



Dear Customer,

Bright House Networks is pleased to offer a service that provides complimentary Local Directory Assistance calling and National Directory Assistance calling to our visually impaired customers. Our Complimentary Directory Assistance Service (CDAS) will provide up to 30 free Local Directory Assistance (411) calls and National Directory Assistance (1-XXX-555-1212) calls within one billing cycle. The 30 free calls may be any combination of Local and National Directory Assistance calls. International Directory Assistance (00) and Live Operator Directory Assistance calls remain billable services.

To request CDAS, please obtain a letter from a physician documenting that either the customer or another person who is residing at the residence is legally blind; the letter provided must be on the physician's letterhead.

Mail a completed Bright House Networks Complimentary Directory Assistance Service (CDAS) form and the physician's letter to:

Bright House Networks
CDAS Department
65 S. Keller Road
Orlando, FL 32810

CDAS will begin approximately 30 days after Bright House Networks receives the required documentation. CDAS will remain in effect for three years. At the end of the three years, the customer must submit a new CDAS form and physician's letter to continue receiving Complimentary Directory Assistance Service.

If you have any questions regarding CDAS, please call Digital Phone Customer Care at 1 (888) 275-5887 or dial 611 from your Digital Phone.

Complimentary Directory Assistance Service (CDAS) Form

Please return this completed CDAS form and a physician's letter stating that the person named below is legally blind, according to the instructions in the attached letter.

Date: _____

Bright House Networks,

I am requesting that Bright House Networks provide Complimentary Directory Assistance Service on my account for _____ .
(name of person legally blind)

My account information is:

Account Number: _____

Telephone Number: _____

Name: _____

Address: _____

(signature of account holder)

BRIGHT HOUSE NETWORKS 
digital phone