

**BRIGHTSPEED LOCAL TERMS OF SERVICE:
CALL LINE IDENTIFIER**

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, govern Call Line Identifier in the following states for the companies shown, each company referred to herein as “Brightspeed”:

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

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1. INTRODUCTION

1.1 Call Line Identifier is used to attempt to trace and identify, at the request of a subscriber, the source or origin of obscene, harassing, and/or other nuisance type of telephone calls. Call Line Identifier service is intended for situations where subscribers require extended trace for a specified length of time on a per line basis. The Call Trace feature differs from Call Line Identifier service in that Call Trace is activated and chargeable on a per call basis.

2. SERVICE DESCRIPTION

2.1 Subscribers initiate requests for Call Line Identifier service by contacting the Annoyance Call Center.

2.2 Requests for Call Line Identifier service will be evaluated by Brightspeed's Annoyance Call Center. Call Line Identifier arrangements will be provided at the discretion of Brightspeed, subject to the availability of facilities and line identification equipment.

2.3 Call Line Identifier will be provided on a per line basis for an initial 30-day period or 12-month period, and is renewable upon request.

2.4 Brightspeed does not guarantee successful call trace results when line identification equipment is placed. When call trace results are successful, the identity of the offending line subscriber will only be furnished to the appropriate law enforcement agency, pursuant to signed Disclosure Authorization by the offended subscriber.

2.5 In the event a customer requested call trace is unsuccessful, the customer will be given the option of changing the telephone number at no charge.

2.6 Brightspeed will not be liable for any damages or injuries of whatever kind to property or to any individuals, which may, in any manner, result from the provision of this service, or from any mistakes, interruptions, delays, or errors by Brightspeed in connection with Call Line Identifier service which were not caused by Brightspeed's failure to maintain proper standards of maintenance and operation or by Brightspeed's failure to exercise reasonable supervision (i.e., willful neglect).

2.7 The terms and conditions for Call Line Identifier do not apply to trap and trace arrangements ordered by the state or federal courts, or to emergency situations, such as kidnapping, threatening of jurors, witnesses, or judicial officers, or similar emergencies, declared by law enforcement agency within its legal powers.

2.8 Call Line Identifier will be provided without charge for up to three administrative lines associated with law enforcement and public safety organizations.

3. APPLICATION OF RATES

A per line nonrecurring charge applies as specified in company-specific Local Terms of Service, Price Lists, Guidebooks or Catalogs for initial arrangements and for each subsequent renewal.