, Mountainburg, Russellville, Siloam Springs, Trumann, Winslow	60.00	30.00	25.00	22.50	20.00
Alma, Altus, Bay, Booneville, Centerton, Centerville, Elm Springs, Lamar, Mansfield, Maysville, Midland, Ozark, Paris, Pea Ridge, Salus, Subiaco, Sulpher Springs	70.00	40.00	35.00	32.50	30.00
All Other Exchanges	80.00	50.00	45.00	42.50	40.00
Brightspeed of South Central, LLC					
All Exchanges	80.00	\$50.00	\$45.00	\$42.50	\$40.00
Brightspeed of South Arkansas, LLC					
All Exchanges	80.00	\$50.00	\$45.00	\$42.50	\$40.00

(T)

⁽¹⁾ **Effective May 1, 2025, all Core Connect bundles are grandfathered. Availability to current customers is limited to lines and features in service at existing locations.**

(N)
(N)

⁽²⁾ Core Connect 1 LITE customers must initially subscribe to a one-year, two-year or three-year term plan. Month-to-month rates are available upon expiration of a TDP when customers do not renew or select a new TDP option.

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PACKAGED SERVICES

CORE CONNECT BUNDLES – **GRANDFATHERED** ⁽¹⁾

(C)

E. Rates and Charges (Cont'd)

3. Core Connect 2 ⁽²⁾

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Business Flat Rate One-Party or Key Line Service
Hunting (optional)

Choice of the following features and services:

Caller ID with Name
Call Forwarding
Call Forward Busy
Call Forward No Answer
Call Forward Remote Access
Call Waiting/Cancel Call Waiting
Call Waiting ID
Three-Way Calling
Call Transfer
Call Return
Distinctive Ring
Selective Call Rejection
Busy Redial
Message Waiting Indicator
Voicemail ⁽³⁾

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

⁽¹⁾ **Effective May 1, 2025, all Core Connect bundles are grandfathered. Availability to current customers is limited to lines and features in service at existing locations.** (N)
(N)

⁽²⁾ Customers must also subscribe to the Brightspeed Broadband Long Distance, LLC Unlimited (Option 2) long distance plan for each Core Connect 2 line or trunk subscribed. (T)

⁽³⁾ Deregulated service. (T)

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PACKAGED SERVICES

CORE CONNECT BUNDLES – **GRANDFATHERED** ⁽¹⁾

(C)

E. Rates and Charges (Cont'd)

4. Core Connect 2 LITE

Business Flat Rate One-Party or Key Line Service
Hunting (optional)

Choice of the following features and services:

Caller ID with Name
Call Forwarding
Call Forward Busy
Call Forward No Answer
Call Forward Remote Access
Call Waiting/Cancel Call Waiting
Call Waiting ID
Three-Way Calling
Call Transfer
Call Return
Distinctive Ring
Selective Call Rejection
Message Waiting Indicator
Voicemail ⁽²⁾

(T)

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

(T)

⁽¹⁾ **Effective May 1, 2025, all Core Connect bundles are grandfathered. Availability to current customers is limited to lines and features in service at existing locations.**

(N)
(N)

⁽²⁾ Deregulated service.

(T)

⁽³⁾ Core Connect 2 LITE customers must initially subscribe to a one-year, two-year or three-year term plan. Month-to-month rates are available upon expiration of a TDP when customers do not renew or select a new TDP option.

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PACKAGED SERVICES

PRIMARY RATE INTERFACE (PRI) BUNDLE – **GRANDFATHERED** ⁽¹⁾

(C)

A. General

PRI Bundle is an optional business service enrollment plan. This offering permits a customer to receive features and services for a flat monthly rate for each bundle provided. PRI Bundle includes the following features and services:

1. ISDN-PRI Business Service consisting of 2-Way Primary Rate Interface and 24 Primary Rate Channels
2. Up to 100 Direct Inward Dial (DID) Numbers (in blocks of 20) -Optional
3. ISDN PRI Business Service Standard Features
4. Incoming Call Identification (Caller ID Name and Number)

B. Regulations

1. Unless specified otherwise in this section, the regulations for ISDN-PRI Business Service, including Service Charges, set forth in Section 6, apply in addition to the regulations herein.
2. Unless specified otherwise in this section, the regulations for DID Service, including Non-recurring and Installation Charges, set forth in Section 6, apply in addition to the regulations herein.
3. Service Charges do not apply when PRI Bundle replaces existing Local Exchange Service.
4. Customers may activate all 100 DID numbers included in the bundle rate concurrent with installation of service or may activate the numbers in blocks of 20. When a customer activates fewer than 100 numbers concurrent with establishment of service, Service Charges do not apply for the initial or subsequent activations of 20-number blocks (up to 100 numbers).
5. Customers may order additional DID numbers, in excess of 100 for an individual PRI Bundle, subject to availability, at the rates specified in Section 6 of this tariff. Non-recurring and Installation Charges apply for subsequent activation of numbers beyond those included in the bundle.
6. The Optional Features available for ISDN-PRI Business Service are available with PRI Bundle at the rates specified in Section 5.

⁽¹⁾ **Effective May 1, 2025, Primary Rate Interface (PRI) Bundle is grandfathered. Availability to current customers is limited to lines and features in service at existing locations.**

(N)
(N)

PACKAGED SERVICES

PRIMARY RATE INTERFACE (PRI) BUNDLE

B. Regulations

7. Customers may not use Unlimited EAS/ECS for continuous connection to the Internet or full-time data connections.
8. PRI Bundle is available under the term commitments of 2 years, 3 years, and 5 years. Termination Liability Charges set forth in Section 5 apply for PRI Bundle.
9. Unless terminated by the PRI Bundle customer or the Company, a customer will remain enrolled in the PRI Bundle, as amended from time to time, with any applicable changes in rate, for as long as the PRI Bundle continues to be offered by the Company. If any features or services in the bundle are discontinued by the customer, the remaining features and services will be charged the normal tariff rate or charge.
10. Customers enrolled in the bundle, who subsequently become subject to Company initiated toll restriction will have all existing PRI Bundle lines converted to the applicable tariff rates. Service Charges will not apply for those existing lines converted, in-place, due to termination procedures. In addition, any optional services not affected by the termination procedures will convert to their applicable tariff rates. Such customers will not be permitted to re-enroll in this bundle until such time as all associated unpaid balances are satisfactorily paid in full.

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PACKAGED SERVICES

PRIMARY RATE INTERFACE (PRI) BUNDLE – **GRANDFATHERED** ⁽¹⁾

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C. Rates and Charges

Company Name	Monthly Rates, Per Bundle		
	2 Years	3 Years	5 Years
Brightspeed of Louisiana, LLC	N/A	N/A	N/A
Brightspeed of Arkansas, LLC	\$700.00	\$650.00	\$600.00
Brightspeed of Central Arkansas, LLC	750.00	700.00	675.00
Brightspeed of Northern Arkansas, LLC	700.00	650.00	600.00
Brightspeed of Northwest Arkansas, LLC			
-Russellville	700.00	650.00	600.00
-All Other Exchanges	800.00	775.00	760.00
Brightspeed of South Central Arkansas, LLC	750.00	700.00	675.00
Brightspeed of South Arkansas, LLC	N/A	N/A	N/A

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

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⁽¹⁾ **Effective May 1, 2025, Primary Rate Interface (PRI) Bundle is grandfathered. Availability to current customers is limited to lines and features in service at existing locations.**

(N)

(N)

⁽²⁾ Not available for Brightspeed of Louisiana, LLC and Brightspeed of South Arkansas, LLC.

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PACKAGED SERVICES

SIMPLE CHOICE UNLIMITED – GRANDFATHERED ^[1]

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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Simple Choice Unlimited ^[1]
Local Exchange Service
Choice of available Custom Calling
or Custom Calling II Service Features

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.

^[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

SIMPLE CHOICE UNLIMITED – GRANDFATHERED ^[1]

C. Simple Choice Unlimited Rates

Company Name and Exchanges	Residential Monthly Rate ^[2] ^[3]
Brightspeed of Louisiana, LLC Brightspeed of South Arkansas, Inc.	\$38.95
Brightspeed of Arkansas, LLC	43.95
Brightspeed of Central Arkansas, LLC “A” Exchanges: Blooming Grove, Cabot, Carryville, Jacksonville, Judsonia, Leonard, Marmaduke, Piggott, Pocahontas, Pollard, Prescott, Rector, Stuttgart	38.95
“B” Exchanges: Almyra, Augusta, Biggers-Reyno, Blevins, Bradford, Carlisle, Corning, Cotton Plant, Coy-Humnoke, De Witt, Delaplaine, Des Arc, DeValls Bluff, England, Gillett, Griffithville, Hazan, Hickory Plans, Humphrey, Imboden, Jesup, Kensett, Knobl-McDougal, Little Rock AFB, Mammoth Springs, Marvell, Maynard, McRae, McCrary, Paris, Pleasant Plains, Ratcliff, Roe-Ulm, Roston-Wtrlo, St. Charles, Success, Taylor, Waldo, Wheatley	43.95
Brightspeed of Northern Arkansas, LLC	38.95
Brightspeed of Northwest Arkansas, LLC “A” Exchanges: Alma, Atkins, Bald Knob, Bay, Booneville, Caraway, Centerton, Centerville, Charleston, Clarksville, Dardanelle, Elm Springs, Garfield, Gateway, Gentry, Greenwood, Hackett, Lake City, Leachville, Manila, Midland, Monette, Mountainburg, Pea Ridge, Russellville, Siloam Springs, Sulpher Springs, Trumann	33.95
“B” Exchanges: Altus, Boles, Clarendon, Dover, Dumas, Gould, Hartman, Hector, Holly Grove, Lamar, London, Mansfield, Maysville, Ozark, Paris, Pleasant Plains, Ratcliff, Salus, Scranton, Star City, Subiaco, Tillar, Waldron, Winslow	43.95
Brightspeed of South Central Arkansas, LLC	33.95

^[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] 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.

^[3] 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).

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PACKAGED SERVICES

HOME PHONE II – GRANDFATHERED ^[1] ^[2]

(T)

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

^[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.

^[2] 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

HOME PHONE II – GRANDFATHERED ^[1] ^[2] (Cont'd)

(T)

B. Regulations

1. Home Phone II customers may terminate their enrollment in the plan at any time upon notice to the Company, subject to the conditions specified in the “Prorating of Opening and Closing Bills” section of the *Local Terms of Service*.
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 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.

^[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.

^[2] 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

HOME PHONE II – GRANDFATHERED ^[1]

C. Rates and Charges (Cont'd)

4. Home Phone II ^[2] Monthly Rates

Company Name and Exchanges	Residential Monthly Rate
Brightspeed of Louisiana, LLC	\$40.95
Brightspeed of Arkansas, LLC	40.95
Brightspeed of Central Arkansas, LLC “A” Exchanges: Blooming Grove, Cabot, Carryville, Jacksonville, Judsonia, Leonard, Marmaduke, Piggott, Pocahontas, Pollard, Prescott, Rector, Stuttgart	30.95
“B” Exchanges: Almyra, Augusta, Biggers-Reyno, Blevins, Bradford, Carlisle, Corning, Cotton Plant, Coy-Humnoke, De Witt, Delaplaine, Des Arc, DeValls Bluff, England, Gillett, Griffithville, Hazan, Hickory Plans, Humphrey, Imboden, Jesup, Kensett, Knobl-McDougal, Little Rock AFB, Mammoth Springs, Marvell, Maynard, McRae, McCrory, Paris, Pleasant Plains, Ratcliff, Roe-Ulm, Roston-Wtrlo, St. Charles, Success, Taylor, Waldo, Wheatley	40.95
Brightspeed of Northern Arkansas, LLC	30.95
Brightspeed of Northwest Arkansas, LLC “A” Exchanges: Alma, Atkins, Bald Knob, Bay, Booneville, Caraway, Centerton, Centerville, Charleston, Clarksville, Dardanelle, Elm Springs, Garfield, Gateway, Gentry, Greenwood, Hackett, Lake City, Leachville, Manila, Midland, Monette, Mountainburg, Pea Ridge, Russellville, Siloam Springs, Sulpher Springs, Trumann	30.95
“B” Exchanges: Altus, Boles, Clarendon, Dover, Dumas, Gould, Hartman, Hector, Holly Grove, Lamar, London, Mansfield, Maysville, Ozark, Paris, Pleasant Plains, Ratcliff, Salus, Scranton, Star City, Subiaco, Tillar, Waldron, Winslow	40.90
Brightspeed of South Central Arkansas, LLC	40.95
Brightspeed of South Arkansas, LLC	40.95

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^[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.

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PACKAGED SERVICES

BRIGHTSPEED BUSINESS BUNDLES – GRANDFATHERED ⁽¹⁾

(C)

A. REGULATIONS 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.

B. Rates and Charges

1. Brightspeed Business Bundle Options 1 and 2

Monthly rates for the Brightspeed Business Bundle Unlimited Plan A long distance plan provided by Brightspeed Communications, 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.

Brightspeed Business Bundle Per Line, Per Location	Monthly Rate		Activation Fee
	Initial Bundle	2 nd through 10 th Bundle	
Month-to-Month (Option 1)	\$65.00	\$29.99	\$50.00
Two-Year Term (Option 2)	65.00	29.99	N/A

2. Brightspeed Business Bundle Preferred

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.

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

⁽¹⁾ **Effective May 1, 2025, all Brightspeed Business bundles are grandfathered. Availability to current customers is limited to lines and features in service at existing locations.**

(N)
(N)

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RESERVED FOR FUTURE USE

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PACKAGED SERVICES

UNLIMITED NATIONWIDE CALLING OR ESSENTIAL HOME PHONE WITH 30 MINUTES LONG
DISTANCE -**GRANDFATHERED** ^[1] ^[2]

(C)

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](#)

B. Rates and Charges

Unlimited Nationwide Calling or Essential Home Phone with 30 Minutes Long Distance	Monthly Rate
Per package, per location	\$35.00 ^[3]

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^[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] **Effective September 1, 2025, Unlimited Nationwide Calling is grandfathered. Availability to current customers is limited to lines and features in service at existing locations.**

(N)

(N)

^[3] 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

VOICE MAIL COMPLEMENTARY SERVICES PACKAGE – **GRANDFATHERED** ⁽¹⁾

(C)

A. Description

The Voice Mail Complementary Services Package provides a group of basic network services (generally used in conjunction with voice mail services) at one monthly rate. The package consists of the following services (where available):

Call Forwarding – Busy Line
Call Forwarding – Don't Answer
or, Call Forward Busy/No Answer
Message Waiting Indication – Audible or Visual

B. Terms and Conditions

1. All regulations and restrictions that normally apply to the services when they are individually provided also apply when they are provided as part of this package.
2. All services are provided only from central offices that have been arranged to provide these services. The services are provided subject to availability of facilities.
3. This package is available only to individual line residence and business customers.

C. Rates

Company Name	Monthly Rate	
	Residential	Business
All Companies/All Exchanges	\$2.00	\$3.00

⁽¹⁾ **Effective May 1, 2025, Voice Mail Complementary Services Package is grandfathered. Availability to current customers is limited to lines and features in service at existing locations.**

(N)
(N)

PACKAGED SERVICES

PREPAID LOCAL TELEPHONE SERVICE (PLTS) – GRANDFATHERED ⁽¹⁾

A. Description

Prepaid Local Telephone Service (PLTS) is a residential payment plan where the customer agrees to pay for service one month in advance. Upon establishment of the PLTS plan, the customer will be billed for one month service. The Company will require payment of these charges prior to establishment of service. Thereafter, the customer will be required to pay one month's service on a monthly basis. Once payment for service is received, one month's service will be provisioned and is non-refundable if the customer cancels service prior to the end of the month. No deposits or non-recurring charges apply.

B. PLTS is configured as follows:

1. Voice grade residential flat rate line, or local measured service line, if available.
2. All mandatory services, including extended area service, expanded local calling, etc
3. Tone Dialing (Tone dialing/touch tone charges are applicable).
4. Ability to dial 911.
5. Ability to report service problems seven days a week.
6. Ability to dial **Brightspeed** Customer Service.
7. Primary directory listing (nonpublished/nonlisted available at listed charges).
8. Access to Directory Assistance.
9. Toll blocking/usage sensitive services blocking (tariff charges applicable).
10. Call Waiting, Caller ID, and Call Forwarding included.

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C. Customers who are unable to pay the required charges to maintain their present service may activate a PLTS plan, but may be required to agree to a repayment plan for their current charges.

D. New customers who do not qualify for service due to a poor credit history may subscribe to PLTS.

E. The monthly rate for PLTS shall be in addition to any surcharges and fees established or authorized by a government entity, including but not limited to 911, subscriber line charge, sales tax and municipal fees.

⁽¹⁾ Effective December 1, 2017, this service is grandfathered. 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

PREPAID LOCAL TELEPHONE SERVICE (PLTS) (Cont'd) – GRANDFATHERED ⁽¹⁾

- F. Subscribers to PLTS are required to have mandatory toll blocking and usage sensitive blocking placed on their telephone line. It is the customer's responsibility to not make or receive calls, except for Directory Assistance, for which additional charges are billed to the customer's telephone number. After the first three directory assistance calls, listed rates for directory assistance will apply.
- G. The Company may disconnect PLTS service with notice, for any of the following reasons:
1. Failure to make monthly payments to maintain the PLTS balance.
 2. Use of the service in a manner that interferes with the service of others.
 3. If the customer accrues new billable charges for toll or other service on their telephone bill.
- H. The Company may disconnect PLTS service without notice for any of the following reasons:
1. Where a known dangerous condition exists.
 2. Where service is connected without authority by a person who has not applied for the service, or who has reconnected service without authority following termination of service.
- I. If the PLTS customer is disconnected due to failure to comply with any terms of PLTS, they will no longer be eligible for PLTS. The customer can return to basic local telephone service if they meet the requirements for service, including payment of outstanding essential charges if applicable and payment of a deposit if their credit history is such that a deposit would normally be required.
- J. Rates

Company Name	Residential Monthly Rate
All Companies/All Exchanges	\$39.95 ⁽¹⁾

⁽¹⁾ Effective December 1, 2017, this service is grandfathered. 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

RESERVED FOR FUTURE USE

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PACKAGED SERVICES

RESERVED FOR FUTURE USE

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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.

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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 – **GRANDFATHERED** ^[1]

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A. Description

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

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.

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

^[1] **Effective September 1, 2025, Simply Unlimited Phone for Residence is grandfathered. Availability to current customers is limited to lines and features in service at existing locations.**

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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), Digital Central Office Additive (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.

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), Digital Central Office Additive (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

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

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 terms of service 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 **business** 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).

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Monthly Rate Per Package ⁽¹⁾	
Initial Package	Additional Packages
\$65.00	\$50.00

- ⁽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.