![brightspeed Business logo]

IT Transformation

Wholesale Customer Communication Package Phase 1 : LSR Migration

April 2025 Update

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What is the Wholesale System Transformation?

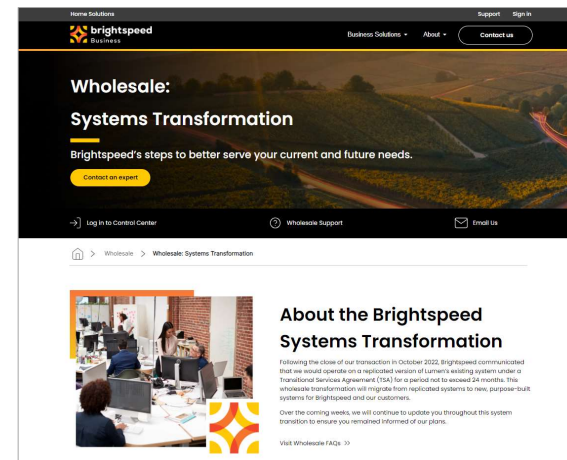# Wholesale: Systems Transformation

What is changing?
It has always been a part of our transformation plan to migrate to systems that are purpose-built for Brightspeed to simplify our customer experience, optimize our solution support and modernize our approach to technology.

Why are we changing?
The TSA period with Lumen will be ending and Brightspeed will be moving to new platforms that deliver more features and better performance. Ordering, provisioning, billing and service assurance will all receive process enhancements.

What should you expect?
This will be a phased migration to the Brightspeed system stack. This system transition will begin in Q4 of 2024 and will now be completed near the end of 2026. Through continued communications we will partner on these updates and implement a plan that leads to a seamless transition.

Wholesale: Systems Transformation
https://www.brightspeed.com/ew/wholesale/wholesale-systems-transformation/

Related FAQs – FAQ page will be updated every 2 weeks
https://www.brightspeed.com/ew/wholesale/brightspeed-wholesale-faqs/?selected=system-transformation

Submit your Questions
wholesaletransformation@brightspeed.com

March 2025 Update Announcements

Conversion 1 Successfully Completed October 2024
Conversion 2 Successfully Completed February 2025

Phase 1 CONVERSION SCHEDULE

SEP'24	OCT'24	NOV'24	DEC'24	JAN' 25	FEB' 25	MAR' 25	APR' 25	MAY'25	JUN '25	JUL '25	AUG '25
	CONVERSION 1					CONVERSION 2				CONVERSION 3	

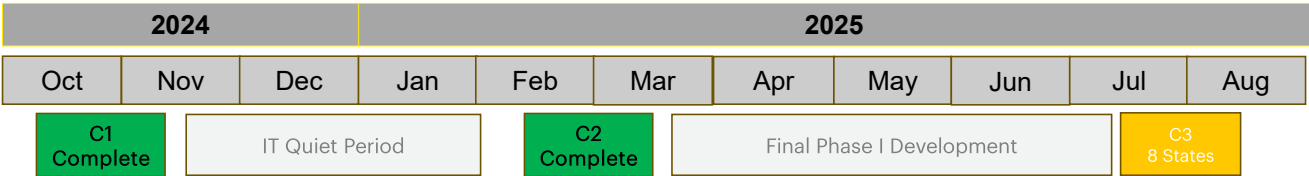Work Completed   Work Completed   C3 Network Ready
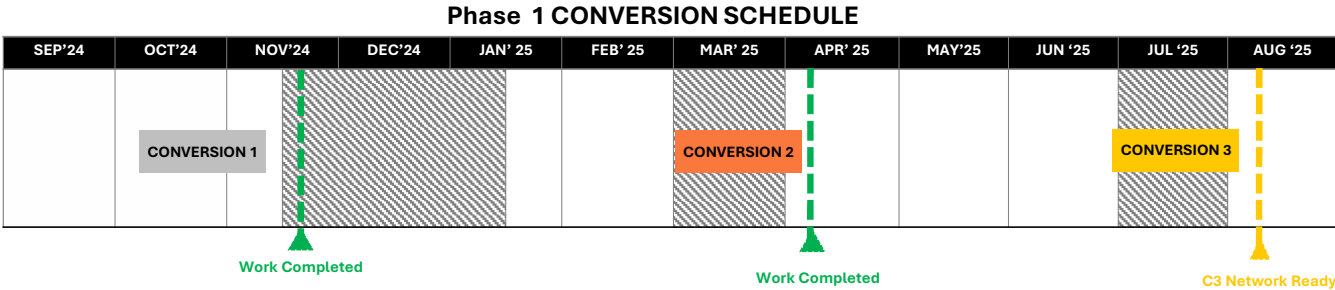
Preparing for the Final Phase 1 LSR and LNP Migration

PHASE 1, CONVERSION 3

Conversion 3 planned for July 2025
Arkansas, Kansas, Louisiana, Missouri,
Oklahoma, Texas, North Carolina, and Wisconsin

Phase I : Local Service Request (LSR) Migration

2024			2025							
Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug

| C1 Complete | IT Quiet Period | C2 Complete | Final Phase I Development | C3 8 States |

REQUEST TYPE	Description
AB	Loop
BB	Loop w/ Number Portability
CB	Number Portability
EB	Resale
FB	Unbundled Local Switching (ISP, only)
JB	Directory Listings & Assistance
KB	Resale Private Line
MB	Loop & Unbundled Local Switching (Port)
NB	DID/DOD/PBX
PB	Centrex
QB	ISDN
	LSOG FORM
CRS	Centrex Resale Services
DDPS	DID-DOD-PBX Services
DL	Directory Listing
EU	End User Information
HGI	Hunt Group Information
IBPS/IS	ISDN BRI-PRI Services
LS	Loop Service
LSNP	Loop Service with Number Portability
LSR	Local Service Request
NP	Number Portability
PS	Port Service
RPL	Resale Private Line
RS	Resale Service

Key Information

Brightspeed will begin IT Transformation with the Local Service Request Products

- Customer Transition will begin at the end of 3Q2024 with Target Plans to complete LSR migration in by August 2025
- Each Phase of the LSR migration will be conducted at the State or Grouping of State Level
- **Conversion 1** of the LSR Migration is COMPLETE for Georgia and Michigan

- **Conversion 2** of the LSR Migration is COMPLETE for Alabama, Illinois, Indiana, Ohio, South Carolina, Mississippi, Tennessee, Virgina and New Jersey

- **Conversion 3 (The Final Conversion)** of the LSR Migration is scheduled for July 2025
  - **Arkansas** (ICSC CJ01, CR05,CS20, IL16, IL18, MG10, RT10; OCN 1142. 1143, 1144, 1706, 1711, 1720, 1727) **Kansas** (ICSC CH10; OCN 1810, 1812, 1842) **Louisiana** (ICSC ET01; OCN 0434, 1727) **Missouri** (ICSC CH10, CM02, CR05, CT84, CT85, CT86, CT87; OCN 1142, 1151, 1811, 9784, 9785, 9786, 9787, 1957) **Oklahoma** (ICSC CR05; OCN 1142, 1143) **Texas** (ICSC CH10, CN01, IL17, SM10, VV01 OCN 2084, 2101, 2114, 2117, 2140) **North Carolina** (ICSC CT02, IS97, NC01; OCN 0470, 0485) and **Wisconsin** (ICSC CI00, CI05, CI13, CI25, CI35, CI36, CI47, CI55, CI65, CW15, IB39, IZ76, IZ89, KT01, WI02, WI16 OCN 1159, 0841, 0857, 0877, 0884, 0895, 0898, 0913, 0922, 0924, 0931, 0934, 0950, 0956, 0959, 0970)

  - **Brightspeed has announced the publication of the Embargo Moratorium July 18 – August 4, 2025**

- ASR Migration will not begin until End of 2025

What is Changing in Phase I?

Beginning on or around October 23, 2024, Brightspeed will begin transitioning Local Service Request systems by grouping of states . As states migrate the following changes will go into effect on the Monday following the production cutover

Customers can access:

- Ordering will move from Ease VFO to Universal Order Connect (UOC)

- LNP will migrate to Hosted Order Manager (HOM)

- Ensemble Billing will transition to the Brightspeed Billing System

- New Billing Account Numbers may be issued in specific scenarios

- New EDI Billing Arrangements will be provided

- New CDR File Transfer Process will be introduced

- The Wholesale Repair Tool will be moved to a New Platform

- ControlCenter users will migrate to the Brightspeed Business Hub

Customer Onboarding is Now Available

Brightspeed is committed to providing up to date information related to the Wholesale IT Transformation. In collaboration with our IT organization, we are announcing our decision to GO LIVE with the Phase 1, Conversion 3 (The Final Phase) for Arkansas, Kansas, Louisiana, Missouri, Oklahoma, Texas, North Carolina, and Wisconsin LSR and LNP Carrier Handling. Carriers who did not already proceed through Onboarding as part of Conversion 1 or Conversion 2 are encouraged to do so at this time.

Conversion 3 Approved **GO LIVE August4, 2024**	Conversion 3 is the Final Phase of Conversion for LSR and LNP and will Go Live Monday August 4, 2025 Arkansas, Kansas, Louisiana, Missouri, Oklahoma, Texas, North Carolina, and Wisconsin are the final conversion states Visit the Wholesale Transformation Web Page on "What to Expect" with Cutover Embargo July 18th – August 4th
Customer Onboarding Updates	Customer Testing for new Universal Order Connect (UOC) for Conversion 3 is presently underway Customers for Conversion 3 can now begin requesting access and testing If certified through Conversion 1 or Conversion 2, there is no need to recertify API Technical Specifications are available to Wholesale Carriers wishing to eBond vs utilizing the GUI interface

Calendar of Events

2025 Calendar of Events and Embargo

JULY 2025

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19 — Embargo Begins
20	21	22	23 — Embargo - Cutover Migration	24	25	26
27	28	29	30	31		

2025 AUGUST

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
					1 — Cutover Migration	2
3 — Cutover Migration	4 ⭐ Open for Sale	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

An **Order Embargo Window** will be in effect leading into cutover and for a period thereafter launching open for sale in the new systems on August 4, 2025

In-flight Orders will move to UOC as part of the migration cutover and will proceed as soon as Open for Sale is Live

Any attempt to enter orders into EASE-VFO once the embargo period begins and for the period thereafter, customers will receive a rejection for the states converted in Conversion 3

Carriers <u>CAN</u> enter orders into Universal Order Connect (UOC) during the embargo period but will only be able to select due dates for Open for Sales or later

Ordering

Brightspeed Announces System Partnership

brightspeed Business   **TransUnion** (tu)

EASE VFO is migrating to Universal Order Connect

- Enhanced Business Intelligence

- Real-time Order Status visibility

- Improved Service Levels through simplification and automation

- Elimination of errors and delays stemming from outdated technology

TransUnion Universal Order Connect Chosen as Enhanced Serviceability and Order Processing Automation Solution for Brightspeed Wholesale Customers

TransUnion is proud to announce that Brightspeed, the nation's fifth largest incumbent local exchange carrier (ILEC) focused on empowering more homes and businesses with ultrafast, reliable internet, plans to implement TransUnion TruContact™ Universal Order Connect (UOC), powered by Neustar® and UOC Marketplace. These solutions are part of Brightspeed's ongoing effort to transform and automate operational processes and systems for its wholesale customers. The UOC solutions will enhance serviceability and streamline order processing, enabling wholesale buyers and sellers to automate processes, speed order delivery, and provide a superior customer experience.

The two UOC solutions serve as a bridge between wholesale buyers and sellers and Brightspeed, offering a seamless and automated solution for Ethernet and internet broadband serviceability, order placement, tracking, and reporting. Wholesale customers will be able to interact directly with Brightspeed through the platform, eliminating the need for manual ordering and updates.

For more information about Brightspeed Wholesale, visit brightspeed.com/wholesale.

New Wholesale Resource Page
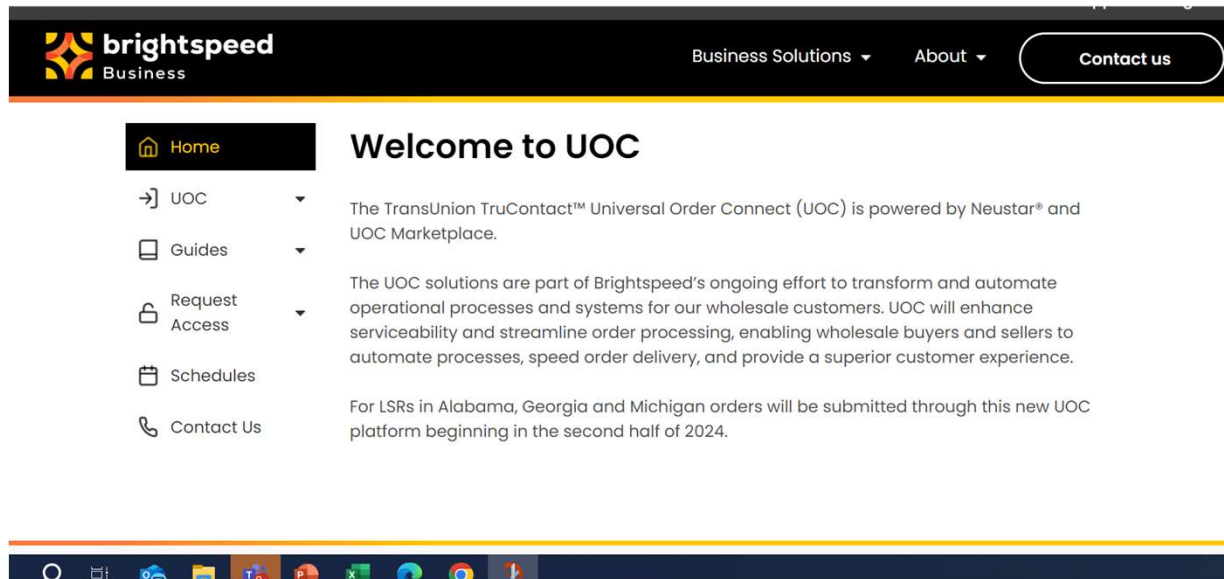
As additional information becomes available, we will provide updates on the Wholesale Transformation Page
https://www.brightspeed.com/ew/wholesale/wholesale-systems-transformation/

- **The NEW API Resource Documents are now LIVE**
  https://uoc.Brightspeed.com

- Ebonding/API Customers not currently utilizing Neustar will need to complete a **Customer Connectivity Form** (located under Request Access) to be able to initiate access to the API environment

- **GUI Access Request** are now available for submission by customers

- Existing Neustar Customers will only need to add Brightspeed as Trading Partner at point of migration

- Brightspeed will continue the **Final Phase of Migration** with Arkansas, Kansas, Louisiana, Missouri, Oklahoma, Texas, North Carolina, and Wisconsin on or around July 18, 2025

- Conversion 3 Customer Testing is currently underway; customers verified through Conversion 1 or Conversion 2 will NOT require retesting as we proceed through the transformation

New Access URL Link Information

01

LSR
Universal Order Connect (UOC)

New API Instructions (Ebonded)
- LSR PreOrder API: https://genlsruocadp.neustar.com/uom/preOrder
- LSR Order API: https://genlsruocadp.neustar.com/uom/order

New GUI Interface (URL)
- https://exchange.neustar.com/

LSR User Help Information

Includes; UOC Brightspeed Usage Rules, Feature Service Availability, LSR UOC User & API Guides, and UOC Overview Videos

02

LNP
Hosted Order Manager (HOM)

New API Instructions (Ebonded)
- https://chsoapapi.neustar.com/axis/services/SOAPRequestHandler

New GUI Interface (URL)
- https://brightspeed-portout.neustar.com/gateway/

LNP User Help Information

Includes; LNP Port Out User Guide, LNP Port Out API Guide, LNP Brightspeed Usage Rules, and LNP Overview Port Out & Order Status

NEW CARRIER UOC SUPPORT HELPDESK – LIVE!
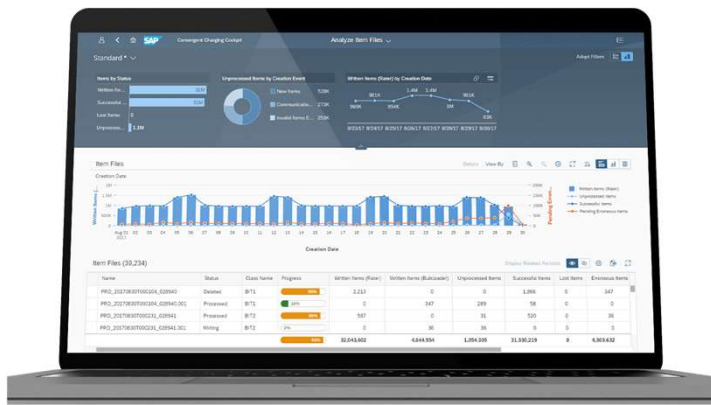
helpdesk.uoc@brightspeed.com

Billing

Brightspeed Announces New Billing Platform

Ensemble >>>>> Brightspeed Billing System

- Comprehensive Customer Portfolios

- Tailored invoice reporting and management

- Seamless integration across digital environment

- Enhanced Analytics in Usage based reporting

FAQs

What billing conversion is taking place with Ensemble Accounts?
Answer: Ensemble is moving to Brightspeed Billing System

Will our Bill Cycles Change?
Answer: Bill Cycles will remain as is

Will we receive more than one invoice during the transition?
Answer: Yes, LSR Customers will receive a new Brightspeed Billing System invoice for those sites/services converted to the new Brightspeed systems and will continue to receive an Ensemble invoice for services scheduled to convert later within the project.   At this time, ASR service migration is planned for later in 2025 through 2026 and will continue to be billed in CABS.

Will my billing account number (BAN) change in the transition?
Answer: Billing Account Number (BAN) changes will take in a specific set of scenarios where a customer today has multiple states on a single Ensemble invoice where the states are scheduled for different conversion timelines between the Brightspeed Billing System and those remaining in Ensemble. Those customers impacted have already been notified

When will Electronic Billing Options (EDI) be available for the converted markets?
Answer: EDI is now live and functional for converted markets. Customers requesting access to EDI can work with their assigned customer care manager to establish service for their next bill cycle.

How will we be able to access CDRs as states begin to transition?
Answer: A new CDR process has been established through Kiteworks giving Carriers the ability to pull CDRs. Carrier's requiring access to the Kiteworks site can submit the access request form.

What should be expected as far as general billing changes?
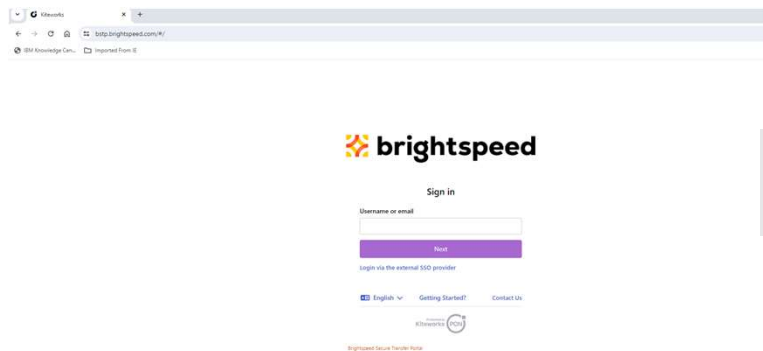Answer: Invoice formatting will have a very similar look and feel as the Ensemble Invoice today

New Kiteworks CDR Process Announced

Customers can now request access to the new CDR Platform using the **Wholesale Customer CDR Onboarding Form** on the Wholesale Transformation Website

CDR URL Announced for CDR Retrieval

Access via URL: https://bstp.brightspeed.com

Carrier Connections

Use clients such as FileZilla, WinSCP, SFTP, or similar tools by connecting to: Host: bstp.brightspeed.com Port 22.

New Process Documents Available on the Wholesale Transformation Page

Billing & Account Management

Mail payment – No Change

Address for payment if you pay via bank pay or by sending in a check.

Mail in payments to lockbox:
Brightspeed
PO Box 6102
Carol Stream, IL 60197-6102

ACH Acct Number Change

If you pay via ACH Transfer Information

BANK OF AMERICA
ACH ROUTING # 111000012

NEW ACCOUNT # 004451794314

SEND IN CTX, EDI820 or CCD+ format

Wholesale Billing Disputes

Updated email address for any Wholesale Billing Disputes

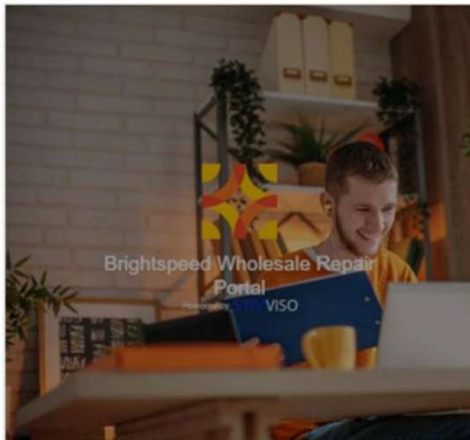BRIGHTSPEED_WHOLESALE.DISPUTE@Brightspeed.com

Wholesale Repair Portal

Introducing The New Wholesale Repair Portal

The Wholesale Repair Portal is moving to a New Platform

Welcome to Brightspeed
Wholesale Repair Portal

LOGIN

Email

Password

LOGIN

☐ Remember me   Forgot Password?

- A new location for the Wholesale Repair Portal will be launched on or around Q2 2025

- https://wholesale-repair.brightspeed.com – this link will Go Live at time of transition

- Wholesale Partners will receive an enhanced experience in supporting their resell customer base

- Brightspeed will introduce a new Pre-Login Screen on Brightspeed.com to access both the Wholesale Repair Tool

- All Current Users will be mirrored in the new portal. Users will need to accept Terms and Conditions and Reset their Password for access

- New Users will register for access via The New Wholesale Repair Portal

- A new Carrier Overview Guide will be posted for training and navigation

Customer Portal

Introducing The Brightspeed Business Hub

ControlCenter is Moving to The Brightspeed Business Hub

- Available to all Billing Account Numbers migrated from Ensemble to Brightspeed Billing

- Conversion to The Brightspeed Business Hub will follow the State-by-State conversion schedule

- Brightspeed will introduce a new Pre-Login Screen on Brightspeed.com to access both ControlCenter and The Brightspeed Business Hub during transition

- All Current ControlCenter Users will be mirrored in The Brightspeed Business Hub for access. Users will need to accept Terms and Conditions and Reset their Password for access

Brightspeed
Business Hub

Welcome to Brightspeed Business Hub

A better way to manage your business account services

Learn More

brightspeed

Thank you.