

To qualify for the discount, your household must meet one of the following criteria: have an income at or below 200% of the federal poverty guidelines, have a member who qualifies for certain assistance programs like Medicaid, SNAP, or Lifeline, be enrolled in free or reduced-price school meal programs, receive a Federal Pell Grant, participate in specific Tribal programs, or have experienced a substantial loss of income after job loss or furlough since February 29, 2020, due to COVID-19, and previously qualified for the Emergency Broadband Benefit. Note that households in this category will need to re-qualify for the Affordable Connectivity Program. More detailed qualification information can be found on the USAC website.

If you already receive the Lifeline benefit, you are automatically eligible for the Affordable Connectivity Program (ACP) benefit. However, you still need to complete the Brightspeed application to authorize the sharing of your account information with the ACP and to apply the discount to your service. It's important to note that while being a Lifeline customer qualifies you for the ACP, enrollment in ACP is not automatic, and the benefit is limited to one monthly internet discount and is non-transferrable.

Yes, the qualification from the National Verifier expires. You must complete the Brightspeed application within 90 days of receiving a qualification number from the National Verifier in order to maintain your eligibility.

If you have both internet and home phone service from Brightspeed, the Affordable Connectivity Program (ACP) discount will be applied to the internet charges on your monthly service. However, if you qualify for ACP, you may also be eligible for Lifeline, which can provide assistance for your phone service. Therefore, it's advisable to check if you qualify for both programs to maximize your benefits.

No, there is no minimum speed requirement to qualify for the Affordable Connectivity Program (ACP) discount.

No, the Affordable Connectivity Program discount cannot be applied to installation charges. It is only applicable to service charges.

If you reside in an apartment, condo, duplex, or any other multi-family building where internet service is included as part of your monthly rent, you should communicate with your property manager or landlord. They can provide information on working with the service provider for your building to understand the benefits available for eligible residents, including potentially accessing the Affordable Connectivity Program benefit.

No, only one Affordable Connectivity Program benefit is available per household, which encompasses all individuals at a particular address. Therefore, both you and your roommate cannot individually receive the benefit if you share the same address.

Yes, you can still receive the Affordable Connectivity Program benefit even if you have a past-due amount on your account.

The Affordable Connectivity Program (ACP) is a long-term federal program intended to ensure eligible customers can afford the internet service necessary for various activities such as school, work, and healthcare. If there are any changes to the program's status or your eligibility, you will be notified

accordingly.

You will be notified if the Affordable Connectivity Program (ACP) is ending or if there are any changes to the eligibility qualifications. As a long-term federal program, it is designed to ensure that eligible customers can afford the internet service they need for various purposes such as school, work, and healthcare.

When the Affordable Connectivity Program (ACP) ends, participating customers will be asked to opt-in to continue their internet service. This option will be part of the Brightspeed ACP application process. It's important to note that the ACP is a federal government benefit program operated by the Federal Communications Commission (FCC). If the program ends or if a household is no longer eligible, customers will be subject to Brightspeed's regular rates, terms, and conditions.

Brightspeed offers a range of technology solutions tailored to the needs of state and local governments, providing them with a robust network foundation to facilitate a smarter, data-driven future. Our offerings include Dedicated Internet Access (DIA), Metro Ethernet, and Voice over IP (VoIP) services, empowering government agencies with reliable networking and communication solutions.

The E-Rate program, established as a provision of the Telecommunications Act of 1996, historically allocated funding of up to \$2.5 billion annually. This program provides discounts in three categories: internet access, basic maintenance, and internal connections hardware. Its primary goal is to ensure that schools, libraries, and healthcare facilities across the United States are connected to information and resources through the internet, thus fostering digital inclusion and access to educational and healthcare resources.

Entities eligible for the E-Rate program include public or private schools (K-12), libraries, groups of schools and libraries (districts/systems), and rural healthcare organizations. These entities can apply for discounts on eligible technologies such as Dedicated Internet Access (DIA) and Ethernet services through the program.

Brightspeed offers colleges and universities a range of technology solutions designed to support immersive digital activities and facilitate a dynamic learning environment. Our high-speed connectivity solutions enable a learning continuum that adapts to evolving educational needs. We provide networking and voice solutions tailored to the higher education sector, including Dedicated Internet Access (DIA), Metro Ethernet, and Voice over IP (VoIP). These solutions empower institutions to explore innovative approaches to digital education beyond traditional textbooks, enhancing the overall learning experience for students and faculty.

Choosing Brightspeed for internet service offers several benefits, particularly for customers residing in small towns and rural areas with limited Wi-Fi options. While Brightspeed's DSL service may not offer ultra-fast speeds, it provides reliable connectivity at affordable rates. Unlike some providers, Brightspeed plans come without contracts or data caps, ensuring flexibility and peace of mind for customers. Additionally, Brightspeed's pricing is competitive within the DSL market and offers better speeds and affordability compared to satellite internet alternatives. The company operates in 20 states across the South and Midwest, as well as in Pennsylvania and New Jersey, providing coverage to a wide customer base. Despite its primary focus on DSL, Brightspeed aims to

enhance its service offerings by expanding its fiber network in most of its service areas over the next four years. Brightspeed's launch in October 2022 was part of a significant deal involving parent company Apollo Global Management acquiring the DSL and phone customer base of Lumen Technologies, the parent company of CenturyLink. Overall, Brightspeed represents a compelling option for customers seeking reliable internet connectivity in areas with limited alternatives.

Brightspeed competes with established cable providers like Xfinity and Spectrum, but faces challenges due to lower customer satisfaction ratings, slower speeds, and higher prices on certain plans compared to its competitors. AT&T offers both fiber and DSL internet services, while Brightspeed primarily offers DSL. Fiber internet is faster, more reliable, and cost-effective compared to DSL. However, Brightspeed's DSL is slightly cheaper than AT&T's DSL and provides comparable speeds, which is a positive aspect for Brightspeed.

No, Brightspeed does not require annual contracts. Customers can cancel their internet service at any time without facing early termination fees.

Brightspeed charges a \$15 monthly fee for a modem/router gateway used with their DSL internet plan.

Brightspeed charges a \$99 installation fee for their internet service.

Brightspeed primarily offers DSL internet services, with limited availability of fiber internet in select areas. They aim to expand their fiber offerings in the future.

Brightspeed's DSL internet reaches speeds of up to 40Mbps, while their fiber plans, with speeds of up to 940Mbps, are available in limited areas.

To reach a Brightspeed customer service representative regarding Brightspeed availability, you can call 1-855-625-1859. Additionally, you may visit their customer service page for more information.

Brightspeed is a relatively new internet provider headquartered in Charlotte, North Carolina. It operates as a subsidiary of the private equity firm Apollo Global Management. Established in 2021, Brightspeed was founded by three former Verizon executives: Robert "Bob" Mudge, Tom Maguire, and Chris Creager. The company was created as part of a \$7.5 billion deal to acquire Lumen Technologies' DSL and landline phone services.

Brightspeed primarily offers DSL (Digital Subscriber Line) internet services. DSL utilizes landline phone networks and can reach speeds of up to 100 Mbps, although many DSL connections typically offer slower speeds. While DSL is considered an older technology and has declined in popularity, it remains a reliable broadband option, especially in rural areas and small towns with limited Wi-Fi alternatives.

Brightspeed also offers fiber internet, although it appears to be available only in very limited areas at the moment. Despite efforts to check availability through their tool, no results were returned for multiple addresses. Brightspeed executives have outlined a plan to transition the company into a full-fledged fiber internet provider. Similar to other providers like CenturyLink, AT&T, and

Verizon, who have shifted from DSL to fiber, Brightspeed aims to allocate \$2 billion towards expanding fiber-optic internet access. Their goal is to reach at least 3 million customers across 20 states within the next four years. This endeavor represents a significant investment and undertaking, given the high costs and time required to develop fiber networks. Once fiber internet becomes widely available, Brightspeed intends to offer packages with speeds ranging from 200 Mbps to an impressive 2,000 Mbps.

CenturyLink DSL customers officially became Brightspeed customers on October 3, 2022, when Brightspeed took over CenturyLink's DSL accounts. All account information for former CenturyLink DSL users has been transferred to Brightspeed. Former CenturyLink DSL customers can continue to use their My CenturyLink login information to access their accounts.

No, you do not have to pay more for the same internet service now that Brightspeed is your new internet provider. Brightspeed's internet plans offer the same pricing and services as what customers previously had with CenturyLink. For example, a DSL plan still costs \$50 per month and provides speeds up to 140 Mbps, which is consistent with former CenturyLink plans. While Brightspeed may introduce additional plans in the future, the current expectation is that former CenturyLink customers' plans will remain unchanged.

According to Brightspeed, there may be a brief service interruption when your previous CenturyLink internet connection is transitioned to Brightspeed. However, Brightspeed aims to schedule any outages for the early morning hours and plans to notify customers in advance about any potential disconnections.

No, you can continue using the same modem and router that you used with CenturyLink's DSL service for Brightspeed. However, if your equipment is outdated, you may need to replace it with new devices. You can contact Brightspeed directly to rent new equipment, or alternatively, consider purchasing your own modem and router for use with Brightspeed.

Certainly, you have the freedom to switch internet providers if you're not satisfied with Brightspeed. You can cancel your Brightspeed plan but we will miss you.

Fiber internet is widely regarded as the fastest and most reliable type of internet connection available. It utilizes fiber-optic cables, which are composed of bundled strands of glass or plastic. Fiber internet providers transmit data by sending photon signals through these strands, allowing for extremely fast data transmission speeds, often approaching the speed of light.

Fiber internet is indeed a newer technology compared to DSL, offering significantly faster speeds and requiring less maintenance. Unlike DSL, which utilizes twisted-pair copper wiring and is susceptible to electromagnetic interference, fiber internet transmits data through fiber-optic cables, resulting in faster and more reliable service overall. Indeed, fiber-optic cables are incredibly reliable, to the extent that telecommunication companies utilize them extensively to connect the major nodes of their global internet networks. These networks span vast distances, including across oceans and continents, highlighting the reliability and efficiency of fiber technology.

Fiber-optic internet stands out for several reasons:

Fast Speeds: Capable of reaching up to 5,000 Mbps from major internet providers, fiber offers blazing-fast download speeds, ideal for streaming high-definition

content, downloading large files, and more.

Symmetrical Upload Speeds: Fiber internet typically offers symmetrical upload and download speeds, ensuring a smooth and consistent connection during activities such as video calling, livestreaming, and uploading large files.

Low Latency: Fiber internet also boasts low latency, which improves responsiveness and reduces lag, particularly beneficial for online gaming, real-time collaboration, and other interactive activities.

Fiber internet commonly offers maximum speeds of 1,000 Mbps (1 Gigabit per second), although a range of speed options are available, from 100 Mbps to as high as 5,000 Mbps. One key advantage of fiber internet is its symmetrical upload and download speeds, meaning that uploads are just as fast as downloads. This high-speed and symmetrical performance make fiber internet ideal for demanding activities such as gaming, video conferencing (e.g., Zoom), and streaming content on multiple devices simultaneously.

Indeed, while fiber internet offers impressive speeds and reliability, it remains relatively rare, currently available to only 42% of the US population, according to the latest data from the Federal Communications Commission (FCC). However, AT&T and other fiber internet providers have been actively working to expand nationwide access to high-speed fiber connections in recent months. This ongoing effort may lead to fiber internet becoming more accessible in various areas across the country, potentially including your neighborhood in the near future.

The internet operates as a vast network of interconnected devices, including computers, servers, routers, and more. These devices are linked together through physical infrastructure such as cables, fiber-optic lines, and wireless connections.

At the core of internet functionality are protocols, which are essentially rules dictating how data is transmitted and received across the network. The most fundamental of these is the Internet Protocol (IP), which assigns unique addresses to each device connected to the network, facilitating communication. When data is sent over the internet, it is broken down into small packets. These packets are then transmitted across the network, often taking various routes through routers and servers before reaching their destination. Routers play a crucial role in directing this traffic, determining the most efficient path for data based on factors like network congestion and distance.

Within this network, there are two primary types of devices: servers and clients. Servers store and distribute data, while clients request and receive data from servers. For example, when you access a website or download a file, your device acts as a client, sending requests to servers that host the desired content.

Overall, the internet functions as a sophisticated system that enables the exchange of data and facilitates various forms of communication, information sharing, and online activities on a global scale.

Most fiber internet providers offer speeds up to 1,000 Mbps (1 Gigabit per second), which is typically the fastest connection available among different types of internet. Some providers may also offer slower plans, which are priced lower but still provide excellent speed and performance. Gigabit fiber speeds, which are 1,000 Mbps or faster, are particularly well-suited for large households and users with high-demand internet usage requirements.

Absolutely, fiber internet offers symmetrical upload and download speeds, meaning that the upload speeds are just as fast as the download speeds. This symmetrical performance is unique to fiber internet and sets it apart from other types of internet connections, such as cable and DSL, which typically have significantly slower upload speeds compared to their download speeds. The symmetrical upload speeds provided by fiber internet make it an ideal choice for various high-bandwidth activities, including uploading large files, video conferencing, online gaming, and other data-intensive tasks.

Fiber internet excels in providing symmetrical upload and download speeds, making it ideal for various online activities. Download activities that work best on fiber internet include streaming video in 4K, downloading large files, operating multiple smart-home devices, and sharing Wi-Fi with numerous users. For upload activities, fiber internet is well-suited for attending Zoom meetings, uploading large files to cloud servers, and hosting livestreams. While fiber internet plans can reach speeds of up to 1,000 Mbps, the optimal speed depends on individual needs. A speed of 300 Mbps is often considered the best balance of performance and cost for handling streaming, gaming, video calls, and other activities across multiple devices, although households with five or more users may benefit from faster plans.

Fiber-optic internet operates by transmitting data as pulses of light through thin fibers made of glass or plastic. These fiber-optic cables serve as the backbone of the internet, capable of carrying vast amounts of data across long distances. Unlike traditional metal wires, fiber-optic cables have several advantages: they can transmit much more data, they are highly resistant to data loss, and they are immune to electromagnetic interference, such as that caused by solar storms. This reliability makes fiber-optic cables essential for internet infrastructure, as they traverse continents and oceans, whether laid at the bottom of the sea or underground, ensuring reliable data transmission.

Safety Tip: If you notice loose fiber connectors on your optical network terminal, avoid looking directly into the end of the connector to prevent potential eye damage. Instead, refer to your terminal's user manual for instructions on how to reconnect these cables properly. It's important to handle fiber optic components with care to ensure safe operation and prevent accidents or injuries.

Switching Internet Service Providers (ISPs) can be done in five simple steps:

- Step 1: Find ISPs in your area: Use a zip code search tool to discover which internet providers are available in your location.
- Step 2: Choose your new ISP: Compare different provider plans based on factors such as speeds, price, features, and policies to determine the best option for your needs.
- Step 3: Analyze your current internet contract: Review your current ISP contract to understand any applicable fees or policies related to cancellation.
- Step 4: Schedule the switch: Coordinate the installation of your new internet service to overlap with the end of your current service, ensuring you aren't left without an internet connection during the transition.
- Step 5: Return your old ISP's equipment: Don't forget to return any rental modems, routers, gateways, or extenders to your previous ISP to avoid high fees.

By following these steps, you can smoothly transition from one internet provider to another while minimizing downtime and potential fees.

Yes, both Brightspeed and CenturyLink offer DSL and fiber internet services. CenturyLink also provides some fixed wireless internet services. Customers transitioning from CenturyLink to Brightspeed should not experience significant changes in the type of internet connection they receive during the transition. However, it's worth noting that Brightspeed is actively expanding its fiber network in 17 states. Therefore, if your current connection with CenturyLink is DSL, there's a possibility that you may gain access to fiber internet with Brightspeed in the future as their network continues to grow.

Brightspeed and CenturyLink offer similar internet services and speeds, including DSL and fiber options. While both providers offer fiber internet with speeds of up to 940 Mbps for both download and upload, there are subtle differences, particularly in pricing. The starting price for internet plans from both companies is \$50 per month, and both offer phone services but no TV

services or bundling options. Customers who were part of CenturyLink's network should have had their plans switched to Brightspeed by October 3, 2022, with notifications sent in advance via email. If you haven't received such notification, you're likely still a CenturyLink customer.

Since the transition from CenturyLink to Brightspeed has already taken place, you should not experience any service interruptions during this transition period. Additionally, service changes like this are typically scheduled during early morning hours to minimize disruptions to customers. Therefore, you can expect a smooth transition with minimal interruptions to your internet service.

While CenturyLink and Brightspeed offer similar internet plans, users of Brightspeed Fiber Internet plans may experience a slightly higher monthly charge compared to CenturyLink. However, subscribing to digital voice services through Brightspeed can potentially offset these costs, resulting in savings on your monthly bill. Additionally, Brightspeed Fiber plans do not include fees for routers or modems, which can further contribute to cost savings for subscribers.

For the most part, your existing CenturyLink internet equipment should be compatible with Brightspeed's internet plans. However, if you have a significantly older modem, it may not be compatible and you may need to replace it with a newer model. It's recommended to check the compatibility of your equipment with Brightspeed's network, and if necessary, consider upgrading to ensure optimal performance with your new internet service.

Yes, your account information should remain the same when transitioning from CenturyLink to Brightspeed. You can continue to use your existing CenturyLink login credentials to access your Brightspeed account. Additionally, you should retain access to similar services that were offered by CenturyLink, ensuring a seamless transition to your new internet service provider.

Both Brightspeed and CenturyLink offer comparable top speeds on their plans. However, Brightspeed offers an additional fiber internet plan, which may provide faster speeds compared to CenturyLink's offerings.

Both Brightspeed and CenturyLink do not require annual contracts when signing up for their internet plans. Customers have the flexibility to subscribe to their services without being tied to long-term contracts.

To ensure you get the best deal with Brightspeed, start by evaluating your household's internet speed requirements. Consider the various plan options available and choose one that aligns with your usage patterns. Additionally, you can save money by purchasing your own equipment instead of renting or buying it from the provider. While provider-provided equipment may offer top-notch customer service, using your own devices can help you avoid rental fees and even installation charges if you set up the equipment yourself. For those interested in Brightspeed Fiber Internet, it boasts symmetrical speeds of up to 940 Mbps, ensuring a high-performance internet experience for your household.

Brightspeed Fiber Internet starts at just \$59 per month, plus tax. This affordable starting price makes high-speed fiber internet accessible to a wide range of users.

Brightspeed offers professional installation services for a one-time fee of \$99. However, if you prefer to handle the installation yourself, you have the option

to do so and waive the installation fee. This can be a cost-effective choice for those who are comfortable setting up their own equipment.

Yes, you can bundle Brightspeed Fiber Internet with other services. At checkout, you have the option to add Brightspeed Digital Voice to your Brightspeed Fiber Internet plan, creating a package deal. Additionally, traditional home phone service is also available with Brightspeed Internet plans, allowing you to bundle your internet and phone services for added convenience and potential savings.

Brightspeed Internet offers download speeds of up to 100 Mbps, providing reliable connectivity for various online activities. On the other hand, Brightspeed Fiber Internet offers symmetrical speeds of up to 940 Mbps, ensuring lightning-fast internet for seamless streaming, gaming, and other high-bandwidth applications.

Brightspeed offers residential internet and home phone services, as well as business internet services.

Brightspeed gained significant coverage as a new ISP through its rapid expansion to 20 states after receiving FCC approval in 2022 to acquire network assets from Lumen Technologies, Inc., for \$7.5 million.

Brightspeed is actively recruiting individuals to join its team as it builds something new in the internet service industry. The company emphasizes shaping both individual futures and the future of internet service collectively. Privacy is a priority for Brightspeed, and all applicants are encouraged to review the company's privacy notices before applying. These notices outline how Brightspeed collects, uses, and shares personal information, applying to both the company's websites and services. The privacy notice is effective as of January 19, 2023, and is applicable to all Brightspeed Sites and Services. If applicants access services from other companies through Brightspeed, those companies' privacy notices will govern the collection and use of information.

Brightspeed collects personal information directly from users when they provide details such as their name, contact information, and financial data during interactions with Brightspeed's websites and services. Additionally, technical information like browser type and IP address is automatically gathered when users visit Brightspeed's sites or use their services. Furthermore, Brightspeed may obtain information from consumer reporting agencies for credit checks and from marketing companies, which may include contact information. These practices are outlined in Brightspeed's privacy policy to ensure transparency and inform users about how their personal information is collected and utilized.

Brightspeed uses the information it collects for various purposes to operate its business and enhance user experiences. This includes responding to inquiries, setting up accounts, assessing credit, billing, improving the functionality of its websites and services, troubleshooting, providing customer support, sending updates and offers, ensuring legal compliance, and maintaining security. These practices align with Brightspeed's commitment to delivering efficient, secure, and user-centric services while meeting regulatory requirements.

Brightspeed may share the information it collects in the following circumstances:

Third-Party Service Providers: Brightspeed may share information with third-

party service providers who assist in marketing and operating their websites and services.

Consumer Reporting Agencies: In certain cases, such as when an account is in collections, Brightspeed may share information with consumer reporting agencies.

Parent Company, Affiliates, and Partners: Information may be shared with Brightspeed's parent company, affiliates, or joint venture partners.

Other Carriers and Service Providers: Information may be shared with other carriers and service providers as required by law, with user consent, for service provision and billing, or in cases of suspected fraud, harassment, threats, or similar activities.

Corporate Transactions: Information may be shared in preparation for or during a corporate sale, merger, acquisition, or other transfer of assets.

Legal Compliance: Brightspeed may share information in response to subpoenas, court orders, governmental inquiries, or other legal processes, or as otherwise permitted or required by law.

Protection of Rights and Safety: Information may be shared to protect Brightspeed's rights or the rights of others, or for safety and security reasons.

With User Consent: Information may be shared with user consent or direction, or under other privacy notices provided to users.

Additionally, for voice services, Brightspeed may disclose information such as name and phone number to third parties through call-identifying features like Caller ID. Moreover, disclosure of information may occur to comply with legal requirements or for safety measures. Brightspeed may also share de-identified or aggregated information from its websites and services for analytics, marketing, or business purposes.

Regarding digital advertising and analytics, Brightspeed does not sell collected data but may allow advertising providers to collect technical data for targeted advertising on its sites. Users can opt out of targeted advertising through Brightspeed's privacy center or external tools like the Digital Advertising Alliance Webchoices tool.

Brightspeed provides users with various privacy choices, including managing account information, cookie preferences, and opting out of email marketing. Users also have options related to voice services, such as having a non-published or non-listed telephone number or limiting directory listing information.

Residents of Virginia and employees in California have rights related to accessing their information, and Brightspeed provides a Data Subject Request form for such requests.

Additionally, Brightspeed outlines its Customer Proprietary Network Information (CPNI) policy, ensuring compliance with federal regulations to protect the confidentiality of CPNI related to voice services.

Brightspeed utilizes Customer Proprietary Network Information (CPNI) primarily to provide services to customers. This includes billing, account setup, service provision, marketing similar services, and troubleshooting. CPNI may be shared with Brightspeed affiliates, third-party service providers, and other third parties like law enforcement for legal compliance, rights protection, and safeguarding customers and users of other carriers' services. Upon request and identity verification, Brightspeed will share CPNI with the customer. Additionally, CPNI may be used, shared, or accessed with customer approval, as detailed elsewhere in Brightspeed's privacy notice.

You have specific rights concerning your CPNI under the law. Brightspeed may require your approval, known as "opt-in" approval, before using, sharing, or allowing access to your CPNI in certain cases. They will clearly explain how your CPNI will be utilized and shared, along with the recipients, if you grant approval. Additionally, you have the right to opt out of Brightspeed using your

CPNI for marketing communications services you're not currently using, providing you control over the use and sharing of your CPNI for marketing purposes. These rights ensure transparency and consent in how Brightspeed handles your CPNI.

To opt out of Brightspeed's use of your CPNI, you can send an email to privacy@brightspeed.com with "CPNI Data Opt-Out Request" in the subject line. Your opt-out preferences will remain in effect until you decide to change them, and you can update your choices at any time by contacting the same email address. Opting out of CPNI use for marketing purposes will not impact your ability to use subscribed services, but it may limit the additional services offered based on your communication needs. If you choose to opt out, Brightspeed may still market to you, but the marketing will not be based on your CPNI.

Brightspeed has specific rules for accessing CPNI:

Calls to Customer Service: Prior to discussing CPNI over the phone, callers must be authenticated by providing a pre-established CPNI password, requesting a callback, or sending information via postal service to the account's address. CPNI details are not disclosed over the phone without proper authentication.

In-Person Access: Customers requesting in-person access to their account must present a valid government-issued photo ID matching the account holder's name.

Online Access: Customers seeking online account access must have established account credentials such as a username, password, or security access code. These measures ensure secure and authorized access to CPNI information across different channels of interaction with Brightspeed.

For business accounts with Brightspeed, where there's a contractual relationship and the business has a dedicated account representative, authentication processes may differ, and notifications may not be sent. However, customers still need established account credentials for online access. Otherwise, CPNI access and notification practices remain consistent. Business accounts may also designate Authorized Users, allowing other individuals to access and manage the account alongside the primary account holder.

To contact Brightspeed regarding questions, comments, or concerns about their privacy policy, you can reach out:

By email: privacy@brightspeed.com

Chief Privacy Officer

Brightspeed

P.O. Box 1330

717 McGilvary Street

Fayetteville, NC 28301

Feel free to use these contact methods to address any inquiries or feedback regarding Brightspeed's privacy practices.

Purpose: All people and businesses should have access to the connectivity they need.

Beliefs: People matter, and treating each other with respect and humility is essential.

Thinking like customers and prioritizing their needs is crucial.

Authenticity and transparency in communication are valued.

Embracing big ideas and innovation is fundamental.

Speed and agility are prioritized in decision-making and execution.

Celebrating success and recognizing contributions fosters employee engagement and customer satisfaction.

New Company Brightspeed Emerges, Courtesy of Lumen/CenturyLink Divestiture Plan:

Apollo Management's acquisition of Lumen ILEC operations in 20 states isn't expected to be finalized until the second half of 2022. But that isn't stopping the acquirers from making big plans, as today's news that Brightspeed will be the name for the business post divestiture illustrates.

Despite not yet having the Lumen network assets, Brightspeed is already in operation and has assembled a management team that includes people who were responsible for the Verizon Fios fiber broadband rollout, including Brightspeed CEO Bob Mudge, COO Tom Maguire and Chief Administration Officer Chris Creager. The company said it plans to invest more than \$2 billion in its network, apparently in addition to the \$7.5 billion it will pay for the Lumen assets.

Lumen plans to retain its ILEC business in 16 states where it also plans to invest in fiber broadband but opted to divest states that would have been a lower priority to receive fiber buildouts.

"Our company exists because we believe that all people and businesses should have access to the connectivity they need to accomplish what is most important to them," says a Brightspeed web page. "Our goal, over the next several years, is to build a next-gen fiber optics-based network to power Internet access for the communities we will be privileged to serve."

Intriguingly, a press release today notes that Brightspeed will "initially" be comprised of the Lumen assets, suggesting that the company may have additional acquisition plans.

Brightspeed will be headquartered in Charlotte, N.C.

"We have an incredibly talented team of network builders and lifelong customer advocates who are eager to accelerate the upgrade to fiber optic technologies in parts of the country that have been historically under-invested," said Mudge in the press release.

Brightspeed takes over local CenturyLink business in October

Wednesday, September 14, 2022 - 8:40:57 AM

WINSTON COUNTY - Local CenturyLink phone and internet customers will soon see a new name on their bills.

Either on or soon after Oct. 3, Brightspeed will be taking over portions of CenturyLink's business in 20 midwestern and southeastern states, including Alabama. Locally, CenturyLink offers phone and internet services in all of Marion County and all of Winston County with the exception of the Arley area. Lumen, which owns an incumbent local exchange carrier in Alabama - operating it as CenturyLink - is selling portions of its business to Brightspeed, a new company formed in August, 2021, between Lumen and Connect Holding LLC, through funds managed by affiliates of Apollo Global Management, Inc., strictly to acquire certain telecom assets and operations from Lumen, according to information found on Lumen, CenturyLink and Brightspeed's websites. According to Lumen's website, the sale is valued at \$7.5 billion.

"Selling these assets to Brightspeed's parent company at such an attractive valuation allows us to focus on driving growth in our core enterprise business," a statement on Lumen's website reads. "This deal allows us to focus on investments in Lumen's most attractive markets where we see an opportunity to drive growth. We believe this transaction will be positive for consumers in the impacted states as Brightspeed pursues its own fiber deployment plans and invests in bringing faster and more reliable internet service to many rural markets."

Lumen is retaining its national fiber routes and competitive local exchange carrier networks in Alabama, as well as the 19 other states that are being affected by this sale. Those states are Arkansas, Georgia, Illinois, Indiana, Kansas, Louisiana, Michigan, Mississippi, Missouri, New Jersey, North Carolina, Ohio, Oklahoma, Pennsylvania, South Carolina, Tennessee, Texas, Virginia and Wisconsin.

Headquartered in Charlotte, North Carolina, Brightspeed will be led by CEO Bob Mudge, who has worked at Verizon and other telecommunications companies. The

company has already announced plans to bring faster, more reliable internet and wi-fi to markets in some portions of Alabama, but not in Winston and Marion counties. Counties that are included in Brightspeed's initial 18-month plan are Fayette, Pickens, Baldwin, Covington, Dale, Elmore, Geneva, Henry and Tallapoosa.

"We believe that all people and businesses should have access to the connectivity they need to accomplish what is most important to them. Our goal, over the next several years, is to build a next-gen fiber optic-based network to power internet access for the communities we will be privileged to serve," a statement on Brightspeed's website reads. "What truly excites us is the chance to bring the best technology to communities, particularly in rural and suburban America, who have not always had the choices in internet providers they need and deserve. We're committed to building a smart network for customers who want consistently fast internet at a great value."

CenturyLink is currently informing its local customers if they are going to be affected by this change. Customers who are affected should have already received an email about it or have seen information regarding the change on their phone bills. Both CenturyLink and Brightspeed have stated that there will be no service interruption and no equipment changes. Phone numbers will remain the same.

Customer account numbers will also remain the same, both CenturyLink and Brightspeed state. Bills will remain due on the same date and will arrive either paperless or by mail, whichever way customers are currently receiving them. Obviously, there will be a new address where payments will need to be mailed, and that address will be on customers' first Brightspeed bill.

Persons who use their bank's bill paying service will need to log into their bank's website to enter Brightspeed's billing information once receiving their first Brightspeed bill. Those signed up for autopay through CenturyLink will see no change, as their payment information and details will be transferred to Brightspeed, according to both companies' websites. Autopay payment dates will not change.

Pricing for plans will not change in the near term, according to both companies' websites.

Contact us

For inquiries about subpoenas or other law enforcement requests, please visit our Trust and Safety FAQ page at [Trust and Safety FAQs](#)

Please contact our customer service teams by telephone at 1-833-MYBRSPD (1-833-692-7773) or by chat on the website at [contact us](#).

Brightspeed Prepaid Internet is a convenient plan offering month-to-month pricing, without the need for a long-term contract, credit check, or deposit. It provides simplicity and flexibility for users who prefer prepaid options, allowing them to access internet services without commitment.

To enroll in My Brightspeed for online account management, follow these steps:

1. After confirming an order for new service from Brightspeed, check your email inbox for a message from Brightspeed Notifications.
2. In the email, you should find a personalized link to create your My Brightspeed account. Click on this link.
3. You will be directed to the My Brightspeed registration page, where your email address should be auto-filled.
4. Enter your service address zip code as requested.
5. Once your account is verified, you will be prompted to create a password for your account and acknowledge the terms and conditions.
6. After completing these steps, your My Brightspeed account will be set up and ready for use.

If you do not receive the enrollment email, you can still sign up for My Brightspeed by following the instructions provided on [how to enroll](#).

If you order a technician install, a Brightspeed technician will personally deliver the modem to your home and handle the setup to start your internet service. It's important to ensure that someone over the age of 18 years old is available at home to receive the technician. Alternatively, if you opt for self-installation, your Brightspeed modem will be delivered to you on or before your activation date. Inside the modem box, you'll find detailed instructions guiding you through the process of connecting your internet service. You can plug in the modem after 5 PM on the service start date, following the provided instructions.

Upon placing your order, your initial payment, which may include one-time charges for a modem or installation, will be processed. Subsequently, your monthly payments will be automatically deducted from your credit/debit card one month after your internet service activation date, and then on the same date each month thereafter. For the exact amount of your monthly service fee, please refer to your confirmation email. Alternatively, you can log in to My Brightspeed at any time to access this information.

To manage your Prepaid account online:

1. Verify Your Plan:

- To confirm you're on a Prepaid plan, check your account number on the top right corner of your My Brightspeed page. If it begins with "PPB," it's a Prepaid account.

2. View Bills:

- Access your bills by navigating to the My Bill section.
- Your bill screen will display upcoming charges, payment statement dates, and your saved payment preference.
- To view past bills, select the desired statement period from the drop-down menu in the Payment Statements area.

3. Change Payment Preferences:

- Scroll down to the Payment Preference section in the My Bill screen.
- Choose "Manage Payment Method" to update your credit/debit card information.
- Prepaid customers are required to use a debit or credit card for automatic monthly payments.

4. Update Payment Method:

- Click on "Update My Payment Method" button.
- Enter the details of your new debit or credit card and click "Save" to update.

Note: Other payment methods like checking transfer are not enabled for Prepaid accounts.

These steps ensure you can effectively manage your Prepaid account online through My Brightspeed. Additionally, you can use the Brightspeed Internet app for convenient management of your network, privacy, and security, including features like biometric login and self-installing modem setup.

To troubleshoot internet access issues and manage your Brightspeed account effectively, follow these steps:

1. Check for Outages:

- Determine if there are any nearby outages and find out when they will be fixed. This helps to understand if the problem is localized or widespread.

2. Reset Modem Remotely:

- Reset your modem from anywhere using the Brightspeed Internet App, eliminating the need to search for the reboot button.

3. Share WiFi Easily:

- Download a network QR code to provide visitors with quick access to your WiFi.

4. Control Network Devices:

- View and manage network devices efficiently through the app.

5. Manage Secure WiFi:

- Utilize improved features to manage Secure WiFi on supported Brightspeed modems, including creating device groups, controlling access, and filtering web content.

6. Download the Brightspeed Internet App:

- Access all app functionalities, including making or scheduling payments, enrolling in paperless billing, managing payment methods, and accessing help resources such as videos and articles.

7. Compatible Devices:

- The app is compatible with Android 5 and up, as well as iOS 12 or later on iPhone, iPad, and iPod touch.

8. Adjust Notification Settings:

- Change your account notification settings by accessing the Manage Notification Preferences option in your My Settings page.

- Select Profile from the top menu bar and scroll down to the Notifications section.

- Update your preferences and click "Update" to save changes.

- Note: Paperless billing is automatically enabled for Prepaid accounts. You'll receive your monthly bill by email along with reminders about scheduled automatic payments.

Ensure uninterrupted internet service and manage your account efficiently with these tips and the Brightspeed Internet App.

At Brightspeed, we're committed to helping communities thrive by addressing the unique challenges they face. From tight budgets to the need for reliable connectivity, we understand the importance of accessible internet and Wi-Fi services. That's why we offer high-speed, dependable, and affordable solutions tailored to meet the needs of your community. Our dedicated support team is well-versed in your industry and has the flexibility to create customized solutions that align with your requirements. With Brightspeed, you can trust that your community's connectivity needs are in good hands.

Solutions for public sector

We offer a variety of products and services for public sector. Select a category to explore our solutions.

State and Local Government

Bringing expertise in government and trusted technology to your communities.

K-12 Education

Making technology affordable with our services for schools and libraries.

Higher Education

Driving student success with IT solutions designed to enhance and support learning.

Public Safety

Protecting health and safety with reliable connectivity for emergency response tech.

Rural Healthcare

Delivering healthcare solutions for providers so you can prioritize patient care.

Student success is enabled by having access and use to the right technology services that fit within your school's budget. Brightspeed is a provider of telecommunications solutions for K-12, Higher Education, State and Local Government customers who benefit from our fiber-rich network and our commitment to delivering an outstanding customer experience and learning journey. Connect your students to a brilliant future.

The E-Rate program ensures that schools and libraries across the U.S. are

connected to information and resources through the internet.

Public or private schools (K-12), libraries, and groups of schools and libraries (districts/systems) can apply for discounts on eligible services.

Brightspeed is a telecommunications company that provides internet and ethernet services to schools. They are the nation's fifth largest ILEC, with a service territory encompassing more than 6.5 million locations in mainly rural and suburban communities. The company is currently building out a state-of-the-art fiber optics network with plans to complete over 1 million new fiber passings by the end of 2023.

“Our vision is straightforward—build a fiber network to deliver a superb broadband service and customer experience to parts of the country that don’t have access today. It’s a compelling mission that employees are excited to take on. People get it. This is empowering to people and communities that otherwise would never have this opportunity. If anything, enthusiasm has grown as we expand.” Chris Creager, Advisor and Board Member, Brightspeed

With Q4 2022 earnings mostly in the rearview, a clearer picture of fiber build targets for the coming year has emerged, at least as far as U.S. operators are concerned.

While some operators have lowered their targets for both 2023 and their overall build plans, the industry still plans to build millions of passings this year. Fierce’s informal tally found operators are plotting to roll out fiber to between 6.5 million and 7 million new locations—at a minimum.

That figure doesn’t include the unclear number of passings AT&T plans to roll out through its fiber joint venture, Verizon’s fuzzy Fios goal or as-yet-unclear fiber targets from the more than half-dozen operators mentioned at the bottom of this story. Nor does it include deployments from the sprawling array of smaller fiber builders on the U.S. telecom scene.

There’s obviously still a lot we don’t know. But here’s a rundown of what we do.

AT&T — The operator ended 2022 with approximately 24 million fiber passings. CEO John Stankey said on an earnings call it expects to pass between 2 million to 2.5 million new locations annually from 2023 onward to hit its goal of reaching 30 million passings by the end of 2025.

AT&T also recently announced a new Gigapower joint venture with private equity company BlackRock Alternatives which aims to deploy fiber to 1.5 million locations. The expected pace of its build is not entirely clear, but AT&T executives have said it is looking to move swiftly.

Altice USA — Executives said during Q4 earnings Altice is now looking to reach 900,000 passings in 2023, a slight step down from the 1 million it added in 2022. That’s down from its original target of 1.6 million for 2023, which was supposed to include 1 million passings in its Optimum footprint and another 600,000 in its Suddenlink territory.

RELATED

Here’s why some analysts say the fiber boom could soon go bust

Bluepeak — A regional player in the central part of the country, Bluepeak reached 70,000 new locations in 2022 and is targeting more than 50,000 in 2023.

Brightspeed â€” Born from Lumen Technologiesâ€™ sale of ILEC assets in 20 states to Apollo Management, Brightspeed is looking to reach more than 1 million passings by the end of 2023 and 3 million within five years. Its 2023 plans include 300,000 new passings in North Carolina, 170,000 locations in Ohio, 130,000 passings in Missouri and 120,000 in Texas.

Frontier Communications â€” After emerging from bankruptcy in 2021, Frontier said in its original fiber build plan it would reach 1.6 million locations in 2023. That figure is now 1.3 million. While lower than planned, Frontier executives noted on an earnings call thatâ€™s still an acceleration in absolute terms from the 1.2 million it delivered in 2022.

Solving Public Sector Pain Points: The Brightspeed Way:

The public sector landscape is evolving, and Brightspeed is front and center â€” addressing the needs of the State, Local, and Education (SLED) market. After recently attending the NASCIO Annual Conference, which focused on information technology in state government, I was reminded that agencies face a trifecta of challenges: the need for increased openness and engagement with citizens, enhanced cybersecurity measures, and all of this within tight budget constraints.

Brightspeed Business can help state agencies thrive in this demanding environment. Read how:

1. Enhanced Citizen Engagement

Pain Point: State agencies are under pressure to be more open and engaged, providing more services to their citizens.

Brightspeed Way: With broadband expansion via fiber buildout, our customers can facilitate direct and efficient communication with citizens. From user-friendly web portals to interactive mobile apps, state agencies can streamline service delivery, improve transparency, and engage with community members like never before.

2. Robust Cybersecurity Measures

Pain Point: State agencies are required to bolster their security due to increasing cyber risks.

Brightspeed Way: Cyber threats are an ever-present concern. With Brightspeed, state agencies can fortify their defenses. We follow industry-leading network security standards to ensure the integrity, confidentiality, and availability of our customers' network and confidential information.

3. Budget Optimization

Pain Point: State agencies are expected to achieve openness, engagement, and security within existing budgets and staff levels.

Brightspeed Way: We understand the importance of fiscal responsibility.

Brightspeed Business is able to control costs through our local distributed model, so state agencies donâ€™t have to pay long-haul charges like with other internet providers. Our cost-effective solutions are designed to maximize efficiency, so agencies achieve more with less â€” meeting the demands of the digital era without exceeding budgets.

NASCIO conferences are educational and networking based. They are designed for knowledge sharing and customized collaboration. The unique format allowed Brightspeed to speak directly to our customersâ€™ challenges and present solutions that empower the public sector to deliver the best services to their citizens.

Brightspeed looking to close fiber optic loop

Brightspeed is looking at ways to provide redundant paths for internet service to Hatteras Island. Brightspeed took over CenturyLinkâ€™s local assets Oct. 3, 2022. On June 5, 2023, Steve Brewer, director of government affairs for Brightspeed, updated Dare Countyâ€™s commissioners with information about reducing public safety outages when fiber optic cable is damaged on Hatteras Island.

For Hatteras Island, one fiber optic cable runs the length of the island carrying internet and phone service, including 9-1-1 operation. That cable runs

along the oceanside of NC 12 through very vulnerable locations in the Pea Island National Wildlife Refuge. Service challenges on Hatteras Island include cable exposure by storms and cleanup afterwards. To provide continuous service despite damaged cable, Brewer said the fiber cable loop needs to close. Right now, the cable runs down Hatteras Island and then underwater to Ocracoke. The cable does not connect to the mainland. To close this loop, Brightspeed has applied for \$13 million grant from the National Telecommunications and Information Administration, which is part of the U.S. Department of Commerce. The submarine cable would run from Ocracoke to the mainland. Cedar Island is mentioned. Brewer also indicated that the fiber cable running from Hatteras to Ocracoke would be upgraded. The company is also looking at resurrecting microwave towers. The towers would provide voice traffic, including 9-1-1 operation. Cost estimates have been delayed by nesting ospreys on Brightspeed towers, said Brewer. Commissioner Jim Tobin told Brewer that phone service is "horrible" in Manns Harbor. "Bring in some broadband," said Tobin. The commissioners also raised questions about service in Stumpy Point and Wanchese. Apparently, in delivering cable service to Wanchese, Brightspeed skipped Skyco. One of the technical people accompanying Brewer said fiber exists to Skyco, but "it's not lit." In opening remarks, Brewer said since the Brightspeed takeover, mean time to repair has seen a 32% improvement and mean time to install, a 20% improvement.

Brightspeed offers internet plans with varying speeds and prices. Their DSL plan starts at \$50 per month for speeds up to 15 Mbps. If you need faster speeds, they offer fiber plans ranging from 200 Mbps to 940Mbps, priced from \$59 to \$79 per month. However, it's important to note that fiber availability may be limited depending on your location.

Brightspeed Internet: Reaching 20 States with Speeds and Prices to Consider
Brightspeed offers DSL internet in 20 US states, primarily across the South, Midwest, and parts of the East Coast. It's worth checking if they cover your area, especially if you were previously a CenturyLink customer as Brightspeed acquired their DSL infrastructure.

Their basic plan starts at \$50 per month and delivers speeds up to 20 Mbps, suitable for browsing, emailing, and light streaming. However, the plan only allows connecting up to 2 devices at once and might not be sufficient for households with heavy internet usage or multiple users.

Remember, this is just their starting plan. Brightspeed also offers faster fiber options, reaching up to 940 Mbps, though availability and pricing will vary based on your location.

It's important to research and compare plans before making a decision. Consider your internet needs, budget, and location to find the best fit for you.

Brightspeed offers a variety of internet-only plans to suit your needs and budget. Here are a few of their latest deals:

Up to 40 Mbps: This DSL plan is perfect for basic internet needs, such as browsing the web, checking email, and streaming music. It costs \$50 per month and comes with a \$200 prepaid Mastercard.

200 Mbps: This fiber plan is a good choice for homes with multiple users or those who stream a lot of videos. It costs \$59 per month and also comes with a \$200 prepaid Mastercard.

500 Mbps: This fiber plan is ideal for gamers and families who need the fastest speeds possible. It costs \$69 per month and includes a \$200 prepaid Mastercard.

1 Gig: This fiber plan is the ultimate in speed and performance. It costs \$79 per month and comes with a \$200 prepaid Mastercard.

Brightspeed internet 1 Gig plan

Please note that these are just a few of the plans that Brightspeed offers. Be sure to visit their website to see all of their available options and to check for any current promotions.

