

## **Exhibit: Summaries of Brightspeed Calls with Video Links (July 4 & July 10, 2025)**

**Filed On Behalf of:** Jonathan Miller (Complainant) **Date of Filing:** July 16, 2025 (Current Date)

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### **Introduction:**

This document provides detailed summaries of four critical phone calls between Complainant Jonathan Miller and Brightspeed representatives, all captured in the linked YouTube videos. These calls occurred on July 4, 2025, and July 10, 2025, and are relevant to the ongoing complaints regarding Brightspeed's systemic notification failures, unauthorized service interruptions, broken promises, lack of documentation, and overall accountability.

Please note: The following summaries highlight critical aspects of the calls. The full video recordings are publicly available via the provided YouTube links for complete verification. YouTube's auto-generated closed captioning (CC) feature is available on playback for reference, though minor inaccuracies may exist in the CC.

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### **Brightspeed Call Summary 1 (July 4, 2025)**

- **Date of Call:** July 4, 2025
- **Approximate Time of the Call:** 9:00 AM
- **Key People Involved:** Jonathan Miller (Complainant) and Supervisor Lindy Lou
- **Key Topic(s) Discussed:** Non-notification of bill due or suspension of service, non-notification of rejected card processed payments, investigation of this systemic issue, and your request for a detailed written summary of the conversation.
- **Public YouTube Link:** [https://youtu.be/c6si2u6C8qU?si=\\_XEViAw6rSWyXzWk](https://youtu.be/c6si2u6C8qU?si=_XEViAw6rSWyXzWk)

### **Detailed Summary / Key Excerpts:**

This initial call on July 4th involved a discussion with Supervisor Lindy Lou. The core issues raised included the complete lack of notification regarding a bill being due or an impending service suspension. Additionally, the Complainant highlighted the failure to notify him of rejected card processed payments, contributing to the service interruption. The call focused on the investigation of these **systemic notification failures**, and the Complainant explicitly **requested a detailed written summary** of the conversation, a request that was not fulfilled.

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### **Brightspeed Call Summary 2 (July 4, 2025)**

- **Date of Call:** July 4, 2025
- **Approximate Time of the Call:** 11:30 AM
- **Key People Involved:** Jonathan Miller (Complainant) and Lindy Lou
- **Key Topic(s) Discussed:** Confirmation of systemic notification errors, account credit, service restoration, and an agreement for 3 months of free service.
- **Public YouTube Link:** [https://youtu.be/8Ivsb9XLda0?si=w0\\_a250aWX2fcPn2](https://youtu.be/8Ivsb9XLda0?si=w0_a250aWX2fcPn2)

#### Detailed Summary / Key Excerpts:

In this second call, Supervisor Lindy Lou **confirmed an error in the system for notifications**, explicitly acknowledging the systemic issue. As a resolution, your account was **credited, and service was restored**. Furthermore, a **deal for 3 months of free service** was made. This call documents a clear admission of fault by Brightspeed and an agreed-upon compensation for the service disruption.

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#### Brightspeed Call Summary 3 (July 4, 2025)

- **Date of Call:** July 4, 2025
- **Approximate Time of the Call:** Between 12:00 PM - 2:00 PM
- **Key People Involved:** Jonathan Miller (Complainant), Supervisor Shai (initially), and Supervisor Tony (after transfer)
- **Key Topic(s) Discussed:** Shai's refusal to honor prior agreement/provide written summary; direct confrontation with Tony regarding systemic failures, unnotified service suspensions, broken promises; demand for full written agreement and additional compensation; outline of external actions; Tony's admission of departmental error.
- **Public YouTube Link:** <https://youtu.be/7URK9yDsHp8?si=yb15WYEs5fcyaWJH>

#### Detailed Summary / Key Excerpts:

This pivotal third call began with a conversation with Supervisor Shai, who **refused to honor the agreement** made with Lindy Lou in the prior call and also **refused to provide a written summary** of the conversation. Following a transfer, the Complainant engaged in a direct confrontation with Supervisor Tony. The discussion highlighted Brightspeed's **systemic failures**, including unnotified service suspensions and broken promises. The Complainant demanded that Brightspeed honor the full agreement in writing and provide substantial additional compensation. The Complainant also outlined a comprehensive list of **external actions** he was prepared to take, including initiating regulatory investigations with the FCC, BBB, and Attorney General, pursuing small claims court, and exploring class-action partnership. Crucially, **Tony admitted that his department was wrong** regarding the issues raised. This call documents the dramatic culmination of the July 4th interactions, showcasing Brightspeed's internal disarray and the Complainant's determined pursuit of accountability.

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## Brightspeed Call Summary 4 (July 10, 2025 - BBB Complaint Follow-Up Call)

- **Date of Call:** July 10, 2025
- **Approximate Time of the Call:** During a live YouTube Holy Bible study stream (unscripted, unexpected call)
- **Key People Involved:** Jonathan Miller (Complainant) and Brightspeed Customer Service Representative (calling in response to BBB complaint)
- **Key Topic(s) Discussed:** Representative's admission of "notes, but no record" of calls; direct repudiation of previous supervisor's promise of 3 months free service; explicit refusal to pay any damages for service interruption or suspension (even without notification per company policy); persistent refusal to provide a detailed written summary; admission of being unqualified for regulatory concerns (CPNI, notification around account suspensions).
- **Public YouTube Link:** <https://youtu.be/3rLCVaZmdpo?si=-trUrmPIv0TSFedd>

### Detailed Summary / Key Excerpts:

This unscripted and unexpected call, captured live during a public YouTube stream, was from a Brightspeed representative responding to your official BBB complaint. Key revelations included the representative admitting to having internal notes about your previous calls, yet **startlingly claiming there are "no record of the calls" themselves**. This raises serious questions about Brightspeed's data retention and call logging integrity. Furthermore, the representative **flatly repudiated the previous supervisor's explicit promise of 3 months of service**, stating they "would have never gave me or agreed to" such compensation. Most critically, the representative explicitly stated they would **automatically not pay any damages for service interruption** and would **not honor the 3 months of service agreement with Lindy Lou**, nor would they pay **damages from suspension of service, even without notification (claiming it was per company policy)**. Despite repeated requests (three times), the representative **expressly refused to provide a detailed written summary** of the conversation. When pressed on crucial regulatory issues like CPNI compliance and proper notification around account suspensions, the representative explicitly stated they were **unfied of their qualifications to address such serious matters**, only vaguely promising to "look into it". This recording serves as further irrefutable evidence of Brightspeed's systemic breakdown in record-keeping, internal communication, reliability of promises, regulatory knowledge, and overall accountability.

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### Conclusion:

These four call summaries and their accompanying public video recordings demonstrate a clear and consistent pattern in Brightspeed's practices: systemic failures in customer notification, a lack of adherence to agreements made by their own supervisors, inadequate record-keeping, and a consistent refusal to provide comprehensive written documentation of interactions and resolutions. The admissions of internal errors, the repudiation of promises, and the explicit refusal to provide compensation or damages even when at fault, coupled with the lack of

regulatory preparedness captured in these videos, collectively present compelling evidence that warrants thorough investigation and regulatory action to ensure consumer protection and corporate accountability.