

**BRIGHTSPEED LOCAL TERMS OF SERVICE:
RESIDENTIAL FEATURE PACKAGE AND BUNDLE SERVICES**

The applicable *Local Terms of Service* for the states and companies listed below, and these service-specific terms, which include [Terms and Conditions | Brightspeed](#) , (collectively, the “Agreement”) govern the residential feature packages and bundle services described herein, each company referred to hereafter “Brightspeed.”

State	Companies
Indiana	Brightspeed of Indiana, LLC (formerly United)
North Carolina	Brightspeed of Eastern NC, LLC (formerly CT&T) Brightspeed of North Carolina, LLC (formerly Central)
Ohio	Brightspeed of Ohio, Inc. (formerly United)
Tennessee	Brightspeed of Appalachia, LLC (formerly United Southeast)

1. SOLUTIONS BUNDLES – RESIDENCE

1.1 General

- A.** Solutions is an optional residence service enrollment plan that permits a customer to receive Residence Flat Rate Local Exchange Service plus features for a flat monthly rate, for each Solutions residence line.
- B.** Solutions includes Flat Rate Local Exchange Service and one or more of the following features and services:
 - (1)** A Custom Calling/ExpressTouch Service Feature Package, an individual feature or a group of Custom Calling/ExpressTouch features. Descriptions of Custom Calling and Express Touch features may be found as set forth at the following: [Tariff library | Brightspeed](#)
 - (a) Indiana - in the *General Services* section of the **Brightspeed of Indiana, LLC Guidebook**.
 - (b) Ohio - in the **Brightspeed of Ohio, Inc Local Terms of Service for Non-Basic Local Exchange Service**.
 - (c) Tennessee - in the *Miscellaneous Service Arrangements* section of the **Brightspeed of Appalachia, LLC Guidebook**.
 - (d) In North Carolina, in the *Miscellaneous Service Arrangements* section of the **Brightspeed of Eastern NC, LLC** and **Brightspeed of North Carolina, LLC Local Terms of Service**.

**BRIGHTSPEED LOCAL TERMS OF SERVICE:
RESIDENTIAL FEATURE PACKAGE AND BUNDLE SERVICES**

1. SOLUTIONS BUNDLES – RESIDENCE

1.1 General

- B.** Solutions includes Flat Rate Local Exchange Service and one or more of the following features and services: **(Cont'd)**
- (2) A 60 minute block of time for Message Telecommunications Service (Local Toll), with Consumer Sense Local Toll rates applicable for each additional minute; or the option of subscribing to **Brightspeed Broadband, LLC** Long Distance plans, described in applicable Brightspeed Communications Schedules posted at [Tariff library | Brightspeed.](#) , incorporated by reference into this document.
- (3) One or more of Brightspeed's deregulated services: Voicemail, Integrated Calling Features, Brightspeed High Speed Internet, LineGuard/Data LineGuard, each described in the applicable terms and conditions posted to the Company's website and incorporated by reference into this document.

1.2 Regulations

- A.** Each feature component of Solutions Bundles is governed by the terms and conditions of the applicable Tariff, Guidebook or Local Terms of Service specified in 1.1.B. preceding.
- B.** Customers may terminate their enrollment in the Solutions Bundle Plan ("Plan") upon notice to Brightspeed. When this service is discontinued in conjunction with customer's discontinuance of all Brightspeed services, service will be discontinued on the last day of the customer's current billing cycle and the final bill will not be pro-rated.
- C.** Unless terminated by the Customer or Brightspeed, Customer will remain enrolled in the Plan, as amended from time-to-time, with any applicable changes in rate, for as long as this Plan continues to be offered by Brightspeed.
- D.** Solutions is not available with Residential ISDN-BRI Service lines or to customers who are or become toll restricted.
- E.** No more than four (4) residence lines can be enrolled with the Solutions option for each customer Billed Telephone Number account.

**BRIGHTSPEED LOCAL TERMS OF SERVICE:
RESIDENTIAL FEATURE PACKAGE AND BUNDLE SERVICES**

1. SOLUTIONS BUNDLES – RESIDENCE

1.2 Regulations (Cont'd)

- F. Service Connection Charges apply to requests for new and additional Solutions lines and moves of existing lines. Service Connection Charges will not apply when Solutions replaces existing Local Exchange Services or if Customer requests a change from Solutions back to Local Exchange Service. Service Connection Charges are described as set forth following, as posted to [Tariff library | Brightspeed.](#) :
 - (1) Indiana and Tennessee in the *Service Charges* section of the Brightspeed *Local Terms of Service* or *Guidebook* for the state where the Services are located,
 - (2) Ohio – in the **Brightspeed of Ohio, Inc** P.U.C.O. No. 5 General Exchange Tariff.
- G. Solutions customers are not eligible for promotional offerings associated with the Custom Calling/ExpressTouch Services included in this Plan, unless specifically provided for in a promotional offering.
- H. Solutions may not be combined with any other Residence optional toll calling plan service.
- I. Residence customers enrolled in Solutions, who subsequently become subject to Brightspeed-initiated toll restriction will have all existing Solutions lines converted to the applicable monthly rates. Service Connection 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 monthly rates. Such customers will not be permitted to re-enroll in the Plan until such time as all associated unpaid balances are satisfactorily paid in full.

**BRIGHTSPEED LOCAL TERMS OF SERVICE:
RESIDENTIAL FEATURE PACKAGE AND BUNDLE SERVICES**

1. SOLUTIONS BUNDLES – RESIDENCE

1.3 Solutions Bundles

A. The following Solutions bundles **are currently available to new customers:**

(1) Economy Pack Bundle

- (a) Local Exchange Service
- (b) Caller ID with Name (includes Anonymous Call Rejection) – Optional
- (c) Call Waiting ID – Optional
- (d) Enhanced Call Waiting – Optional
 - The monthly rate for Economy Pack Bundle includes the Subscriber Line Charge. Customers who subscribe under a twelve month commitment will receive a \$5.00 discount off the monthly rate during the first twelve months of service, after which the listed monthly rate will apply.

**BRIGHTSPEED LOCAL TERMS OF SERVICE:
RESIDENTIAL FEATURE PACKAGE AND BUNDLE SERVICES**

1. SOLUTIONS BUNDLES – RESIDENCE

1.3 Solutions Bundles

B. The following Solutions bundles are grandfathered and are **no longer available to new customers**. Availability to current customers is limited to lines in service at existing locations as of July 18, 2011. 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.

(1) Ideal Solution

- (a) Local Exchange Service
- (b) Enhanced Call Waiting
- (c) Three-Way Calling
- (d) Call Forwarding
- (e) Return Call
- (f) Repeat Dial
- (g) Caller ID with Name (includes Anonymous Call Rejection)
- (h) Speed Dial 8 (not available in Ohio)
- (i) Call Waiting ID (where available)
- (j) Call Forward No Answer - Fixed
- (k) Call Forward Busy - Fixed
- (l) 60 minutes of Local Toll

(2) Sure Solution I

- (a) Local Exchange Service
- (b) Enhanced Call Waiting
- (c) Caller ID with Name (includes Anonymous Call Rejection)
- (d) Return Call
- (e) Call Forward No Answer – Fixed
- (f) Call Forward Busy – Fixed
- (g) Call Waiting ID
- (h) 60 minutes of Local Toll

(3) Sure Solution II

- (a) Local Exchange Service
- (b) Enhanced Call Waiting
- (c) Three-Way Calling
- (d) Call Forwarding
- (e) Return Call
- (f) Repeat Dial
- (g) Caller ID with Name (includes Anonymous Call Rejection)
- (h) Speed Dial 8 (not available in Ohio)
- (i) Call Waiting ID
- (j) Call Forward No Answer - Fixed
- (k) Call Forward Busy – Fixed

**BRIGHTSPEED LOCAL TERMS OF SERVICE:
RESIDENTIAL FEATURE PACKAGE AND BUNDLE SERVICES**

1. SOLUTIONS BUNDLES – RESIDENCE

1.3 Solutions Bundles

B. The following Solutions bundles are grandfathered and are **no longer available to new customers**. Availability to current customers is limited to lines in service at existing locations as of July 18, 2011. **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. (Cont'd)**

(4) Custom Solution I

- (a) Local Exchange Service
- (b) Enhanced Call Waiting
- (c) Caller ID with Name (includes Anonymous Call Rejection)
- (d) Return Call
- (e) Call Forward No Answer – Fixed
- (f) Call Forward Busy – Fixed
- (g) Call Waiting ID
- (h) Three-Way Calling

(5) Choice Solution

- (a) Local Exchange Service
- (b) Enhanced Call Waiting
- (c) Three-Way Calling
- (d) Call Forwarding
- (e) Call Forward No Answer - Fixed
- (f) Call Forward Busy - Fixed
- (g) 60 minutes of Local Toll

(6) Standard Solution I

- (a) Local Exchange Service
- (b) Enhanced Call Waiting
- (c) 60 minutes of Local Toll

(7) Standard Solution II

- (a) Local Exchange Service
- (b) Enhanced Call Waiting
- (c) Three-Way Calling
- (d) Call Forwarding
- (e) Call Forward Busy-Fixed
- (f) Call Forward No Answer-Fixed

(8) Basic Solution

- (a) Local Exchange Service
- (b) Three-Way Calling
- (c) Call Forwarding
- (d) Return Call
- (e) Caller ID with Name (includes Anonymous Call Rejection)
- (f) Call Forward No Answer – Fixed
- (g) Call Forward Busy – Fixed
- (h) 60 minutes of Local Toll

**BRIGHTSPEED LOCAL TERMS OF SERVICE:
RESIDENTIAL FEATURE PACKAGE AND BUNDLE SERVICES**

1. SOLUTIONS BUNDLES – RESIDENCE

1.3 Solutions Bundles

B. The following Solutions bundles are grandfathered and are **no longer available to new customers**. Availability to current customers is limited to lines in service at existing locations as of July 18, 2011. **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. (Cont'd)**

(9) Classic Solution

- (a) Local Exchange Service
- (b) Three-Way Calling
- (c) Call Forwarding
- (d) Return Call
- (e) Caller ID with Name (includes Anonymous Call Rejection)
- (f) Call Forward No Answer - Fixed
- (g) Call Forward Busy – Fixed

(10) Core Solution

- (a) Local Exchange Service
- (b) Enhanced Call Waiting (Optional)
- (c) Call Forwarding
- (d) Three-Way Calling
- (e) Caller ID with Name (includes Anonymous Call Rejection)
- (f) Repeat Dial
- (g) Return Call
- (h) Call Forward No Answer-Fixed
- (i) Call Forward Busy-Fixed
- (j) Speed Dial 8
- (k) Selective Call Acceptance
- (l) Selective Call Forwarding
- (m) Selective Call Ring
- (n) Selective Call Rejection
 - Includes unlimited expanded local calling option (where available) when customers also subscribe to Embarq Communications, Inc. Solutions Unlimited Option 4.

(11) Clear Solution

- (a) Local Exchange Service
- (b) Call Forwarding
- (c) Three-Way Calling
- (d) Caller ID with Name (includes Anonymous Call Rejection)
- (e) Repeat Dial
- (f) Return Call
- (g) Call Forward No Answer-Fixed
- (h) Call Forward Busy-Fixed
- (i) Speed Dial 8
- (j) Selective Call Acceptance
- (k) Selective Call Forwarding
- (l) Selective Call Ring
- (m) Selective Call Rejection
 - Includes unlimited expanded local calling option (where available) when customers also subscribe to Embarq Communications, Inc. Solutions Unlimited Option 4.

**BRIGHTSPEED LOCAL TERMS OF SERVICE:
RESIDENTIAL FEATURE PACKAGE AND BUNDLE SERVICES**

1. SOLUTIONS BUNDLES – RESIDENCE

1.3 Solutions Bundles

B. The following Solutions bundles are grandfathered and are no longer available to new customers. Availability to current customers is limited to lines in service at existing locations as of July 18, 2011. **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. (Cont'd)**

(12) Personal II Solution

- (a) Local Exchange Service
- (b) Enhanced Call Waiting (Optional)
- (c) Call Waiting ID
- (d) Call Forwarding
- (e) Three-Way Calling
- (f) Caller ID with Name (includes Anonymous Call Rejection)
- (g) Repeat Dial
- (h) Return Call
- (i) Call Forward No Answer-Fixed
- (j) Call Forward Busy-Fixed
- (k) Selective Call Forwarding
- Includes unlimited expanded local calling option (where available) when customers also subscribe to Embarq Communications, Inc. Solutions Unlimited Option 4.

(13) Home II Solution

- (a) Local Exchange Service
- (b) Enhanced Call Waiting (Optional)
- (c) Call Waiting ID (provided when Enhanced Call Waiting is selected)
- (d) Three-Way Calling
- (e) Caller ID with Name (includes Anonymous Call Rejection)
- (f) Call Forward No Answer-Fixed
- (g) Call Forward Busy-Fixed
- Includes unlimited expanded local calling option (where available) when customers also subscribe to Embarq Communications, Inc. Solutions Unlimited Option 4.

(14) Safe and Sound II Solution

- (a) Local Exchange Service
- (b) Caller ID with Name (includes Anonymous Call Rejection)
- Customers must purchase the non-regulated services LineGuard or Data LineGuard and Home Phone Warranty. Additional charges for those services will apply.

**BRIGHTSPEED LOCAL TERMS OF SERVICE:
RESIDENTIAL FEATURE PACKAGE AND BUNDLE SERVICES**

1. SOLUTIONS BUNDLES – RESIDENCE

1.3 Solutions Bundles

B. The following Solutions bundles are grandfathered and are no longer available to new customers. Availability to current customers is limited to lines in service at existing locations as of July 18, 2011. **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. (Cont'd)**

(15) Core Solution Plus ^[1]

- (a) Local Exchange Service
- (b) Enhanced Call Waiting (Optional)
- (c) Call Forwarding
- (d) Three-Way Calling
- (e) Caller ID with Name (includes Anonymous Call Rejection)
- (f) Repeat Dial
- (g) Return Call
- (h) Call Forward No Answer-Fixed
- (i) Call Forward Busy-Fixed
- (j) Speed Dial 8
- (k) Selective Call Acceptance
- (l) Selective Call Forwarding
- (m) Selective Call Ring
- (n) Selective Call Rejection

- Includes unlimited expanded local calling option (where available) when customers also subscribe to Embarq Communications, Inc. Solutions Unlimited Option 4.

^[1] Effective February 24, 2017, this bundle is no longer available for the following companies:

Brightspeed of Eastern North Carolina, LLC (North Carolina)
Brightspeed of North Carolina, LLC (North Carolina)
Brightspeed of Appalachia, LLC (Tennessee)

(16) Progressive Plan

- (a) Local Exchange Service
- (b) Enhanced Call Waiting – Optional
- (c) Call Waiting ID
- (d) Three-Way Calling
- (e) Caller ID with Name (includes Anonymous Call Rejection)
- (f) Call Forwarding
- (g) Call Forward No Answer-Fixed
- (h) Call Forward Busy-Fixed
- Customers must also subscribe to Brightspeed Voicemail. Additional charges for that service will apply.

**BRIGHTSPEED LOCAL TERMS OF SERVICE:
RESIDENTIAL FEATURE PACKAGE AND BUNDLE SERVICES**

1. SOLUTIONS BUNDLES – RESIDENCE

1.3 Solutions Bundles

B. The following Solutions bundles are grandfathered and are no longer available to new customers. Availability to current customers is limited to lines in service at existing locations as of July 18, 2011. **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.** (Cont'd)

(17) Standard Home Phone II

- (a) Local Exchange Service
- (b) Caller ID with Name (includes Anonymous Call Rejection)
- (c) Enhanced Call Waiting
- (d) Call Waiting ID
- (e) Three Way Calling
- (f) Repeat Dial
- (g) Return Call
- (h) Selective Call Forward
- (i) Speed Calling – 8 Numbers
- Customers must also subscribe to Brightspeed's non-regulated Voicemail and one of the following **services: LineGuard, Data LineGuard, Voicemail or Home Phone Warranty.** Additional charges for those services will apply.

(18) Special Plan Bundle

- (a) Local Exchange Service
- (b) Caller ID with Name (includes Anonymous Call Rejection)
- (c) Enhanced Call Waiting
- (d) Call Waiting ID
- (e) Selective Call Acceptance
- (f) Repeat Dialing
- (g) Return Call
- (h) Call Forwarding
- (i) Call Forward No Answer – Fixed
- (j) Call Forward Busy – Fixed
- Available with unlimited expanded local calling plan (where available) at a discounted rate if the subscriber also purchases ECI Solutions Unlimited Long Distance Plan – Option 1 Plus High Speed Internet or DISH Network Satellite TV from Brightspeed or any company-provided Wireless Plan. Additional charges for those services will apply.

(19) Follow Me Plan

- (a) Local Exchange Service
- (b) Enhanced Call Waiting
- (c) Call Waiting ID
- (d) Three Way Calling
- (e) Caller ID with Name (includes Anonymous Call Rejection)
- (f) Call Forward No Answer – Fixed
- (g) Call Forward Busy – Fixed
- (h) Return Call
- (i) Repeat Dial
- Customers must purchase the deregulated services Voicemail with Integrated Calling Features. This bundle is only available where Voicemail with Integrated Calling Features is technically feasible.

**BRIGHTSPEED LOCAL TERMS OF SERVICE:
RESIDENTIAL FEATURE PACKAGE AND BUNDLE SERVICES**

1. SOLUTIONS BUNDLES – RESIDENCE

1.3 Solutions Bundles

B. The following Solutions bundles are grandfathered and are no longer available to new customers. Availability to current customers is limited to lines in service at existing locations as of July 18, 2011. **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. (Cont'd)**

(20) Simple Solution

- (a) Local Exchange Service
- (b) Caller ID with Name (includes Anonymous Call Rejection)
- (c) Speed Dial 8

(21) Essential Home Phone Plan

- (a) Local Exchange Service
- (b) Caller ID with Name (includes Anonymous Call Rejection)
- (c) Call Waiting ID (optional)
- (d) Enhanced Call Waiting
- (e) Speed Dial 8

**BRIGHTSPEED LOCAL TERMS OF SERVICE:
RESIDENTIAL FEATURE PACKAGE AND BUNDLE SERVICES**

1. SOLUTIONS BUNDLES – RESIDENCE

1.3 Solutions Bundles

C. The following Solutions bundles are grandfathered and are no longer available to new customers. Availability to current customers is limited to lines in service at existing locations as of December 26, 2014. **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.**

(1) Simple Choice Bundle

- (a) Local Exchange Service
- (b) Choice of Available Custom Calling or ExpressTouch Features, **and/or non-regulated voicemail**
 - Subscription to the Embarq Communications, Inc. Easy Talk Simple Choice Long Distance plan is also required.

(2) Simple Choice Unlimited Bundle

- (a) Local Exchange Service
- (b) Choice of available Custom Calling or ExpressTouch Features, and/or non-regulated voicemail
- (c) Unlimited expanded local calling option (where available)
 - Subscription to the Embarq Communications, Inc. Easy Talk Simple Choice Unlimited Long Distance plan is required.
 - The monthly Simple Choice Unlimited rate will be discounted by \$5.00 when customers also subscribe to the Company's High Speed Internet (1.5Mbps or higher).

**BRIGHTSPEED LOCAL TERMS OF SERVICE:
RESIDENTIAL FEATURE PACKAGE AND BUNDLE SERVICES**

1. SOLUTIONS BUNDLES – RESIDENCE

1.3 Solutions Bundles

D. The following Solutions bundles are grandfathered and are no longer available to new customers. Availability to current customers is limited to lines in service at existing locations as of June 11, 2017. **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.**

(1) Pure Bundle

- (a) Local Exchange Service
- (b) Outbound Call Block Feature
- (c) Nonpublished Number Service
- (d) Billed Number Service (optional)
 - Service Charges do not apply to this bundle.

(2) Home Phone II

- (a) Local Exchange Service
- (b) Anonymous Call Rejection
- (c) Repeat Dial
- (d) Call Forward Busy – Fixed
- (e) Call Forward No Answer – Fixed
- (f) Call Forwarding
- (g) Call Forward Remote Access (where available)
- (h) Return Call
- (i) Enhanced Call Waiting
- (j) Call Waiting ID
- (k) Caller ID with Name
- (l) Cancel Call Waiting
- (m) Message Waiting
- (n) Selective Call Acceptance
- (o) Selective Call Forwarding
- (p) Selective Call Rejection
- (q) Selective Call Ring
- (r) Three-Way Calling
- (s) Voicemail
 - Subscription to the Brightspeed Broadband, LLC Home Phone II Per Minute long distance plan **or** Home Phone II Unlimited long distance plan is required.
 - Includes unlimited expanded local calling option (where available) when customers subscribe to Brightspeed Broadband, LLC Home Phone II Unlimited long distance plan.

**BRIGHTSPEED LOCAL TERMS OF SERVICE:
RESIDENTIAL FEATURE PACKAGE AND BUNDLE SERVICES**

1. SOLUTIONS BUNDLES – RESIDENCE

1.3 Solutions Bundles

E. The following Solutions bundle is grandfathered and is no longer available to new customers. Availability to current customers is limited to lines in service at existing locations as of April 12, 2019. **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.**

- (1)** Economy Pack Plus Bundle
- (a) Local Exchange Service
 - (b) Caller ID with Name (includes Anonymous Call Rejection) – Optional
 - (c) Call Waiting – Optional
 - (d) Enhanced Call Waiting – Optional
- Customers must also subscribe to Brightspeed's 768 Kbps High Speed Internet. The applicable Subscriber Line Charge applies in addition to the monthly rate.

**BRIGHTSPEED LOCAL TERMS OF SERVICE:
RESIDENTIAL FEATURE PACKAGE AND BUNDLE SERVICES**

2. CUSTOM CALLING/EXPRESSTOUCH SERVICE FEATURE PACKAGES

- 2.1** Custom Calling/ExpressTouch Services Feature Packages are combinations of individual Custom Calling and/or ExpressTouch individual features.
- 2.2** Individual Custom Calling and ExpressTouch features are subject to the terms and conditions set forth in the applicable tariffs, *Local Terms of Service* or *Guidebook* as specified in 1.1.B.1. preceding for the state where the Services are located, as posted to [Tariff library | Brightspeed](#), and incorporated by this reference.
- 2.3** No substitutions in package features will be allowed. Requests for disconnect of an individual feature will result in the loss of the package, and customers will be required to subscribe to each remaining feature at that feature's individual rates as described in the applicable tariffs, *Local Terms of Service* or *Guidebook* referenced in 2.2 preceding.
- 2.4** Nonrecurring charges will not apply when installing Custom Calling/ExpressTouch Service Feature Packages.

**BRIGHTSPEED LOCAL TERMS OF SERVICE:
RESIDENTIAL FEATURE PACKAGE AND BUNDLE SERVICES**

2. CUSTOM CALLING/EXPRESSTOUCH SERVICE FEATURE PACKAGES

2.5 The following Custom Calling/ExpressTouch Service Feature Packages are no longer available for new customers. Availability to current customers is limited to lines in service at existing locations as of July 18, 2011. 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. Advantage

- (1) Enhanced Call Waiting
- (2) Caller ID with Name (includes Anonymous Call Rejection)
- (3) Call Waiting ID
- (4) Call Forward Busy – Fixed
- (5) Call Forward No Answer – Fixed
- (6) Return Call

B. Call Manager

- (1) Call Forwarding
- (2) Enhanced Call Waiting
- (3) Three-Way Calling
- (4) Repeat Dial
- (5) Return Call
- (6) Call Forward Busy – Fixed
- (7) Call Forward No Answer – Fixed

C. Essentials

- (1) Call Forwarding
- (2) Enhanced Call Waiting
- (3) Caller ID with Name (includes Anonymous Call Rejection)
- (4) Three-Way Calling
- (5) Repeat Dial
- (6) Return Call
- (7) Call Forward Busy – Fixed
- (8) Call Forward No Answer – Fixed
- (9) Speed Dial 8

D. In Touch with Call Forward

- (1) Call Forwarding
- (2) Enhanced Call Waiting
- (3) Three-Way Calling
- (4) Call Forward Busy – Fixed
- (5) Call Forward No Answer – Fixed

2. CUSTOM CALLING/EXPRESSTOUCH SERVICE FEATURE PACKAGES

**BRIGHTSPEED LOCAL TERMS OF SERVICE:
RESIDENTIAL FEATURE PACKAGE AND BUNDLE SERVICES**

- 2.5** The following Custom Calling/ExpressTouch Service Feature Packages are no longer available for new customers. Availability to current customers is limited to lines in service at existing locations as of July 18, 2011. **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. (Cont'd)**

E. Elite

- (1) Call Forwarding
- (2) Enhanced Call Waiting
- (3) Call Waiting Options
- (4) Caller ID with Name (includes Anonymous Call Rejection)
- (5) Repeat Dial
- (6) Return Call
- (7) Three-Way Calling
- (8) Call Forward Busy – Fixed
- (9) Call Forward No Answer – Fixed

F. Classics Calling Package

- (1) Call Forwarding
- (2) Caller ID with Name (includes Anonymous Call Rejection)
- (3) Three-Way Calling
- (4) Return Call
- (5) Call Forward Busy – Fixed
- (6) Call Forward No Answer – Fixed

G. Priority

- (1) Call Forwarding
- (2) Call Forward Busy – Fixed
- (3) Call Forward No Answer – Fixed
- (4) Enhanced Call Waiting
- (5) Caller ID with Name (includes Anonymous Call Rejection)

H. In Touch with Return Call

- (1) Enhanced Call Waiting
- (2) Return Call
- (3) Three-Way Calling
- (4) Call Forward Busy – Fixed
- (5) Call Forward No Answer – Fixed

I. Enhanced Call Forwarding

- (1) Call Forward No Answer-Fixed
- (2) Call Forward Busy-Fixed