

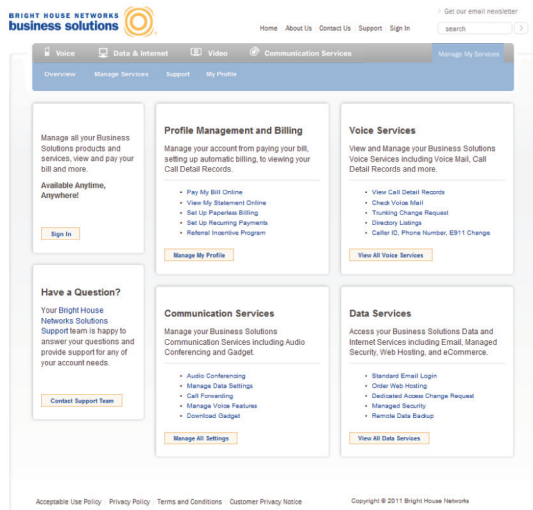
DEDICATED ACCESS ACCOUNT CHANGES

Getting Started

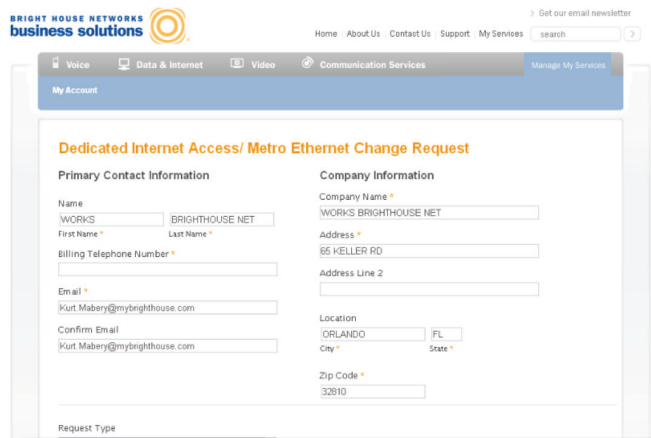
With the Bright House Networks Business Solutions My Services page you can request changes to your Dedicated Access account.

To make changes to the your Dedicated Access account go to the My Services page to set up your User Name and Password. Visit http://business.brighthouse.com/Manage_My_Services/ to register.

1. Sign in with your Username and Password. Then click **View All Data Services**.



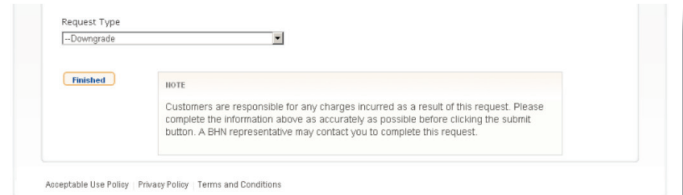
2. Click **Manage Your Dedicated Access Bandwidth**.
3. The primary contact information for your account will be displayed.



4. Under the Primary Contact Information portion, there is a drop down box labeled **Request Type**.
5. Select the request you would like to make from the drop down box. Then click **Next**.

Bandwidth Upgrade

Select **Upgrade** from the **Request Type** drop down box to request your bandwidth be upgraded. Then click **Finish**.



Bandwidth Downgrade

Select **Downgrade** from the **Request Type** drop down box to request your bandwidth be downgraded. Then click **Finish**.

