

**BRIGHTSPEED LOCAL TERMS OF SERVICE:  
LIFELINE ASSISTANCE PROGRAMS**

The applicable cover agreement and the applicable Local Terms of Service, including these service-specific terms (collectively, "Agreement") govern Lifeline Assistance Programs in the following states by the companies shown, each company referred to herein as "Brightspeed." If the Brightspeed ILEC or CLEC providing Service to your location is not listed below, Service is being provided under the applicable cover agreement and the Tariffs available at [www.Brightspeed.com/tariffs](http://www.Brightspeed.com/tariffs).

STATE	COMPANIES	FEDERAL LIFELINE	STATE CREDIT	TRIBAL LIFELINE
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	✓		
Georgia	Brightspeed of Georgia, LLC	✓		
Illinois	Brightspeed of Illinois, LLC	✓	(1)	
Iowa	Brightspeed of West Missouri, LLC	✓		
Missouri	Brightspeed of West Missouri, LLC	✓	✓	
	Brightspeed of Missouri, LLC	✓	✓	
	Brightspeed of East Missouri, LLC	✓	✓	
	Brightspeed of Northwest Arkansas, LLC	✓	✓	
Oklahoma	Brightspeed of Northwest Arkansas, LLC	✓	✓	✓
Texas	Brightspeed of Texas, Inc.	✓	✓	
	Brightspeed of Louisiana, LLC	✓	✓	
	Brightspeed of Northern Texas, Inc.	✓	✓	
	Brightspeed of Northern Texas, Inc.	✓	✓	
	Brightspeed of Coastal Texas, Inc.	✓	✓	
	Brightspeed of Southern Texas, Inc.	✓	✓	
Virginia	Brightspeed of Virginia, LLC	✓	✓	✓
	Brightspeed of Appalachia, LLC	✓	✓	
Wisconsin <sup>(2)</sup>	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	✓	✓	

(1) Supplemental Link-Up Telephone Assistance Program. No monthly credit applies.

(2) Changes in Federal eligibility requirements are retroactive effective as of January 1, 2018, pursuant to Public Service Commission Order 5-UF-2017 issued on February 15, 2018.

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Pursuant to FCC order 15-71, adopted June 18, 2015, the Company no longer provides Lifeline discounted service to resellers as of August 15, 2016.

A. Federal Lifeline Program

1. Description

The Federal Lifeline Program assists qualified low-income applicants with reductions in their monthly Local Exchange Service rate. The assistance applies to a single telephone line or broadband service, or a bundle of broadband and single telephone line service at the applicant's principal place of residence.

2. Eligibility Requirements

To receive assistance an applicant must demonstrate an annual household income at or below 135 percent of the federal poverty guidelines, or must demonstrate participation by the applicant, applicant's dependent(s) or a member of applicant's household <sup>[1]</sup> in one of the following programs:

- Federal Public Housing Assistance (FPHA) or Section 8
- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Veterans Pension Benefit and Survivors Pension

3. Terms and Conditions

- a. An applicant may request Lifeline assistance directly through the on-line consumer portal of the National Verifier. Applicants may also mail a completed paper application, Household Worksheet, and proof of eligibility to the Lifeline Support Center. Applicants may contact the Company to request that paper copies of the application and Household Worksheet be mailed to them or may obtain the required forms from the following website: <https://www.lifelinesupport.org/ls/nv/default.aspx>.
- b. The Federal Lifeline Program credit may be applied to any qualifying residential Local Exchange Service provided by the Company (including Packaged Services).

<sup>[1]</sup> A household is defined, for purposes of administering this program, as any individual or group of individuals who live together at the same address and share income and expenses.

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A. Federal Lifeline Program

3. Terms and Conditions (Cont'd)

- c. Customers are limited to one credit per household, which may be applied towards a qualifying wireline service, a qualifying broadband service or a qualifying bundled voice and data service package. Customers are not eligible to receive a credit from the Company if they receive a Federal Lifeline Program credit for a service provided by another Eligible Telecommunications Carrier or Lifeline Broadband Provider.
- d. The Federal Lifeline Program credit will be pro-rated on the basis of a 30-day month from the effective date of the customer's application.
- e. Applicants must provide proof of eligibility and be deemed eligible for participation before monthly credits begin. Credits will only be issued on a go-forward basis.
- f. Nonrecurring charges will not apply when establishing this program on existing service.
- g. Partial payments made by Lifeline customers will be applied first towards local service charges.
- h. The discount shall be applied first to the subscriber line charge, and then to the monthly service rate for Lifeline eligible services.
- i. At no time shall the total Lifeline discount exceed the sum of the subscriber line charge and the monthly service rate, excluding applicable taxes, fees, and other surcharges.
- j. All Lifeline recipients will be required to recertify their eligibility every year.
- k. Toll Restriction (also known as Toll Blocking) is available to Lifeline customers upon request at no charge. No service deposit will be required for applicants who voluntarily elect toll restriction with the initiation of Lifeline service.

Any Lifeline customer who has a past due balance in toll message charges will be automatically restricted from access to toll services until the outstanding balance is paid. The customer will not be charged for the toll restriction placed on the account. The Restoration Charge applies to Lifeline customers whose message toll service has been restricted for nonpayment.

If a Lifeline customer is toll restricted for a second occurrence, the Company may, at its discretion, place the Lifeline customer on a permanent toll restriction. A Lifeline subscriber's request for reconnection or re-establishment of local service will not be denied if the service was previously suspended or disconnected for non-payment of toll charges.

- l. Customers residing on federally recognized Tribal Lands who receive the Federal Lifeline Program credit may also qualify for an additional monthly credit. See Tribal Lands Lifeline Program in Section C. following.

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A. Federal Lifeline Program (Cont'd)

4. Monthly Credit

	<u>Credit Amount</u>
• Qualifying voice-only service	
- Prior to December 1, 2019	\$9.25
- Effective December 1, 2019	7.25
- Effective December 1, 2020	5.25 <sup>[1]</sup>
• Qualifying Broadband or bundled service	9.25

<sup>[1]</sup> Effective December 1, 2020, the company will issue an additional federal credit equal to the difference between the federal credit amount and the subscriber line charge.

B. State Lifeline Program

State Lifeline Programs, or Telephone Assistance Programs, where available, may be found in the Local Terms of Service, Catalog, Guidebook or Price List for CenturyLink's Incumbent Local Exchange Carriers (LEC), published at [www.Brightspeed.com/tariffs](http://www.Brightspeed.com/tariffs).

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C. Tribal Lands Lifeline Program

1. Description

The Tribal Lands Lifeline Program provides a monthly credit in addition to the Federal Lifeline Program credit for qualifying low-income individuals who reside on Tribal Lands defined in paragraph (e) of Title 47 Code of Federal Regulations, Section 54.400.

2. Eligibility Requirements

To receive Tribal Lands Lifeline credit, applicants must meet the eligibility criteria specified in A.2 preceding or must demonstrate participation by the applicant, applicant's dependent(s) or a member of applicant's household in one of the following qualifying programs:

- Bureau of Indian Affairs (BIA) general assistance program
- Tribally administered Temporary Assistance for Needy Families (TANF)
- Head Start programs (under income qualifying eligibility provision only)
- Food Distribution Program on Indian Reservations

Applicants who qualify for the Tribal Lands Lifeline credit through participation in one of the above listed programs are automatically eligible for the Federal Lifeline Program Credit.

3. Terms and Conditions

- a. Applicants residing on Tribal Lands must sign under penalty of perjury that they reside on a reservation, as defined in Title 47 Code of Federal Regulations, Section 54.400(e) and receive benefits from at least one of the qualifying programs or have an annual household income at or below 135% of the federal poverty guidelines. Tribal Lands applicants must also agree to notify the Company if they cease to participate in the qualifying program or programs.
- b. Tribal Lands Lifeline benefits apply to the primary flat local residential access line, including Extended Area Service (EAS), mileage charges, zone charges, or other non-discretionary charges associated with basic residential service or qualified broadband service. The benefit may not bring the basic local residential access line rate below zero during any month.
- c. Customers are limited to one Tribal Lands Lifeline credit per household from the Company, which may be applied towards a qualifying wireline service, broadband service or a bundled voice and data service package. Customers are not eligible to receive a Tribal Lands Lifeline credit from the Company if they receive a Federal Lifeline Program credit for a service provided by another Eligible Telecommunications Carrier or Lifeline Broadband Provider.

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C. Tribal Lands Lifeline Program (Cont'd)

4. Monthly Credit

Credit Amount

- Flat rated individual line      Up to \$25.00 <sup>[1]</sup>

D. Link-Up Program

Link-Up assistance for non-Tribal Lifeline customers was eliminated as of April 1, 2012, pursuant to the FCC's Lifeline and Link Up Reform and Modernization, Report and Order and Further Notice of Proposed Rulemaking, WC Docket No. 11-42, FCC 12-11 (rel. Feb. 6, 2012).

Eligible residents of federal Tribal Lands may receive Link-Up support to cover 100% of the customary charges up to \$100.00 in connection with commencing telecommunications service to the qualifying customer's principal place of residence on Tribal Lands. Tribal Link Up applies to qualifying low-income residence customers of the Company who apply for basic residential service and who meet the eligibility criteria established by the Federal Communications Commission. The customer may defer payment on up to \$200.00 of the above charges without interest for a period not to exceed one year. The deferred charges do not include the deposit if required.

An eligible resident of Tribal Lands may receive the benefit of the Tribal Link Up program for a second or subsequent time only for otherwise qualifying commencement of telecommunications service at a principal place of residence with an address different from the address for which Tribal Link Up assistance was provided previously.

<sup>[1]</sup> The Tribal Lifeline Credit is up to \$25.00, but will not result in a rate of less than zero for the service against which the credit is applied. The credit amount is calculated by adding the applicable rates for a flat individual line, including Extended Area Service and other non-discretionary charges for basic residential service and the interstate subscriber line charge. The Federal Lifeline credit specified in A.4. is subtracted from the total and the remaining difference is the applicable credit amount.