Brightspeed Business
Wholesale Customer Forum

September 15, 2022

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TODAY'S AGENDA

WELCOME & TEAM INTRODUCTIONS

CUSTOMER EXPERIENCE

PRODUCT DEVELOPMENT

ORDERING INFORMATION

BILLING & ACCOUNT MGMT

Q&A

Jeff Lowney
EVP & Chief Commercial Officer

Curtis Heffelfinger
Vice President, Wholesale Sales

Leah Thornton
Head of Customer Experience

Claude Decarish
Director, Product Development
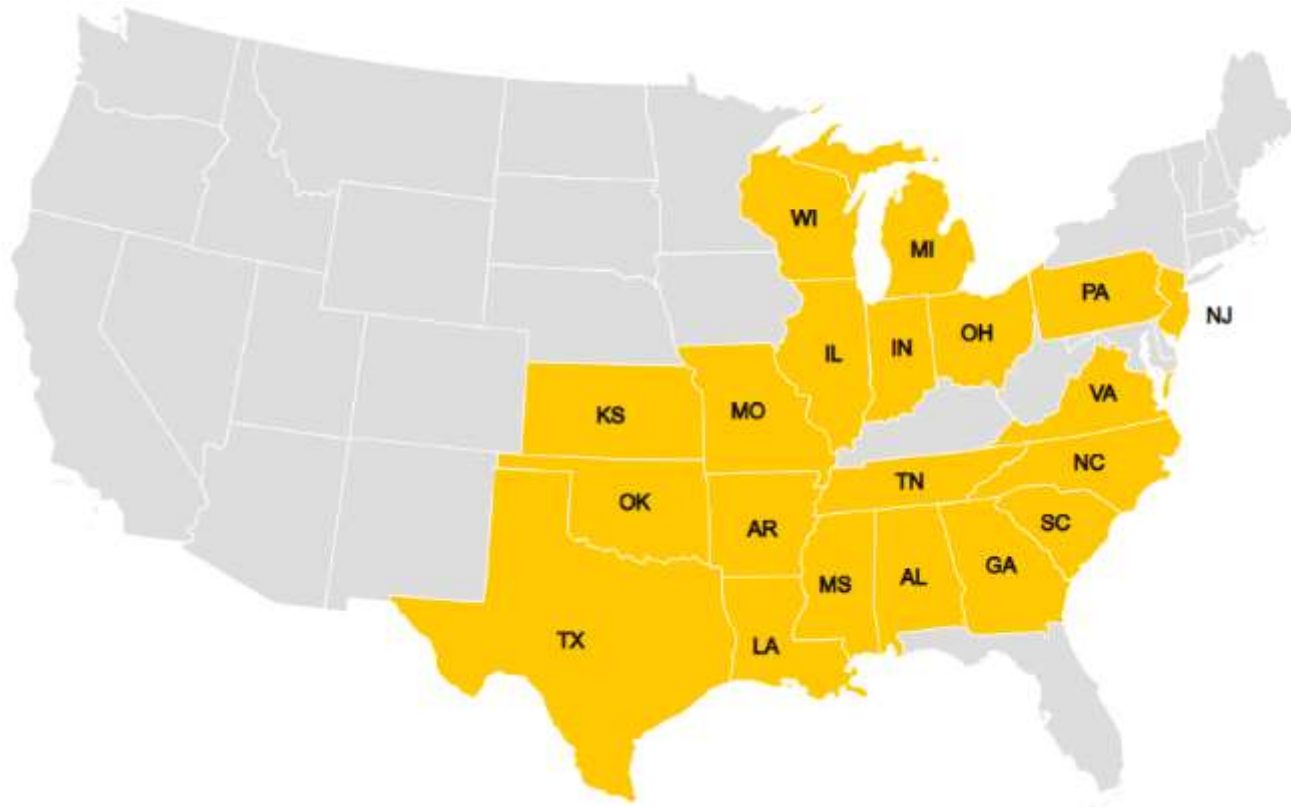and Management

Jeff Parris
Director, Customer Financial Services
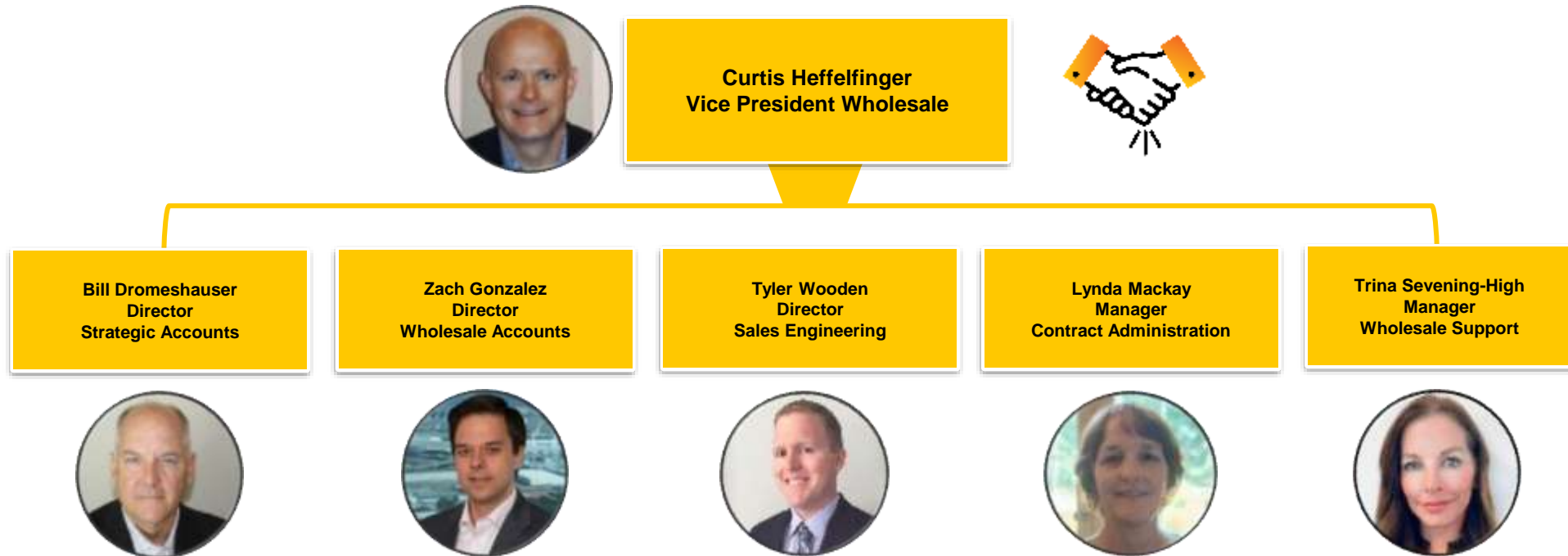
Who is Brightspeed

Experience commitment without complications

Superior products, excellent service delivery, and premium value—that's the promise you can make to your customers as a Brightspeed wholesaler.
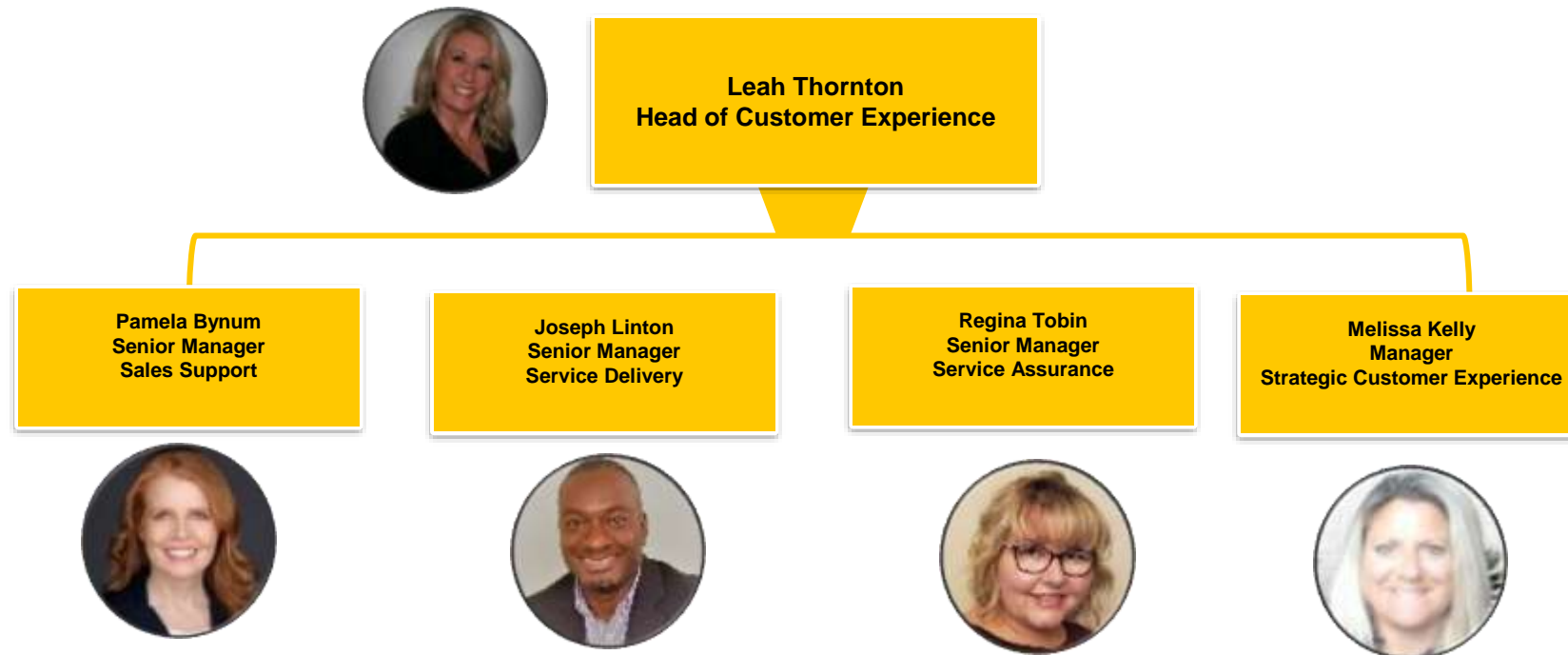
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- **Brightspeed** Announces Brand and Affirms Intention to Bring High-Speed Internet to Rural and Suburban Communities Throughout the United States

- Company is Committed to Enhancing the Service Experience for New and Existing Customers

- Fiber Optics Network Build Expected to Reach More Than Three Million Consumer and Business Locations Over Next Five Years with an Infrastructure Investment of $2 Billion

- Total Employees > 3500

- Headquartered in Charlotte, North Carolina

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Brightspeed Wholesale Team

Curtis Heffelfinger
Vice President Wholesale

Bill Dromeshauser
Director
Strategic Accounts

Zach Gonzalez
Director
Wholesale Accounts

Tyler Wooden
Director
Sales Engineering

Lynda Mackay
Manager
Contract Administration

Trina Sevening-High
Manager
Wholesale Support

Brightspeed Customer Experience

Leah Thornton
Head of Customer Experience

Pamela Bynum
Senior Manager
Sales Support

Joseph Linton
Senior Manager
Service Delivery

Regina Tobin
Senior Manager
Service Assurance

Melissa Kelly
Manager
Strategic Customer Experience

Support and Billing phone numbers will be operational beginning on or about 10/3/2022

Brightspeed
Wholesale Support:
1-833-363-2400

Brightspeed
Wholesale Billing:
1-833-363-2225

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Contact Us - Brightspeed

Beginning on or about Monday, October 3, 2022, Customers will have access to all Brightspeed Contact phone numbers and email addresses for day-to-day business operations:

https://www.brightspeed.com/ew/enterprise/contact-us-support.html

Customers can access:

- Control Center login

- Portal Support (Toll-Free)

- Repair and Service Assurance (Self-Service and Toll-free)

- Order Status (Self-Service)

- Billing Inquiry (Toll-Free and Email)

- Wholesale Customer Care (Toll-Free)

- Service Activations (Toll-Free)

- Escalation Contacts & Procedures (Toll-Free, Email)

Product Development

Fiber and access services

- Ethernet
- Broadband
- Wavelengths
- SONET
- Unbundled Network Elements (UNE)
- Traditional Transport
- Colocation

Voice services

- Switched Access
- Wholesale Local Voice
- Resale
- Local Interconnections

Other services

- Calling Name Data Access
- Calling Name Data Storage
- Common Channel Signaling
- Access Capability/Signaling System 7
- Line Information Database (LIDB)

75,000
Fiber Route Miles

34,000
Fiber-fed Buildings

565,000
Copper-fed Buildings

6,000
Lit Towers

6,100
Near-net Towers

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Ordering Information

- Interexchange Carrier Service Code (ICSC)
- Brightspeed will assume ownership of the ICSCs at close.
- LUMEN will retain the use of the MG04 and SM01 ICSCs.
- ASR requests to the properties in KS, MO, TX previously under MG04 must be submitted under CH10 post-close.
- Converted CCLC assets ordered under the ICSC of SM01 must be submitted to CenturyTel Broadband Services under the ICSC of CT20 post-close.
- A mirror copy of open and/or active LUMEN ASRs/LSRs for the impacted states at close, will be available in the Brightspeed VFO/EP OSS post-close, once system standup is completed.
- Bonded Carriers/CLECs will have access to inflight transactions via the Brightspeed VFO. Carrier/CLECs will not be required to submit any changes in connectivity.
- Brightspeed Wholesale Operations Website will be live 10/4/22.
- New URL (for EASE) https://ease.brightspeed.com/
- Ordering References will mirror those available today.
  - Ordering Job Aids
  - Ordering Samples
  - Technical References
  - Access Operational Support Systems and OSS References
  - Online Training and Training Guides

Circuit Identification
- At close, Brightspeed will retain the ILEC circuit and Telco IDs previously used by LUMEN.
- No changes will be made to embedded base circuit IDs.

Two-Six Codes (TSCs)
- Brightspeed will assume Two Six Codes (TSCs). No changes will be made to embedded base TSCs.

Trunk Group Numbers (TGN)
- Brightspeed will assume existing Trunk Group Numbers (TGN). No changes will be made to embedded base.

All existing LUMEN ASR processes and Requirements will remain effective with Brightspeed at close including:
- The Carrier is responsible for populating the SPEC field on the incoming ASR.

Inflight orders
- Inflight orders will not require any CLEC/Carrier intervention.

Contracts and VTA population
- Orders against Forborne contracts require the carrier to populate the contract ID in the PNUM field in order to receive the applicable discount.
- When requested a discounted payment plan, the VTA field must be populated by the carrier.

LERG/NECA
- LERG and NECA updates will be made at close. Specifically, LERG updates will be made one minute after midnight of closing date and NECA records will be transferred to Brightspeed on the first of the month following close, per industry standard timing.

SPID
- Brightspeed will retain the overall company SPID of 0661 for all Brightspeed territories.
- All remaining territories will convert to an overall company SPID of 2223.

Billing & Account Management

Mail payment – After 10/3/22

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 transfer – After 10/3/22

If you pay via ACH Transfer Information.

ACH TRANSFER INFORMATION:
Bank of America
ACH Routing # 111000012
Account # 4451670975
Send in CTX, EDI820, or CCD+ format

If you pay by AutoPay, there is nothing you need to do.

New W-9 – After 10/3/22

New Brightspeed W-9 to download at https://brightspeed.com/ew/help/W-9

Billing Disputes

Questions around wholesale billing disputes should be sent to:
BS_WHOLESALE.DISPUTE@Brightspeed.com

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Brightspeed Wholesale Forums

Brightspeed Wholesale Team

Customer Forums:
    1st Quarterly Webinar
    Thursday, 10/20/22 @ 2:00PM CST
    Registration link will be sent out in October.

Brightspeed
Wholesale Communications:
wholesale@brightspeed.com

Let's connect at this year's **INCOMPAS Show** taking place in Denver, CO from October 24-26, 2022.

Brightspeed is committed to providing super-fast, super reliable high-speed internet, to our carrier/wholesale customers so that you can offer your customers the products and services that they need. Come visit us at our Kiosk K5 in the Exhibit Hall!

https://show.incompas.org/

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Brightspeed Wholesale Team Leaders

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Lynda Mackay
Manager Contract Administration
linda.mackay@brightspeed.com
(816) 805-6037

Trina Sevening-High
Manager Wholesale Support
trina.sevening@brightspeed.com
(402) 670-6038

Wholesale support and billing phone numbers will be operational beginning 10/4/2022.

Brightspeed Wholesale Support:	Brightspeed Wholesale Billing:	Brightspeed Wholesale Communications:
1-833-363-2400	**1-833-363-2225**	**wholesale@brightspeed.com**

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Frequently Asked Questions – Wholesale:

https://news.lumen.com/brightspeed-wholesale-faqs

Questions

Additional Resources

7.21.22 Communication Package

Calendar of Events

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Calendar of Events

June 2022

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	20 Customer Communication Package distributed	21	22	23	24	25
26	27	28	29	30		

July 2022

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	20	21 LUMEN/Brightspeed Customer Forum Call	22	23
24	25	26	27	28	29	30
31						

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Calendar of Events

August 2022

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	1 Customer Testing Opens	2	3	4	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			

September 2022

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15 LUMEN/Brightspeed Customer Forum Call	16 Customer Testing Ends	17
18	19	20	21	22	23	24
25	26	27	28	29	30 Brightspeed Acquisition Close	

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Calendar of Events

October 2022						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
						1
2	3 Brightspeed Launch	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20 Brightspeed Carrier Forum	21	22
23	24 INCOMPAS Show Denver, CO	25 INCOMPAS Show Denver, CO	26 INCOMPAS Show Denver, CO	27	28	29
30	31					

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Operations Support Systems (OSS)

- To support Brightspeed, for a transitional time after the closing of the sale, LUMEN will provide Operational Support Systems (OSS) for customers in the 20 states acquired by Brightspeed.

- Ownership of the replicated OSS will be transferred to Brightspeed at close. OSS operating under the TSA agreement will be transferred at a date yet to be determined.

- Bonded (UOM) customers for ordering systems will utilize existing LUMEN connections.

- VFO GUI Users will have duplicated access to the Brightspeed ordering instance thru a replicated VFO GUI via a unique URL.

- As part of the transition, Lumen will continue to provide the PTA platform in the Brightspeed impacted states in the same manner as it does today.

- More information is available at: https://news.lumen.com/brightspeed-wholesale

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Ordering

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Access Ordering General Information

- Interexchange Carrier Service Code (ICSC)

- Brightspeed will assume ownership of the ICSCs shows on the next slide at close.

- LUMEN will retain the use of the MG04 and SM01 ICSCs.

- ASR requests to the properties in KS, MO, TX previously under MG04 must be submitted under CH10 post-close.

- Converted CCLC assets ordered under the ICSC of SM01 must be submitted to CenturyTel Broadband Services under the ICSC of CT20 post-close.

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Impacted ICSC/OCN

State	ICSC	OCN/NECA
Alabama	CT82	9789
Alabama	CT83	9788
Alabama	GF01	0298
Arkansas	CJ01	1144
Arkansas	CR05	1142
Arkansas	CS20	1143
Arkansas	IL16	1706
Arkansas	IL18	1727
Arkansas	MG10	1711
Arkansas	RT10	1720
Georgia	CU01	0356
Illinois	MR10	1057
Indiana	ID34	0747
Indiana	ID49	0801
Indiana	OH03	0832
Kansas	~~MG04~~ CH10	1842
Kansas	~~MG04~~ CH10	1317
Kansas	~~MG04~~ CH10	1810
Kansas	~~MG04~~ CH10	1812
Louisiana	ET01	0434
Louisiana	IL18	1727
Louisiana	IS70	0427
Louisiana	IS77	0439
Louisiana	IT57	0424
Louisiana	IT58	0423
Louisiana	IT59	0440
Louisiana	IT60	0436
Louisiana	IT61	0431
Louisiana	LW01	0442
Michigan	CT22	0702
Michigan	IB40	0671
Michigan	IB53	0705
Michigan	PC10	0689

State	ICSC	OCN/NECA
Mississippi	IT53	0458
Mississippi	IT54	0552
Missouri	CM02	1151
Missouri	CT84	9785
Missouri	CT85	9786
Missouri	CT86	9787
Missouri	CT87	9784
Missouri	~~MG04~~ CH10	1811
New Jersey	EG05	0138
North Carolina	CT02	0471
North Carolina	IS97	0485
North Carolina	IS97	0485
North Carolina	NC01	0470
Ohio	IC04	0630
Ohio	OH03	0661
Oklahoma	See Arkansas	
Pennsylvania	EG05	0209
South Carolina	UM01	0506
Tennessee	IT38	0574
Tennessee	IT54	0552
Tennessee	IT55	0557
Tennessee	UM01	4510
Texas	CN01	2114
Texas	IL17	2117
Texas	~~MG04~~ CH10	2084
Texas	SM10	2140
Texas	VV01	2101

State	ICSC	OCN/NECA
Virginia	CV30	254
Virginia	UM01	4511
Wisconsin	CI00	877
Wisconsin	CI05	884
Wisconsin	CI13	898
Wisconsin	CI25	913
Wisconsin	CI35	931
Wisconsin	CI36	934
Wisconsin	CI47	950
Wisconsin	CI55	959
Wisconsin	CI65	970
Wisconsin	CW15	1159
Wisconsin	IB39	841
Wisconsin	IZ76	922
Wisconsin	IZ89	857
Wisconsin	KT01	924
Wisconsin	WI02	956
Wisconsin	WI16	895
CenturyTel Broadband Services (formerly CCLC)	SM01 CT20	908J

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Access Ordering General Information

- **Circuit Identification**

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  - No changes will be made to embedded base circuit IDs.

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- **Trunk Group Numbers (TGN)**

  - Brightspeed will assume existing Trunk Group Numbers (TGN). No changes will be made to embedded base.

- **All existing LUMEN ASR processes and Requirements will remain effective with Brightspeed at close including:**

  - The Carrier is responsible for populating the SPEC field on the incoming ASR.

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Access Ordering General Information

Inflight orders
- Inflight orders will not require any CLEC/Carrier intervention.

Contracts and VTA population
- Orders against Forborne contracts require the carrier to populate the contract ID in the PNUM field in order to receive the applicable discount.
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- LERG and NECA updates will be made at close. Specifically, LERG updates will be made one minute after midnight of closing date and NECA records will be transferred to Brightspeed on the first of the month following close, per industry standard timing.

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- LUMEN will convert all remaining territories to an overall company SPID of 2223.

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Access Ordering General Information

- A mirror copy of open and/or active LUMEN ASRs/LSRs for the impacted states at close, will be available in the Brightspeed VFO/EP OSS post-close, once system standup is completed.

- Bonded Carriers/CLECs will have access to inflight transactions via the Brightspeed VFO. Carrier/CLECs will not be required to submit any changes in connectivity.

- Brightspeed Wholesale Operations Website will be published at close.

  - New URL (for EASE) https://ease.brightspeed.com/

  - Contacts will be published

  - Ordering References will mirror those available from LUMEN today.

    - Ordering Job Aids

    - Ordering Samples

    - Technical References

    - Access Operational Support Systems and OSS References

    - Online Training and Training Guides

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Trouble Administration

- At close, active services inventories will be live in production and available for CLEC/Carrier to report troubles electronically once the system standup is complete and available.

- Inflight Trouble Reports will not require any CLEC/Carrier intervention.

- Current staff supporting troubles in the acquired properties will continue to support trouble reporting post-close.

- Contact Number to Report Repairs for the acquired properties will published on the Brightspeed Wholesale Operations website at close.

- Full list of contacts and escalation Peer-to-Peer chart will be published on the Brightspeed Wholesale Operations website at close.

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Billing

Carrier Access Billing (CABS)

- Bill cycles will remain as-is.

- Currently not planning for Billing Account Number (BAN) changes

- Electronic Billing Options will not change, but Invoices files will be split as noted under Data Feeds.

- Meet-Point Billing

  - Brightspeed has no plans to change the Meet-Point Billing process at close. The ICSCs/OCNs for the properties being acquired will transfer to Brightspeed at close.

- Access (CABS) Billing Disputes

  - Dispute Process and Claim Templates will be published on the Brightspeed Wholesale Operations Website at Close.

  - Billing Contacts will be available form the Brightspeed Wholesale Operations Website at close.

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Wholesale Billing (Ensemble)

- Services such as Resale, WLV, etc. currently billed in Ensemble

- Bill cycles will remain as-is.

- Billing Account Number (BAN) changes will take place in order to split sites and services between Lumen and Brightspeed states.

- Electronic Billing Options (EDI) will have new ISA number and EDI ids, for the Brightspeed invoices. Lumen invoices will remain under their existing EDI ids.

- Billing Disputes

  - Dispute Process and Claim Templates will be published on the Brightspeed Wholesale Operations Website at Close.

  - Billing Contacts will be available form the Brightspeed Wholesale Operations Website at close.

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Billing Feeds

- Brightspeed Electronic billing feeds are available and may be requested by completing and submitting the Brightspeed Billing Media form including:

- Billing Data Tapes (BDT) for CABS access billing and Local billing

  - Customers will receive a unique file for BDT separate from LUMEN BDT files

  - The new feed will be sent to the existing sites but will add a unique identifier (.BSD) before the date/time stamp to denote Brightspeed to the receiving filename.

- Customers will continue to receive existing files for

  - Daily Usage Files (DUF)

  - Meet Point Billing (MPB)

- URL for Billing Media form will be determined at close.

- Brightspeed will coordinate all media changes to LUMEN for processing.

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Closing