

**BRIGHTSPEED LOCAL TERMS OF SERVICE:
DIRECTORY ASSISTANCE SERVICES**

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 the Directory Assistance Services described below in the following states by the companies shown, each company referred to herein as “CenturyLink”:

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
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.
Mississippi	Brightspeed of Mississippi, 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
Wisconsin	Brightspeed of Louisiana, LLC

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1. SERVICE DESCRIPTION

1.1 Local, IntraLATA Toll (long distance), and National Directory Assistance. CenturyLink furnishes local, long distance and national directory assistance whereby customers may request assistance in determining telephone numbers or names associated with directory listings of individuals and/or businesses.

1.1 Directory Assistance Call Completion. CenturyLink provides Directory Assistance Call Completion with Directory Assistance at no additional charge where technically feasible. Customers who request Directory Assistance service may choose to have the requested telephone number automatically dialed and the call completed by the automated directory assistance system. Directory assistance call completion is not available when requesting the name associated with a directory listing. Directory Assistance Call Completion is not available for collect calls, calling card calls, pay-per-call services, third party calling, and calls placed from hotels/motels, hospitals, payphones, universities, and prisons.

2. SERVICE LIMITATIONS

2.1 Maximum Number of Requests

CenturyLink will provide a maximum of two telephone numbers or names per directory assistance call. If two telephone numbers are requested in a single directory assistance call, directory assistance call completion is available only for the second telephone number provided.

2.2 Limited Availability

- A. National directory assistance is not available from Payphone Lines, Hotel/Motel telephones or Hospital telephones.
- B. Directory Assistance Call Completion is not available for collect calls, calling card calls, pay-per-call services, third party calling, and calls placed from hotels/motels, hospitals, payphones, universities, and prisons.

3. EXEMPTIONS AND ALLOWANCES

3.1 Exemptions

Charges for local and long distance Directory Assistance Service are not applicable to calls placed from payphone line service, hospitals and eligible customers who certify that they are unable to use a directory because of a physical, visual or mental handicap. Handicapped customers may obtain this exemption upon their completion and submission of an exemption form supplied by CenturyLink, and CenturyLink's acceptance of that form. There are no exemptions for national directory assistance calls.

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3. EXEMPTIONS AND ALLOWANCES (Cont'd)

3.2 Allowances

There are no allowances for Directory Assistance Service except as specified following:

North Carolina – No charge shall apply for twenty-five (25) local directory assistance inquiries per month, per PSP access line or PSP trunk, for numbers in the Extended Area Service calling scope of the telephone number from which the call is placed. For all other services, effective May 1, 2018, no allowance is provided for directory assistance inquiries.

4. SERVICE CHARGES

4.1 Directory Assistance Service Charge

A. CenturyLink will charge a Directory Assistance Service Charge when Customer requests assistance in determining telephone numbers or names for locations:

1. in the local calling area in which Customer receives local exchange service (local directory assistance),
2. outside the local calling area but within Customer's Home Numbering Plan Area (HNPA) (long distance directory assistance), and
3. outside Customer's HNPA (national directory assistance).

B. CenturyLink will charge Customer a Directory Assistance Service Charge per call even if Customer requests telephone numbers or names that are not published or otherwise not found by the operator or automated directory assistance system, or if the call is not completed by the automated directory assistance system (i.e., busy, no answer, Customer does not invoke directory assistance call completion or directory assistance call completion is not available).

4.2 Operator Service Charges

In locations where Customer has the technical capability to direct dial Directory Assistance but places the call by dialing "0", CenturyLink will charge Customer the applicable station-to-station sent paid operator service charge in addition to the Directory Assistance Service Charge.

4.3 Applicable Usage Charges

Applicable usage charges (e.g., toll, local measured, extended/expanded calling) will apply in addition to the Directory Assistance Service and Operator Service Charges when Customer chooses to have the automated directory assistance system completed the call to the requested telephone number.