

November 2023

Brightspeed Voicemail Migration Notice

Dear Brightspeed Customer,

Our records reflect that you have services that include voice messaging with Brightspeed.

This Notice is to inform you that, **starting January 2024, Brightspeed will begin the migration process to a new voicemail system from the current voicemail platform**, that your organization previously purchased as part of services from one of the Brightspeed entities. There is no price impact for this change.

For clarity, this Notice applies to service agreements that your organization has with legal entities previously owned by Lumen Technologies, such as Embarq and CenturyLink affiliates.

Voicemail Services

The new voicemail platform maintains the great features you are used to with seamless menu navigation to manage your settings and check messages. However, incompatibility between the old and new voicemail systems prevents us from moving saved messages or retaining settings and greetings in your new voicemail box. Brightspeed realizes the importance of retaining saved messages, so we have created a process for customers to send those messages to an email inbox. The process can be found at www.brightspeed.com/voicemail.

Next Steps

The migration from the old voicemail system to the new voicemail system will take place outside of business hours and will require each user to activate their new voicemail mailbox once the migration is complete. Instructions for activating the new voicemail mailbox can be found at www.brightspeed.com/voicemail.

Contact Us

If you have any questions regarding the new voicemail system, the migration process, impacted services or migration scheduling concerns please visit www.brightspeed.com/voicemail to read our Frequently Asked Questions or contact Brightspeed at (833) 692-7773.

Thank you.

Brightspeed Product and Support