

KANSAS CORPORATION COMMISSION
OFFICE OF PUBLIC AFFAIRS & CONSUMER PROTECTION

FORMAL COMPLAINT

Note: Formal Complaints filed with the KCC become a public record and may be posted on the KCC's website. Any information you provide in the complaint or other documents related to the complaint, including, but not limited to, your name, address, city, state, zip code, telephone number, email address, and the facts of your case may be available online for public viewing.

BEFORE THE STATE CORPORATION COMMISSION
OF THE STATE OF KANSAS

IN THE MATTER OF THE COMPLAINT AGAINST

Brightspeed

(Respondent, name of utility company)

by

Dan L. Davis

(Complainant, your name)

For Commission
use only

DOCKET NO.

26-UTDT-138-COM

Please provide complainant (your) contact information:

Full Name(s): Dan L. DavisAddress: [REDACTED]Daytime Phone: [REDACTED]E-mail Address (optional): [REDACTED]

FORMAL COMPLAINT

Dan L. Davis

(Your name)

states that the above-named respondent is a public utility providing service in Kansas and is subject to the jurisdiction of the State Corporation Commission.

The facts and circumstances surrounding the complaint are set out in detail below:
(Be specific and as brief as possible. If necessary, attach additional sheets.)

After repeated outages by our phone & internet service (supplied by Brightspeed) I demanded good phone service - on August 26-2025 I called Brightspeed and told them to disconnect us as of Sept 1st 2025; two days later I received a new statement from Brightspeed charging us for "voice trouble isolation charge" with a cost of \$163.37 above our regular monthly charges - I called and asked about the extra charges

(Continued on the other side)

Formal Complaint continued

"Copies of BS statements enclosed"

Complainant requests that the respondent utility be required to provide an answer to the complaint and requests the following action be ordered by the Commission. (State action or result desired.)

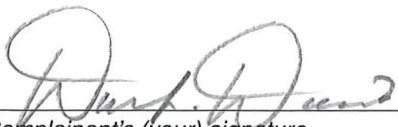
and was told it was because our outage was caused by phone jacks in our house. This was a lie. No one from Brightspeed came to our house or in it before the extra charges were billed - I told them again (on Aug. 28th - to disconnect all our service.

I called the KCC and lodged a protest against Brightspeed for not providing good service & for trying to charge us for work that was not done. Every time I called (from May 2025 to Aug. 18, 2025 the BS representative stated our system was outdated and wanted to sell us a new "package" with fiber optic. A bright speed Tech did come by our house on about Sept. 5 - he checked our phone jacks & stated they were fine - no problems. I asked him why our phone & internet kept going out - he said the hard wired landline was old and outdated.

I would like to see Bright speed fined for providing bad service and for lying about our charges.

VERIFICATION: I do solemnly, sincerely, and truly declare and affirm that the statements made in this complaint form are true and accurate to the best of my knowledge, and I do this under the pains and penalties of perjury.

I understand that Formal Complaints filed with the KCC become a public record and may be posted on the KCC's website. Any information provided in the complaint or other documents related to the complaint, including, but not limited to, my name, address, city, state, zip code, telephone number, email address, and the facts of the case may be available online for public viewing.


Complainant's (your) signature

10/19/25
Date signed

FILING INSTRUCTIONS

This form may be filed in person at the Kansas Corporation Commission's Office or by mail. All formal complaints, whether filed by mail or delivered in person, must be directed to:

Secretary to the Commission
Kansas Corporation Commission
1500 SW Arrowhead Road
Topeka, KS 66604

For more information about the formal complaint process please refer to the instructions provided with this form or visit the KCC website: <http://kcc.ks.gov/>, Consumer Assistance, Filing a Complaint. You may also contact our Consumer Assistance staff toll-free at 1-800-662-0027 or by e-mail at public.affairs@kcc.ks.gov.

Brightspeed put Fiber Optic into Ellinwood about 1 yr. ago.

We have had phone & internet hardwired landline for several years. Since Brightspeed took over we have had frequent outages of our phone & internet. We often did not know the line was out for several days until we tried to call or Mary tried to get on the internet. I would then call "BS" on a cell phone & report the outage - when I asked why all these outages I was told we had outdated equipment and they would sell me a package deal!

We had outages in May 2025, June 2025, July 2025 & August 2025. Each time "BS" tried to sell me a Fiber optic upgrade package.

I had surgery on July 10-2025 and several days later (July 14) I found my phone & Mary's internet were out - I called BS and told them I did not want an upgrade - just fix my phone!

On 8/26/25 we got our bill from BS - they charged \$163.³⁹ extra for "voice trouble isolation charge" - I called them and told them to shut off our phone & internet by Sept. 1, 2025.

At 2:30 I talked to "Rain". Talked to "Bert" at 6:20 - told him to shut off everything as of then - we wanted nothing to do with their company - I was told the extra \$163.³⁹ charge was because they checked and our outlets in the house were bad. No representative of Brightspeed had been to our house or in it to check anything.

A tech from BS came to us on or about 9/5/25 and asked if we were having trouble (name was Trent) I told him we had removed our landline phones and BS was no longer providing service - I allowed him to ck. our phone jacks and he said they were fine & that we were still getting service.

Brightspeed should not be allowed to charge us extra to provide a service they are already paid to provide - they obviously

lied on their Statement dated Aug. 18, 2025 ~since no one had come to our house or fixed anything in it (to justify their extra charges of \$163.³⁹). I feel we do not owe them anything for Service from Aug. 18 thru Sept. 17 since I ordered them to stop all service by Sept. 1 ~we definitely lost more days of outage from May through August then the 13 days from Aug. 18 to Sept. 1 when Service was to end.

I think BS needs to be fined for not providing decent Service & especially for trying to "gouge" us for an additional \$163.³⁹ to fix their problem.

Dan L. Davis - Dmd. Ward - [REDACTED]
[REDACTED]

Copies of phone bills enclosed



Invoice Number:
Account Number:

Page : 1 of 6
Bill Date: Aug. 18, 2025

HELLO, DAN L DAVIS *pin #*

WHAT DO I OWE?

Your amount due is:
Current charges are due by
Sep. 09, 2025

\$282.45

CHANGES FROM YOUR LAST BILL

There have been no changes since your last bill.

ACCOUNT SUMMARY

Previous Balance	126.07
Payment Received (see page 3)	-126.07 CR
Other Charges and Credits (see page 3)	0.00
Balance Forward	0.00
Total New Charges	282.45

TOTAL AMOUNT DUE by Sep. 09, 2025 **\$282.45**

JUST FOR YOU

It's time to upgrade to fiber internet.

Brightspeed has upgraded our network in your area to the latest fiber internet technology. That means we can update your internet connection to be faster and more reliable. Upgrade at brightspeed.com/moreinfo

Limited availability in select areas. Consumer Only. Available Internet speeds may vary by address & not available in all areas. Services are subject to all applicable service terms & conditions, subject to change. Restrictions apply.

SERVICES

Packages	90.40
Additional Charges and Credits	163.37
Taxes, Fees and Surcharges	28.68

TOTAL SERVICES **\$282.45**

MANAGE YOUR ACCOUNT

Information about Your Bill: brightspeed.com/billinginfo
Pay Your Bill: brightspeed.com/paybill
Product Information: brightspeed.com/productinfo
Repair/Technical Support: brightspeed.com/repairsupport
Chat with an Agent: brightspeed.com/chatwithus

Still need to speak with an Agent? You will need to have your account number which is at the top of the page. Just enter it in our automated system so we can get you to the right department.

Payments/Billing/Products/Services: 1-833-692-7773
Tech Support/Repair Service: 1-833-692-7773

Our Customer Service Representatives are available from 8am-8pm Monday through Friday, and 8am-5pm Saturday and Sunday.

Zip code 67526

PLEASE FOLD, TEAR HERE AND RETURN THIS PORTION WITH YOUR PAYMENT



P.O. Box 2677 Fayetteville, NC 28302-2677

6222 1200 NO RP 19 08192025 YNNNNNNY 01 015731 0092 1 of 6

DAN L DAVIS

Invoice Number:

Account Number:

Amount Due By Sep. 09, 2025

\$282.45

Pay online at myaccount.brightspeed.com



BRIGHTSPEED
PO BOX 6102
CAROL STREAM, IL 60197-6102



000313202833808182509092500000282450000000000008



Invoice Number:
Account Number:

Page : 2 of 6
Bill Date: Aug. 18, 2025

BRIGHTSPEED OF KANSAS, LLC
BRIGHTSPEED OF KANSAS, LLC
BRIGHTSPEED BROADBAND, LLC

In order to keep your account current, all charges should be paid in full each month. Failure to pay for services other than your Local Phone Service, may result in restriction of long distance calls, removal of those other services, or collection activities. To avoid disconnection of your Local Phone Service, you must pay the charges associated with that service as well as certain taxes and surcharges. That amount is 48.99. Brightspeed should receive your payment in full on or before the due date on your bill. If you are unable to pay by the due date, please contact us immediately.

CUSTOMER NOTICES

For pay-per-call (i.e., 900/976) billing disputes or inquiries, please call the number listed in the customer service contact number section of your bill. The FCC classifies pay-per-call services as non-communications or information services. COMMON CARRIERS MAY NOT DISCONNECT LOCAL OR LONG DISTANCE TELEPHONE SERVICE FOR FAILURE TO PAY DISPUTED CHARGES FOR INFORMATION SERVICES. However, failure to pay legitimate pay-per-call charges may result in involuntary blocking of your access to pay-per-call services. Voluntary blocking of access to pay-per-call services is available upon request in most areas.

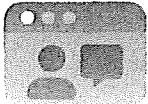
The Brightspeed Voice and Simply Unlimited Phone packages include the Subscriber Line Charge and the Access Recovery Charge. Applicable taxes and surcharges apply to these voice packages and are included on the bill.

The Brightspeed High Speed Internet and Voice Package includes Subscriber Line Charge, Access Recovery Charge and In Home WIFI Enabled Equipment. Applicable taxes and surcharges apply to the High Speed Internet and Voice Package and are included on the bill.

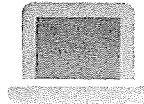
You may initiate an inquiry or informal complaint regarding your telephone bill or services provided by contacting Brightspeed at P.O. Box 2647 Fayetteville, NC 28302-2647, or by calling 833-692-7773.

Effective September 1, 2025, the following services and bundles will be grandfathered: Economy Pack, Unlimited Nationwide Calling, and Simply Unlimited Phone for Residence. Grandfathered services are limited to existing customers at existing locations. Any change to these services would require customers to move to a current offer.

→ billing us and that we were taking off 10 days of us not having a working phone. Also told here we were dropping their company and were going to cell phones as of Sept 1.



Brightspeed is dedicated to perfecting solutions that work for you and your life.
For service options, visit us today at brightspeed.com



Need to make an update to your account?
Log in by visiting myaccount.brightspeed.com

Email

Signature

Date
Account #:

Make your life easier. Select the option below that best meets your needs.

☐

Automatic Payment. Simple. Effortless. Accurate. With the automatic payment plan you never have to worry about paying your bill on time again. By checking the box and filling in the information requested above, you are authorizing your bank to debit the monthly amount due on your bill and pay it directly to Brightspeed. Don't forget to include a check for this month's payment.

You can also sign up for automatic payment at brightspeed.com/startAutopay.

☐

Go Green with Paperless Billing. To stop receiving a monthly paper bill and start receiving a simple email which lets you know every time your online bill is ready to view, just check the box, fill in the information requested above and hop online to create an account at myaccount.brightspeed.com. You can also enroll in paperless billing at brightspeed.com/gopaperless. The trees thank you already.

Invoice Number: [REDACTED]
Account Number: [REDACTED]Page: 3 of 6
Bill Date: Aug. 18, 2025

Carrier Information

Local Toll Carrier: NONE
Long Distance Carrier: NONE

Payment Summary

Payment Received - Aug. 11, 2025 - Thank You	-126.07 CR
Total Payments	-\$126.07 CR

Details of Your Packaged Services

Service Period: AUG 18 - SEP 17

80) Do Not Offer -5Yr PL-Voice & ULD + HSI

Prorated Charges	0.00
Monthly Recurring Charges	90.40
Adjustments	0.00
One Time Charges	0.00

Services for: [REDACTED]

- 1 Pty Residence Line
- 3 Way Calling
- 77 Anonymous Call Reject
- Caller ID With Call Waiting
- Simple Choice
- Speed Call 8
- Unlimited Long Distance Inter
- Unlimited Long Distance Intra

Broadband User ID: [REDACTED]

10.0M High Speed Internet

Total Packages	\$90.40
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Additional Charges and Credits

Service Period: AUG 18 - SEP 17

Services for: [REDACTED]

Monthly Charges

Access Recovery Charge	0.89
Subscriber Line Charge	6.50
KS Universal Svc Fund Surcharge	0.00

Total Monthly Charges	\$7.39
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One Time Charges

Long Distance Line Charge	2.99
Voice Trouble Isolation Charge	149.00

Total One Time Charges	\$151.99
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Broadband User ID: [REDACTED]

Monthly Charges

Email 10.0M High Speed Internet	0.00
Broadband Cost Recovery Fee	3.99

Total Monthly Charges	\$3.99
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Total Additional Charges and Credits	\$163.37
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*- deduct 7 days when we had no phone service
7/20 - 7/17 - notified we were done to Brightspeed
as of today - 8/26/25 means
we owe nothing for Aug. 18 - Sept. 17*



Invoice Number:
Account Number:Page : 4 of 6
Bill Date: Aug. 18, 2025**Details of Your Voice Services**

Service Period: AUG 18 - SEP 17

Services for: **Usage Charges**

Unlimited Long Distance Usage	0.00
Total Usage Charges	\$0.00

Long Distance Calling Plan summary

Calling Plan charges are itemized in other sections of your bill and are summarized here for your information.

A Unlimited Long Distance Usage

Usage Charges	.00
Total Unlimited Long Distance Usage	\$0.00
Total Long Distance Calling Plans	\$0.00

CenturyLink Long Distance Usage**Long Distance Call Detail****Call Type Codes**

Local Call Detail	
Total Voice	\$0.00





Invoice Number:
Account Number:



Page : 5 of 6
Bill Date: Aug. 18, 2025

Details of Your Taxes, Fees and Surcharges

Service Period: AUG 18 - SEP 17

Learn more about Taxes, Fees and Surcharges.

Visit brightspeed.com/feesandtaxes today.

Packages

Kansas Sales Tax	2.75
Kansas USF	2.43
County Sales Tax	0.43
Federal USF	3.95
City Sales Tax	0.43
Federal Excise Tax	0.32
Local Franchise Fees	0.45
Total Packages	\$10.76

Additional Charges and Credits

Kansas Sales Tax	10.61
County Sales Tax	1.63
Federal USF	3.74
City Sales Tax	1.63
Federal Excise Tax	0.31
Total Additional Charges and Credits	\$17.92

Total Taxes, Fees and Surcharges	\$28.68
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Invoice Number:
Account Number:



Page : 6 of 6
Bill Date: Aug. 18, 2025

Effective September 1, 2025, MetroPlus will be grandfathered. Grandfathered services are limited to existing customers at existing locations. Any change to these services would require customers to move to a current offer.

KEEPING YOU CONNECTED

Brightspeed should be notified within 90 days after the Brightspeed Bill Date of any billing discrepancies on your statement.

LATE FEE REMINDER: Late fees may be charged each month for any eligible unpaid balances not paid in full by the due date listed on your bill. The methods of calculating late fee amounts vary by state and product. For more information you may access Terms and Conditions and Tariff materials at brightspeed.com/tariffs.

KEEPING YOU INFORMED

Brightspeed works every day to bring you solutions that best meet your total communication needs. Learn more about our value pricing that will help reduce your household expenses when you bundle all of your services with Brightspeed. You can pay your bill and check out our newest products and services by visiting brightspeed.com.

Making a payment is fast and easy with Brightspeed. Visit brightspeed.com/paymentoptions to view the variety of convenient payment options available today.

Understanding your bill has become a lot easier. Brightspeed has a wealth of resources that provide information about how to read and understand the contents of your bill. Visit brightspeed.com/understandmybill today to get started.

Did you know that you can place an order, pay your bill, and check much more anytime by visiting myaccount.brightspeed.com? If you need additional help, our Customer Service Representatives are available from 8am-8pm Monday through Friday, and 8am-5pm Saturday and Sunday.

Save time and learn more about the taxes and fees listed on your bill by visiting our website at brightspeed.com/feesandtaxes today.

Thank you for choosing Brightspeed for your communication needs--we value you as our customer.

This bill was mailed on Aug. 23 2025.





Invoice Number:
Account Number:

Page : 1 of 6
Bill Date: Sep. 18, 2025

HELLO, DAN L DAVIS

WHAT DO I OWE?

Your amount due is:
Current charges are due by
Oct. 10, 2025

\$440.44

CHANGES FROM YOUR LAST BILL

There have been no changes since your last bill.

ACCOUNT SUMMARY

Previous Balance	282.45
Payment Received (see page 3)	0.00
Other Charges and Credits (see page 3)	0.00
Balance Forward	282.45
Total New Charges	157.99

TOTAL AMOUNT DUE by Oct. 10, 2025 **\$440.44**

Your account is past due. Please pay the previous balance today in order to avoid service interruption.

SERVICES

Packages	93.39
Additional Charges and Credits	11.38
Late Payment Charge	32.00
Taxes, Fees and Surcharges	21.22

TOTAL SERVICES **\$157.99**

JUST FOR YOU

Support you can count on.

We're here whenever you need us.

As a valued Brightspeed customer, we're committed to giving you the best connection possible. Our expert team is on hand when you need support - reach out to us by phone, email, or chat.

Learn more by visiting [Brightspeed.com/help/contact](https://brightspeed.com/help/contact)

MANAGE YOUR ACCOUNT

Information about Your Bill: brightspeed.com/billinginfo
Pay Your Bill: brightspeed.com/paybill
Product Information: brightspeed.com/productinfo
Repair/Technical Support: brightspeed.com/repairsupport
Chat with an Agent: brightspeed.com/chatwithus

Still need to speak with an Agent? You will need to have your account number which is at the top of the page. Just enter it in our automated system so we can get you to the right department.

Payments/Billing/Products/Services: 1-833-692-7773
Tech Support/Repair Service: 1-833-692-7773

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PLEASE FOLD, TEAR HERE AND RETURN THIS PORTION WITH YOUR PAYMENT



P.O. Box 2677 Fayetteville, NC 28302-2677

6222 1200 NO RP 19 09192025 NNNNNNNY 01 003429 0017 1 of 6

DAN L DAVIS

Invoice Number:
Account Number:

Amount Due By Oct. 10, 2025	\$440.44
Amount Due After Oct. 10, 2025	\$472.44
This includes a late fee of	\$32.00

Pay online at myaccount.brightspeed.com



BRIGHTSPEED
PO BOX 6102
CAROL STREAM, IL 60197-6102



000313202833809182510102500000440446000002824507

Invoice Number:
Account Number:Page : 2 of 6
Bill Date: Sep. 18, 2025

BRIGHTSPEED OF KANSAS, LLC
BRIGHTSPEED OF KANSAS, LLC
BRIGHTSPEED BROADBAND, LLC

In order to keep your account current, all charges should be paid in full each month. Failure to pay for services other than your Local Phone Service, may result in restriction of long distance calls, removal of those other services, or collection activities. To avoid disconnection of your Local Phone Service, you must pay the charges associated with that service as well as certain taxes and surcharges. That amount is 105.25. Brightspeed should receive your payment in full on or before the due date on your bill. If you are unable to pay by the due date, please contact us immediately.

CUSTOMER NOTICES

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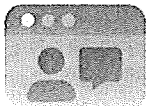
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The Brightspeed High Speed Internet and Voice Package includes Subscriber Line Charge, Access Recovery Charge and In Home WIFI Enabled Equipment. Applicable taxes and surcharges apply to the High Speed Internet and Voice Package and are included on the bill.

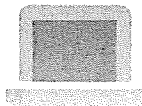
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KEEPING YOU CONNECTED

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Brightspeed is dedicated to perfecting solutions that work for you and your life.
For service options, visit us today at brightspeed.com



Need to make an update to your account?
Log in by visiting myaccount.brightspeed.com

Email

Signature

Date
Account #:

Make your life easier. Select the option below that best meets your needs.

☐

Automatic Payment. Simple. Effortless. Accurate. With the automatic payment plan you never have to worry about paying your bill on time again. By checking the box and filling in the information requested above, you are authorizing your bank to debit the monthly amount due on your bill and pay it directly to Brightspeed. Don't forget to include a check for this month's payment.

You can also sign up for automatic payment at brightspeed.com/startAutopay.

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Go Green with Paperless Billing. To stop receiving a monthly paper bill and start receiving a simple email which lets you know every time your online bill is ready to view, just check the box, fill in the information requested above and hop online to create an account at myaccount.brightspeed.com. You can also enroll in paperless billing at brightspeed.com/gopaperless. The trees thank you already.

Invoice Number:
Account Number:Page : 3 of 6
Bill Date: Sep. 18, 2025

Carrier Information

031-320-2833

Local Toll Carrier: NONE

Long Distance Carrier: NONE

Local Toll Carrier: CenturyTel Broadband Services, LLC.

Long Distance Carrier: CenturyTel Broadband Services, LLC.

Details of Your Packaged Services

Service Period: SEP 18 - OCT 17

Simple Choice

Prorated Charges	0.00
Monthly Recurring Charges	90.40
Adjustments	0.00
One Time Charges	2.99

Services for:

1 Pty Residence Line
3 Way Calling
77 Anonymous Call Reject
Caller ID With Call Waiting
Simple Choice
Speed Call 8
Unlimited Long Distance Inter
Unlimited Long Distance Intra

Broadband User ID:

10.0M High Speed Internet

Total Packages **\$93.39**

Additional Charges and Credits

Service Period: SEP 18 - OCT 17

Services for:

Monthly Charges

KS Universal Svc Fund Surcharge	0.00
Access Recovery Charge	0.89
Subscriber Line Charge	6.50

Total Monthly Charges **\$7.39**

Broadband User ID:

Monthly Charges

Broadband Cost Recovery Fee	3.99
Email 10.0M High Speed Internet	0.00

Total Monthly Charges **\$3.99**

Total Additional Charges and Credits **\$11.38**

Details of Your Voice Services

Service Period: SEP 18 - OCT 17

Services for:

welcome to



Your account the easy way.



Creating My Account

My Brightspeed is the simple way to manage your services online. Get set up at Brightspeed.com/EnrollNow



Download the App

Our Brightspeed Internet app makes managing your account easier than ever. Download it to get started today.



Go Green with Paperless Billing

Did you know you can view and pay your bills digitally? It only takes a few taps to update your preferences in your online account.



Invoice Number:
Account Number:



Page : 4 of 6
Bill Date: Sep. 18, 2025

Usage Charges

Unlimited Long Distance Usage	0.00
Total Usage Charges	\$0.00

Long Distance Calling Plan summary

Calling Plan charges are itemized in other sections of your bill and are summarized here for your information.

A Unlimited Long Distance Usage

Usage Charges	.00
Total Unlimited Long Distance Usage	\$0.00
Total Long Distance Calling Plans	\$0.00

CenturyLink Long Distance Usage

Long Distance Call Detail

Call Type Codes

Local Call Detail	
Total Voice	\$0.00





Invoice Number:
Account Number:



Page : 5 of 6
Bill Date: Sep. 18, 2025

Details of Your Taxes, Fees and Surcharges

Service Period: SEP 18 - OCT 17

Learn more about Taxes, Fees and Surcharges.

Visit brightspeed.com/feesandtaxes today.

Packages

Kansas Sales Tax	3.18
County Sales Tax	0.49
City Sales Tax	0.49
Federal USF	5.02
Kansas USF	4.85
Federal Excise Tax	1.02
Kansas e911 Fees	0.90
Local Franchise Fees	1.45

Total Packages \$17.40

Additional Charges and Credits

Kansas Sales Tax	0.65
County Sales Tax	0.10
City Sales Tax	0.10
Federal USF	2.66
Federal Excise Tax	0.31

Total Additional Charges and Credits \$3.82

Total Taxes, Fees and Surcharges \$21.22





Invoice Number:
Account Number:



Page : 6 of 6
Bill Date: Sep. 18, 2025

LATE FEE REMINDER: Late fees may be charged each month for any eligible unpaid balances not paid in full by the due date listed on your bill. The methods of calculating late fee amounts vary by state and product. For more information you may access Terms and Conditions and Tariff materials at brightspeed.com/tariffs.

KEEPING YOU INFORMED

Brightspeed works every day to bring you solutions that best meet your total communication needs. Learn more about our value pricing that will help reduce your household expenses when you bundle all of your services with Brightspeed. You can pay your bill and check out our newest products and services by visiting brightspeed.com.

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Save time and learn more about the taxes and fees listed on your bill by visiting our website at brightspeed.com/feesandtaxes today.

Thank you for choosing Brightspeed for your communication needs--we value you as our customer.

This bill was mailed on Sep, 23 2025.





ACCOUNT NUMBER [REDACTED]
TELEPHONE NUMBER [REDACTED]
NOTICE DATE : 09/23/25

DISCONNECT NOTICE

FINAL DATE FOR PAYMENT: 10/08/25

TOTAL AMOUNT DUE: \$ 196.51



Our records indicate that your account is past due by the total amount shown below. The total amount due may include charges for basic local telephone services as well as other services or optional products shown below. Other services may include but are not limited to Internet and Long Distance service. The total amount due reflects all of the charges incurred and owed on your account. If the total amount due has been paid, please disregard this notice.

	Amount Due
Basic (Local) Service	: \$ 0.00
Other Services	: \$ 196.51
Total Amount Past Due	: \$ 196.51

To avoid disconnection of your local telephone service, we must receive payment of \$ 0.00 by close of business on 10/08/25 or service will be disconnected on or after 10/08/25. If you do not pay the total amount due by close of business on 10/08/25, you may elect to retain local service only, provided you pay the local service delinquency or enter into a payment arrangement.

However, please be advised that your long distance, other services and optional products may be subject to toll blocking or disconnection on or after 10/08/25.

Payments made to an unauthorized payment agent may result in the untimely or improper crediting of the subscriber's account. If disconnected, a reconnection charge may apply, and a deposit or additional deposit may be required. Reconnect charges for multi-line accounts will vary dependent upon the number of lines involved. Reconnect charge is subject to charge without notification. For your convenience, full payment can be made Online at <https://www.brightspeed.com/help/account/pay-bill/pay-your-bill-online/>. If you need assistance with payment of your bill for one of the following reasons, please contact us at 1-833-692-7773.

1. Any resident in your household has a serious medical condition
2. You are age 65 or older, or handicapped
3. You wish to negotiate a deferred payment plan

You may qualify to pay your bill in installments and avoid disconnection, but you must contact us at 1-833-692-7773 by the close of business on the last day to pay the amount printed on this notice and ask for a deferred payment plan.

As a convenience to our customers, we also accept payments by Visa or Mastercard.

Please disregard this notice if you have deferred payment arrangement in place and are making the scheduled payments.

*** PLEASE FOLD, TEAR HERE AND RETURN THIS PORTION WITH YOUR PAYMENT ***



P.O. Box 2677
Fayetteville, NC 28302-2677

Account Number: [REDACTED]

Amount Due by 10/08/25 196.51

62221300 NO RP 23 20250923 NNNNNNNN 0000926 0003

DAN L
DAVIS

Pay online at <https://www.brightspeed.com/help/account/pay-bill/pay-your-bill-online/>



BRIGHTSPEED
P.O. BOX 6102
CAROL STREAM, IL 60197-6102

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