

TITLE PAGE

TELECOMMUNICATIONS SERVICES

This Price Guide applies to the Telecommunications Services furnished by Broadview Networks, Inc. ("BNI" or "Company") between one or more points in the Commonwealth of Massachusetts.

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CHECK SHEET

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Page	Revision	Page	Revision	Page	Revision	Page	Revision
1	93 rd Revised*	26	Original	54	Original	84	Original
2	65 th Revised*	27	Original	55	Original	85	1 st Revised
3	73 rd Revised	28	1 st Revised	56	Original	86	Original
3.1	Original	29	1 st Revised	57	Original	87	Original
3.2	Original	30	2 nd Revised	58	Original	88	Original
3.3	Original	31	1 st Revised*	59	Original	89	Original
3.4	Original	32	Original	60	Original	90	Original
3.5	Original	33	Original	61	Original	91	Original
4	1 st Revised	34	Original	62	Original	92	Original
5	Original	35	Original	63	Original	93	Original
6	Original	36	Original	64	Original	94	Original
7	Original	37	Original	65	Original	95	Original
8	Original	38	Original	66	Original	96	Original
9	Original	39	Original	67	Original	97	Original
10	2 nd Revised	40	1 st Revised	68	Original	98	Original
11	Original	40.1	Original	69	Original	99	1 st Revised
12	Original	41	1 st Revised	70	Original	100	Original
13	1 st Revised	42	Original	71	Original		
14	Original	42.1	Original	72	Original		
15	Original	43	Original	73	1 st Revised		
16	Original	44	Original	74	Original		
17	Original	45	Original	75	Original		
18	Original	46	Original	76	Original		
19	Original	47	Original	77	4 th Revised		
20	Original	48	Original	78	Original		
21	Original	49	Original	79	Original		
22	Original	50	Original	80	Original		
23	Original	51	Original	81	Original		
24	Original	52	Original	82	Original		
25	Original	53	Original	83	1 st Revised		

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Page	Revision	Page	Revision	Page	Revision	Page	Revision
101	1 st Revised	115.29	1 st Revised	121	1 st Revised	165	Original
102	1 st Revised	115.30	1 st Revised	122	Original	166	Original
103	1 st Revised	115.31	Original	123	Original	167	Original
104	Original	115.32	Original	124	Original	168	Original
105	Original	115.33	1 st Revised	125	Original	169	Original
106	Original	115.34	Original	126	Original	170	2 nd Revised
107	1 st Revised	115.35	1 st Revised	127	Original	171	1 st Revised
108	1 st Revised	115.36	1 st Revised	128	1 st Revised	172	1 st Revised
109	1 st Revised	115.36.1	Original	129	1 st Revised	173	1 st Revised
110	1 st Revised	115.37	7 th Revised	130	Original	174	1 st Revised
111	1 st Revised	115.38	Original	131	1 st Revised	175	Original
112	1 st Revised	115.39	Original	132	1 st Revised	176	Original
113	1 st Revised	115.40	1 st Revised	133	1 st Revised	177	Original
114	1 st Revised	115.41	1 st Revised	134	1 st Revised	178	Original
115	1 st Revised	115.41.1	Original	135	1 st Revised	179	Original
115.1	1 st Revised	115.42	7 th Revised	136	1 st Revised	180	Original
115.2	1 st Revised	115.43	Original	137	1 st Revised	180.1	Original
115.3	4 th Revised	115.44	1 st Revised	138	1 st Revised	180.2	Original
115.4	7 th Revised	115.45	Original	139	1 st Revised	180.3	Original
115.5	2 nd Revised	115.46	Original	140	1 st Revised	181	Original
115.6	7 th Revised	115.47	2 nd Revised	141	1 st Revised	182	9 th Revised
115.7	1 st Revised	115.48	1 st Revised	142	1 st Revised	183	14 th Revised*
115.8	4 th Revised	115.49	1 st Revised	143	1 st Revised	184	20 th Revised
115.9	3 rd Revised	115.50	2 nd Revised	144	1 st Revised	185	18 th Revised
115.9.1	1 st Revised	115.50.1	Original	145	1 st Revised	186	13 th Revised
115.10	1 st Revised	115.50.2	Original	146	1 st Revised	187	5 th Revised
115.11	1 st Revised	115.51	Original	147	1 st Revised	188	5 th Revised
115.12	4 th Revised	115.52	2 nd Revised	148	1 st Revised	189	1 st Revised
115.13	8 th Revised	115.53	Original	149	1 st Revised		
115.14	Original	115.54	2 nd Revised	150	1 st Revised		
115.15	1 st Revised	115.55	Original	151	1 st Revised		
115.16	5 th Revised	115.56	1 st Revised	152	1 st Revised		
115.17	1 st Revised	115.57	Original	153	1 st Revised		
115.18	Original	115.58	1 st Revised	154	1 st Revised		
115.19	1 st Revised	115.59	Original	155	1 st Revised		
115.20	1 st Revised	115.60	1 st Revised	156	Original		
115.21	5 th Revised	115.61	Original	157	Original		
115.22	1 st Revised	115.62	Original	158	Original		
115.23	Original	115.63	Original	159	Original		
115.24	1 st Revised	116	1 st Revised	160	Original		
115.25	Original	117	Original	161	Original		
115.26	1 st Revised	118	1 st Revised	162	Original		
115.27	Original	119	Original	163	Original		
115.28	1 st Revised	120	1 st Revised	164	Original		

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Page	Revision	Page	Revision	Page	Revision	Page	Revision
190	13 th Revised*	201.19	16 th Revised*	210.1	15 th Revised*		
191	16 th Revised*	201.20	16 th Revised*	211	19 th Revised*		
192	10 th Revised*	201.21	13 th Revised*	212	19 th Revised*		
193	8 th Revised*	201.22	17 th Revised*	212.1	16 th Revised*		
193.1	7 th Revised*	201.22.1	10 th Revised*	213	15 th Revised*		
193.2	9 th Revised*	201.23	16 th Revised*	213.1	13 th Revised*		
194	12 th Revised*	201.23.1	9 th Revised*	214	8 th Revised		
195	2 nd Revised	201.23.2	10 th Revised*	215	16 th Revised*		
196	18 th Revised*	201.24	13 th Revised*	216	13 th Revised*		
197	17 th Revised*	201.25	12 th Revised*	217	13 th Revised*		
198	1 st Revised	201.26	13 th Revised*	218	13 th Revised*		
199	4 th Revised	201.27	8 th Revised*	219	12 th Revised*		
200	20 th Revised*	201.28	11 th Revised*	220	13 th Revised*		
201	5 th Revised*	201.29	8 th Revised*	221	6 th Revised		
201.1	2 nd Revised	202	Original	222	9 th Revised *		
201.2	10 th Revised*	203	Original	223	1 st Revised		
201.3	19 th Revised*	204	3 rd Revised	224	13 th Revised*		
201.4	7 th Revised	205	1 st Revised	225	13 th Revised*		
201.5	2 nd Revised*	206	1 st Revised	226	14 th Revised*		
201.6	20 th Revised*	207	2 nd Revised	227	14 th Revised*		
201.7	20 th Revised*	208	2 nd Revised	228	7 th Revised		
201.8	17 th Revised*	208.1	2 nd Revised	229	14 th Revised*		
201.9	18 th Revised*	208.2	2 nd Revised	229.1	12 th Revised*		
201.10	17 th Revised*	208.3	2 nd Revised	229.2	Original		
201.11	11 th Revised*	208.4	2 nd Revised	229.3	11 th Revised*		
201.12	15 th Revised*	208.5	Original	229.4	4 th Revised		
201.13	12 th Revised*	208.6	Original	229.5	10 th Revised*		
201.14	13 th Revised*	208.7	1 st Revised	229.6	11 th Revised*		
201.15	16 th Revised*	208.8	Original	229.7	5 th Revised		
201.16	16 th Revised*	208.9	Original	229.8	10 th Revised*		
201.17	9 th Revised*	209	15 th Revised*	229.9	3 rd Revised		
201.18	12 th Revised*	210	14 th Revised*				

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Page	Revision	Page	Revision	Page	Revision	Page	Revision
230	Original*	270	Original*	311	Original*	351	Original*
231	Original*	271	Original*	312	Original*	352	Original*
232	Original*	272	Original*	313	Original*	353	Original*
233	Original*	273	Original*	314	Original*	354	Original*
234	Original*	274	Original*	315	Original*	355	Original*
235	Original*	275	Original*	316	Original*	356	Original*
236	Original*	276	Original*	317	Original*	357	Original*
237	Original*	277	Original*	318	Original*	358	Original*
238	Original*	278	Original*	319	Original*	359	Original*
239	Original*	279	Original*	320	Original*	360	Original*
240	Original*	280	Original*	321	Original*	361	Original*
241	Original*	281	Original*	322	Original*	362	Original*
242	Original*	282	Original*	323	Original*	363	Original*
243	Original*	283	Original*	324	Original*	364	Original*
244	Original*	284	Original*	325	Original*	365	Original*
245	Original*	285	Original*	326	Original*	366	Original*
246	Original*	286	Original*	327	Original*	367	Original*
247	Original*	287	Original*	328	Original*	368	Original*
248	Original*	288	Original*	329	Original*	369	Original*
249	Original	290	Original	330	Original	370	Original
250	Original*	291	Original*	331	Original*	371	Original*
251	Original*	292	Original*	332	Original*	372	Original*
252	Original*	293	Original*	333	Original*	373	Original*
253	Original*	294	Original*	334	Original*	374	Original*
254	Original	295	Original	335	Original	375	Original
255	Original*	296	Original*	336	Original*	376	Original*
256	Original*	297	Original*	337	Original*	377	Original*
257	Original*	298	Original*	338	Original*	378	Original*
258	Original*	299	Original*	339	Original*	379	Original*
259	Original*	300	Original*	340	Original*	380	Original*
260	Original*	301	Original*	341	Original*	381	Original*
261	Original*	302	Original*	342	Original*	382	Original*
262	Original*	303	Original*	343	Original*	383	Original*
263	Original*	304	Original*	344	Original*	384	Original*
264	Original*	305	Original*	345	Original*	385	Original*
265	Original*	306	Original*	346	Original*	386	Original*
266	Original*	307	Original*	347	Original*	387	Original*
267	Original*	308	Original*	348	Original*	388	Original*
268	Original*	309	Original*	349	Original*	389	Original*
269	Original*	310	Original*	350	Original*	390	Original*

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Page	Revision	Page	Revision	Page	Revision	Page	Revision
391	Original*	431	Original*	471	Original*	511	Original*
392	Original*	432	Original*	472	Original*	512	Original*
393	Original*	433	Original*	473	Original*	513	Original*
394	Original*	434	Original*	474	Original*	514	Original*
395	Original*	435	Original*	475	Original*	515	Original*
396	Original*	436	Original*	476	Original*	516	Original*
397	Original*	437	Original*	477	Original*	517	Original*
398	Original*	438	Original*	478	Original*	518	Original*
399	Original*	439	Original*	479	Original*	519	Original*
400	Original*	440	Original*	480	Original*	520	Original*
401	Original*	441	Original*	481	Original*	521	Original*
402	Original*	442	Original*	482	Original*	522	Original*
403	Original*	443	Original*	483	Original*	523	Original*
404	Original*	444	Original*	484	Original*	524	Original*
405	Original*	445	Original*	495	Original*	525	Original*
406	Original*	446	Original*	486	Original*	526	Original*
407	Original*	447	Original*	487	Original*	527	Original*
408	Original*	448	Original*	488	Original*	528	Original*
409	Original*	449	Original*	489	Original*	529	Original*
410	Original	450	Original	490	Original	530	Original
411	Original*	451	Original*	491	Original*	531	Original*
412	Original*	452	Original*	492	Original*	532	Original*
413	Original*	453	Original*	493	Original*	533	Original*
414	Original*	454	Original*	494	Original*	534	Original*
415	Original	455	Original	495	Original	535	Original
416	Original*	456	Original*	496	Original*	536	Original*
417	Original*	457	Original*	497	Original*	537	Original*
418	Original*	458	Original*	498	Original*	538	Original*
419	Original*	459	Original*	499	Original*	539	Original*
420	Original*	460	Original*	500	Original*	540	Original*
421	Original*	461	Original*	501	Original*	541	Original*
422	Original*	462	Original*	502	Original*	542	Original*
423	Original*	463	Original*	503	Original*	543	Original*
424	Original*	464	Original*	504	Original*	544	Original*
425	Original*	465	Original*	505	Original*	545	Original*
426	Original*	466	Original*	506	Original*	546	Original*
427	Original*	467	Original*	507	Original*	547	Original*
428	Original*	468	Original*	508	Original*	548	Original*
429	Original*	469	Original*	509	Original*	549	Original*
430	Original*	470	Original*	510	Original*	550	Original*

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Page	Revision	Page	Revision	Page	Revision	Page	Revision
551	Original*	590	Original*	630	Original*	670	Original*
552	Original*	591	Original*	631	Original*	671	Original*
553	Original*	592	Original*	632	Original*	672	Original*
554	Original*	593	Original*	633	Original*	673	Original*
555	Original*	594	Original*	634	Original*	674	Original*
556	Original*	595	Original*	635	Original*	675	Original*
557	Original*	596	Original*	636	Original*	676	Original*
558	Original*	597	Original*	637	Original*	677	Original*
559	Original*	598	Original*	638	Original*	678	Original*
560	Original*	599	Original*	639	Original*	679	Original*
561	Original*	600	Original*	640	Original*	680	Original*
562	Original*	601	Original*	641	Original*	681	Original*
563	Original*	602	Original*	642	Original*	682	Original*
564	Original*	603	Original*	643	Original*	683	Original*
564	Original*	604	Original*	644	Original*	684	Original*
565	Original*	605	Original*	645	Original*	685	Original*
566	Original*	606	Original*	646	Original*	686	Original*
567	Original*	607	Original*	647	Original*	687	Original*
568	Original*	608	Original*	648	Original*	688	Original*
569	Original	609	Original	649	Original	689	Original
570	Original*	610	Original*	650	Original*	690	Original*
571	Original*	611	Original*	651	Original*	691	Original*
572	Original*	612	Original*	652	Original*	692	Original*
573	Original*	613	Original*	653	Original*	693	Original*
574	Original	614	Original	654	Original	694	Original
575	Original*	615	Original*	655	Original*	695	Original*
576	Original*	616	Original*	656	Original*	696	Original*
577	Original*	617	Original*	657	Original*	697	Original*
578	Original*	618	Original*	658	Original*	698	Original*
579	Original*	619	Original*	659	Original*	699	Original*
580	Original*	620	Original*	660	Original*	700	Original*
581	Original*	621	Original*	661	Original*	701	Original*
582	Original*	622	Original*	662	Original*	702	Original*
583	Original*	623	Original*	663	Original*	703	Original*
584	Original*	624	Original*	664	Original*	704	Original*
585	Original*	625	Original*	665	Original*	705	Original*
586	Original*	626	Original*	666	Original*	706	Original*
587	Original*	627	Original*	667	Original*	707	Original*
588	Original*	628	Original*	668	Original*	708	Original*
589	Original*	629	Original*	669	Original*	709	Original*

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Page	Revision	Page	Revision	Page	Revision	Page	Revision
551	Original*	590	Original*	630	Original*	670	Original*
552	Original*	591	Original*	631	Original*	671	Original*
553	Original*	592	Original*	632	Original*	672	Original*
554	Original*	593	Original*	633	Original*	673	Original*
555	Original*	594	Original*	634	Original*	674	Original*
556	Original*	595	Original*	635	Original*	675	Original*
557	Original*	596	Original*	636	Original*	676	Original*
558	Original*	597	Original*	637	Original*	677	Original*
559	Original*	598	Original*	638	Original*	678	Original*
560	Original*	599	Original*	639	Original*	679	Original*
561	Original*	600	Original*	640	Original*	680	Original*
562	Original*	601	Original*	641	Original*	681	Original*
563	Original*	602	Original*	642	Original*	682	Original*
564	Original*	603	Original*	643	Original*	683	Original*
564	Original*	604	Original*	644	Original*	684	Original*
565	Original*	605	Original*	645	Original*	685	Original*
566	Original*	606	Original*	646	Original*	686	Original*
567	Original*	607	Original*	647	Original*	687	Original*
568	Original*	608	Original*	648	Original*	688	Original*
569	Original	609	Original	649	Original	689	Original
570	Original*	610	Original*	650	Original*	690	Original*
571	Original*	611	Original*	651	Original*	691	Original*
572	Original*	612	Original*	652	Original*	692	Original*
573	Original*	613	Original*	653	Original*	693	Original*
574	Original	614	Original	654	Original	694	Original
575	Original*	615	Original*	655	Original*	695	Original*
576	Original*	616	Original*	656	Original*	696	Original*
577	Original*	617	Original*	657	Original*	697	Original*
578	Original*	618	Original*	658	Original*	698	Original*
579	Original*	619	Original*	659	Original*	699	Original*
580	Original*	620	Original*	660	Original*	700	Original*
581	Original*	621	Original*	661	Original*	701	Original*
582	Original*	622	Original*	662	Original*	702	Original*
583	Original*	623	Original*	663	Original*	703	Original*
584	Original*	624	Original*	664	Original*	704	Original*
585	Original*	625	Original*	665	Original*	705	Original*
586	Original*	626	Original*	666	Original*	706	Original*
587	Original*	627	Original*	667	Original*	707	Original*
588	Original*	628	Original*	668	Original*	708	Original*
589	Original*	629	Original*	669	Original*	709	Original*

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TABLE OF CONTENTS

	<u>Page</u>	
CHECK SHEET	1	
TABLE OF CONTENTS	4	
EXPLANATION OF SYMBOLS	5	
PRICE GUIDE FORMAT	6	
TECHNICAL TERMS AND ABBREVIATIONS	8	
APPLICATION OF PRICE GUIDE	11	(T)
GENERAL RULES AND REGULATIONS	12	(T)
DESCRIPTION OF SERVICES	73	(T)
SERVICE CHARGES	76	(T)
CONNECTION OF CUSTOMER PREMISES EQUIPMENT	78	(T)
EXCHANGE SERVICE	79	(T)
MESSAGE TOLL SERVICES (MTS)	116	(T)
FEATURES	156	(T)
EXCHANGE SERVICE AREAS	181	(T)
RATES AND CHARGES	182	(T)
SPECIAL PROMOTIONS	202	
SUPPLEMENTAL SERVICES	209	(T)

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EXPLANATION OF SYMBOLS

A revision of a Price Guide page is coded to designate the type of change from the previous revision. These symbols, which appear in the right-hand margin of the page, are used to signify:

C - Change in Regulation

D - Discontinued rate or regulation

I - Increased rate

M - Moved from another Price Guide location

N - New rate or regulation

R - Reduction in a rate or charge

T - Changed in text but no change in rate or regulation

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PRICE GUIDE FORMAT

- A. Sheet Numbering - Sheet numbers appear in the upper right corner of the page. Sheets are numbered sequentially. However, new sheets are occasionally added to the Price Guide. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 and 15 would be 14.1.
- B. Sheet Revision Numbers - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current sheet version on file with the Department. For example, the 4th revised Sheet 14 cancels the 3rd revised Sheet 14. Because of various suspension periods, deferrals, etc. the Department follows in their Price Guide approval process, the most current sheet number on file with the Department is not always the Price Guide page in effect.
- C. Numbering Sequence - There are various levels of alphanumeric coding. Each level of coding is subservient to its next higher level:
- 2.
 - 2.1
 - 2.1.A.
 - 2.1.A.1
 - 2.1.A.1.(a)
 - 2.1.1.A.1.(a).1
 - 2.1.1.A.1.(a).1.(i)

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- D. Check Sheets - When a Price Guide filing is made with the Department, an undated check sheet accompanies the Price Guide filing. The check sheet lists the sheets contained in the Price Guide, with a cross-reference to the current revision number. When new pages are added, the check sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). There will be no other symbols used on the check sheet if these are the only changes made to it (i.e., the format, etc. remains the same, just revised revision levels on some pages). The Price Guide user should refer to the latest check sheet to find out if a particular sheet is the most current on file with the Department.

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TECHNICAL TERMS AND ABBREVIATIONS

Access Line - An arrangement from a local exchange telephone company or other common carrier, using either dedicated or switched access, which connects a Customer's location to Company's location or switching center.

Authorization Code - A numerical code, one or more of which may be assigned to a Customer, to enable Company to identify the origin of service of the Customer so it may rate and bill the call. All authorization codes shall be the sole property of Company and no Customer shall have any property or other right or interest in the use of any particular authorization code. Automatic Numbering Identification (ANI) may be used as or in connection with the authorization code.

Automatic Numbering Identification (ANI) - A type of signaling provided by a local exchange telephone company, which automatically identifies the local exchange line from which a call originates.

Company – Broadview Networks, Inc.

Common Carrier - An authorized company or entity providing telecommunications services to the public

Customer - The person or legal entity that subscribes to, utilizes, or enters into arrangements for Company's telecommunications services and is responsible for payment of Company's services.

Department/DTE - Massachusetts Department of Telecommunications and Energy.

Exchange - The geographical area that has been established to administer and furnish communications in that area.

Exchange Service – Service that involves furnishing central office line facilities to provide users with the ability to make calls within the local service calling area on a measured or unlimited use basis.

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TECHNICAL TERMS AND ABBREVIATIONS (Cont'd)

Foreign Exchange Service – Service in an exchange that is furnished from an exchange that does not normally serve that area.

Holiday - New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day.

Interruption - The inability to complete calls due to equipment malfunctions or human errors. Interruption shall not include, and no allowance shall be given for service difficulties such as slow dial tone, circuits, busy or other network and/or switching capacity shortages. Nor shall Interruption include the failure of service or facilities provided by a common carrier or other entity other than the Company. Any Interruption allowance provided within this Price Guide by Company shall not apply where service is interrupted by the negligence or willful act of the Customer, or where the Company, pursuant to the terms of this Price Guide, terminates service because of non-payment of bills, unlawful or improper use of the Company's facilities or service, or any other reason covered by this Price Guide or by applicable law.

Local Access and Transport Area (LATA) - A geographical area established by the U.S. District Court for the District of Columbia in Civil Action No. 82-0192, within which a local exchange company provides communications services.

Measured Charge - A charge assessed on a per minute basis in calculating a portion of the charges due for a completed interexchange call.

Message, Toll – A message between different local calling areas.

Message Toll Service (MTS)– A service that involving facilities for telecommunications between local service areas.

ISSUED: October 1, 1999

EFFECTIVE: October 31, 1999

ISSUED BY: Sr. Regulatory Counsel
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TECHNICAL TERMS AND ABBREVIATIONS (Cont'd)

(D)

(D)

Telecommunications - The transmission of voice communications or, subject to the transmission capabilities of the service, the transmission of data, facsimile, signaling, metering, or other similar communications.

ISSUED: July 28, 2000

EFFECTIVE: August 28, 2000

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
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Section 1 – APPLICATION OF PRICE GUIDE**1.1 APPLICATION OF PRICE GUIDE**

Company's services and facilities are furnished for communications originating at specified points within Commonwealth of Massachusetts under the terms of this Price Guide.

Company installs, operates, and maintains the communications services provided herein in accordance with the terms and conditions set forth under this Price Guide. It may act as the customer's agent for ordering access connection facilities provided by other carriers or entities when authorized by the customer, to allow connection of a customer's location to the Company's network. The customer shall be responsible for all charges due for such service arrangements.

1.2 AVAILABILITY

Company's services and facilities are provided on a monthly basis unless ordered on a longer term basis, and are available twenty-four hours per day, seven days per week.

Company will initially offer its services to customers utilizing the resold facilities of other carriers. Upon completion of the construction of its facilities, the Company will migrate such customers to its own facilities.

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EFFECTIVE: October 31, 1999

ISSUED BY: Sr. Regulatory Counsel
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Section 2 - GENERAL RULES AND REGULATIONS**2.1 USE OF FACILITIES AND SERVICE****A. Obligation of the Company**

In furnishing facilities and service, the Company does not undertake to transmit messages, but furnishes the use of its facilities to its customers for communications. The Company undertakes to furnish communications service to both residential and business customers pursuant to the terms of this Price Guide in connection with one-way and/or two-way information transmission between points within the Commonwealth of Massachusetts.

1. The Company reserves the right to limit or to allocate the use of existing facilities, or of additional facilities offered by the Company, when necessary because of lack of facilities, or due to some other cause beyond the Company's control.
2. The furnishing of service under this Price Guide is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's facilities as well as facilities the Company may obtain from other carriers to furnish service from time to time as required at the sole discretion of the Company.

The Company's obligation to furnish facilities and service is dependent upon its ability (a) to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment; (b) to secure and retain, without unreasonable expense, suitable space for its plant and facilities in the building where service is or will be provided to the customer; or (c) to secure reimbursement of all costs where the owner or operator of a building demands relocation or rearrangement of plant and facilities used in providing service therein.

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Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

A. Obligation of the Company (Cont'd)

The Company shall not be required to furnish, or continue to furnish, facilities or service where the circumstances are such that the proposed use of the facilities or service would tend to adversely affect the Company's plant, property or service.

The Company reserves the right to refuse an application for service made by a present or former customer who is indebted to the Company for service previously rendered pursuant to this Price Guide until the indebtedness is satisfied. The Company also reserves the right to refuse an application for service made by any person who is indebted to any other company licensed to sell telephone service in the State unless otherwise directed by the Commission.

The Company reserves the right to change the calling plan of customers with inappropriate usage or who are not in compliance with the restrictions set forth in this Price Guide. Inappropriate usage includes, but is not limited to, using certain Company services or calling plans in conjunction with an autodialer, call center or certain automated switching equipment, or for calls made to numbers used in connection with hotlines or radio broadcasting services.

(N)

ISSUED: June 17, 2013

EFFECTIVE: July 17, 2013

ISSUED BY: Sr. Regulatory Counsel
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Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

B. Limitations on Liability

1. The liability of the Company for damages arising out of the furnishing of its services, including but not limited to mistakes, omissions, interruptions, delays, or errors, or other defects, representations, or use of these services or arising out of the failure to furnish the service, whether caused by acts or omission, shall be limited to the extension of allowances for interruption as set forth in this Price Guide. The extension of such allowances for interruption shall be the sole remedy of the Customer and the sole liability of the Company. The Company will not be liable for any direct, indirect, incidental, special, consequential, exemplary or punitive damages to Customer as a result of any Company service, equipment or facilities, or the acts or omissions or negligence of the Company's employees or agents.
2. The Company shall not be liable for any delay or failure of performance or equipment due to causes beyond its control, including but not limited to: acts of God, fire, flood, explosion or other catastrophes; any law, order, regulation, direction, action, or request of the United States Government, or of any other government, including state and local governments having or claiming jurisdiction over the Company, or of any department, agency, Department, bureau, corporation, or other instrumentality of any one or more of these federal, state, or local governments, or of any civil or military authority; national emergencies; insurrections; riots; wars; unavailability of rights-of-way or materials; or strikes, lock-outs, work stoppages, or other labor difficulties.

ISSUED: October 1, 1999

EFFECTIVE: October 31, 1999

ISSUED BY: Sr. Regulatory Counsel
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Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

B. Limitations on Liability (Cont'd)

3. The Company shall not be liable for any act or omission of any entity furnishing to the Company or to the Company's Customers facilities or equipment used for or with the services the Company offers.
4. The Company shall not be liable for any damages or losses due to the fault or negligence of the Customer or due to the failure or malfunction of Customer-provided equipment or facilities.
5. The Company does not guarantee nor make any warranty with respect to installations it provides for use in an explosive atmosphere. The Customer indemnifies and holds the Company harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by any other party or person(s), and for any loss, damage, or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal presence, condition, location, or use of any installation so provided. The Company reserves the right to require each Customer to sign an agreement acknowledging acceptance of the provisions of this section as a condition precedent to such installations.

ISSUED: October 1, 1999

EFFECTIVE: October 31, 1999

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Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

B. Limitations on Liability (Cont'd)

6. The Company is not liable for any defacement of or damage to Customer premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof, unless such defacement or damage is caused by negligence or willful misconduct of the Company's agents or employees.
7. The Company is not liable for any claims for loss or damages involving:
 - a. Breach in the privacy or security of communications transmitted over the Company's facilities;
 - b. Injury to property or injury or death to persons, including claims for payments made under Worker's Compensation law or under any plan for employee disability or death benefits arising out of, or caused by, any act or omission of the Customer, or the construction, installation, maintenance, presence, use or removal of the Customer's facilities or equipment connected or to be connected to the Company's facilities;
 - c. Any representations made by Company employees that do not comport, or that are inconsistent, with the provisions of this Price Guide;
 - d. Any act or omission in connection with the provision of 911, E911 or similar services; and
 - e. Any noncompletion of calls due to network busy conditions.

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Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

B. Limitations on Liability (Cont'd)

8. The Company shall be indemnified, defended and held harmless by the Customer against any claim, loss, or damage arising from Customer's use of services, involving claims for libel, slander, invasion of privacy, or infringement of copyright arising from the Customer's own communications.

a. The Company shall be indemnified, defended and held harmless by the Customer or end user from and against any and all claims, loss, demands, suits, expense, or other action or any liability whatsoever, including whether suffered, made, instituted, or asserted by the Customer or by any other party, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, including environmental contamination, whether owned by the Customer or by any other party, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, presence, condition, location, use or removal of any Company or Customer equipment or facilities or service provided by the Company.

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EFFECTIVE: October 31, 1999

ISSUED BY: Sr. Regulatory Counsel
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Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

B. Limitations on Liability (Cont'd)

8. (Cont'd)

- b. The Company does not guarantee nor make any warranty with respect to installations provided by it for use in an explosive atmosphere. The Company shall be indemnified, defended and held harmless by the Customer from and against any and all claims, loss, demands, suits, or other action, or any liability whatsoever, including whether suffered, made, instituted or asserted by the Customer or by any other party, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, including environmental contamination, whether owned by the Customer or by any other party, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, presence, condition, location, use or removal of any equipment or facilities or the service.
- c. The Company assumes no responsibility for the availability or performance of any cable or satellite systems or related facilities under the control of other entities, or for other facilities provided by other entities used for service to the Customer, even if the Company has acted as the Customer's agent in arranging for such facilities or services. Such facilities are provided subject to such degree of protection or nonpreemptibility as may be provided by the other entities.

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EFFECTIVE: October 31, 1999

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Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

B. Limitations on Liability (Cont'd)

8. (Cont'd)

d. Any claim of whatever nature against the Company shall be deemed conclusively to have been waived unless presented in writing to the Company within thirty (30) days after the date of the occurrence that gave rise to the claim.

9. The liability of the Company for errors in billing that result in overpayment by the Customer shall be limited to credit equal to the dollar amount erroneously billed or, in the event that payment has been made and service has been discontinued, to a refund of the amount erroneously billed.

10. The entire liability for any claim, loss, damage or expense from any cause whatsoever shall in no event exceed sums actually paid Company by Customer for the specific services giving rise to the claim. No action or proceeding against the Company shall be commenced more than one year after the service is rendered.

11. THE COMPANY MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE, EXCEPT THOSE EXPRESSLY SET FORTH HEREIN.

ISSUED: October 1, 1999

EFFECTIVE: October 31, 1999

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Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

C. Use of Service

Any service provided under this Price Guide may be resold to or shared (jointly used) with other persons at the customer's option. The customer remains solely responsible for all use of service ordered by it or billed to its telephone number(s) pursuant to this Price Guide, for determining who is authorized to use its service, and for promptly notifying the Company of any unauthorized use. The customer may advise its customers that a portion of its service is provided by the Company, but the customer shall not represent that the Company jointly participates with the customer in the provision of the service.

D. Use and Ownership of Equipment

The Company's equipment, apparatus, channels and lines shall be carefully used. Equipment furnished by the Company shall remain its property and shall be returned to the Company whenever requested, within a reasonable period following the request, in good condition, reasonable wear and tear accepted. The customer is required to reimburse the Company for any loss of, or damage to, the facilities or equipment on the customer's premises, including loss or damage caused by agents, employees or independent contractors of the customer through any negligence.

ISSUED: October 1, 1999

EFFECTIVE: October 31, 1999

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Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

E. Directory Errors

In the absence of gross negligence or willful misconduct and except for the allowances stated below, no liability for damages arising from errors or mistakes in or omissions of directory listings, or errors or mistakes in or omissions of listings obtainable from the directory assistance operator, including errors in the reporting thereof, shall attach to the Company.

An allowance for errors or mistakes in or omissions of published directory listings or for errors or mistakes in or omissions of listings obtainable from the directory assistance operator shall be given as follows:

1. Free Listings: For free or no-charge published directory listings, credit shall be given at the rate of two times the monthly Price Guide rate for an additional or charge listing for each individual, auxiliary or party line, PBX trunk or Centrex-type attendant loop affected, for the life of the directory or the charge period during which the error, mistake or omission occurs.
2. Charge Listings: For additional or charge published directory listings, credit shall be given at the monthly Price Guide rate for each such listing for the life of the directory or the charge period during which the error, mistake or omission occurs.

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Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

E. Directory Errors (Cont'd)

3. Operator records: For free or charge listings obtainable from records used by the directory assistance operator, upon notification to the Company of the error, mistake or omission in such records by the subscriber, the Company shall be allowed a period of three business days to make a correction. If the correction is not made in that time, credit shall be given at the rate of 2/30ths of the basic monthly rate for the line or lines in question for each day thereafter that the records remain uncorrected. (Where Centrex-type attendant loops are involved, credit shall be given at the rate of 2/30ths of the basic monthly rate for PBX trunks.)
4. Credit limitation: The total amount of the credit provided for the preceding paragraphs 1, 2, and 3 shall not exceed, on a monthly basis, the total of the charges for each charge listing plus the basic monthly rate, as specified in paragraph 3, for the line or lines in question.
5. Definitions: As used in Paragraphs 1, 2, 3, and 4 above, the terms "error," "mistake" or "omission" shall refer to a discrepancy in the directory listing or directory assistance records which the Company has failed to correct and where the error affects the ability to locate a particular subscriber's correct telephone number. The terms shall refer to addresses only to the extent that an error, mistake or omission of an address places the subscriber on an incorrect street or in an incorrect community.

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ISSUED BY: Sr. Regulatory Counsel
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Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

E. Directory Errors (Cont'd)

6. Notice: Such allowances or credits as specified in Paragraphs 1, 2, and 3 above, shall be given upon notice to the Company by the subscriber that such error, mistake or omission has occurred; provided, however, that when it is administratively feasible for the Company to have knowledge of such error, mistake or omission, the Company shall give credit without the requirement of notification by the subscribers.

F. Blocking of Service

The Company's facilities can not be used to originate calls to other telephone companies' or Information Providers' caller-paid information services.

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EFFECTIVE: October 31, 1999

ISSUED BY: Sr. Regulatory Counsel
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Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)**2.2 MINIMUM PERIOD OF SERVICE**

The minimum period of service is one month except as otherwise provided in this Price Guide. The customer must pay the regular Price Guided rate for the service they subscribe to for the minimum period of service. If a customer disconnects service before the end of the minimum service period, that customer is responsible for paying the regular rates for the remainder of the minimum service period. When the service is moved within the same building, to another building on the same premises, or to a different premises entirely, the period of service at each location is accumulated to calculate if the customer has met the minimum period of service obligation.

If service is terminated before the end of the minimum period of service as a result of condemnation of property, damage to property requiring the premises to be abandoned, or by the death of the customer, the customer is not obligated to pay for service for the remainder of the minimum period.

If service is switched over to a new customer at the same premises after the first month's service, the minimum period of service requirements are assigned to the new customer if the new customer agrees in writing to accept them. For facilities not taken over by the new customer, the original customer is responsible for the remaining payment for the minimum service period in accordance with the terms under which the service was originally furnished.

ISSUED: October 1, 1999

EFFECTIVE: October 31, 1999

ISSUED BY: Sr. Regulatory Counsel
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Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)**2.3 PAYMENT FOR SERVICES RENDERED****A. Responsibility for All Charges**

Any applicant for facilities or service may be required to sign an application form requesting the Company to furnish the facilities or service in accordance with the rates, charges, rules and regulations from time to time in force and effect. The customer is responsible for all local and toll calls originating from the customer's premises and for all calls charged to the customer's line where any person answering the customer's line agrees to accept such charge. The Company will comply with the Billing Rules as set forth in DPU 18448.

B. Deposits

Subject to special provisions as may be set forth below and in Sections 2.9 and 2.10 of this Price Guide, any applicant or customer whose financial responsibility is not established to the satisfaction of the Company may be required to pay a deposit as a condition of new service, restoration of discontinued service, or subsequent service.

The fact that a deposit has been made shall in no way relieve the applicant or customer from complying with the Price Guide regulations for the prompt payment of bills on presentation. Each applicant from whom a deposit is collected will be given a certificate of deposit and circular containing the terms and conditions applicable to deposits, in accordance with the Rules and Regulations of the Department pertaining to customer deposits.

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EFFECTIVE: October 31, 1999

ISSUED BY: Sr. Regulatory Counsel
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Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.3 PAYMENT FOR SERVICE RENDERED (Cont'd)

C. Deposits (Cont'd)

A. Deposits for New Service

If a customer or applicant has an undisputed outstanding bill from previous telephone service, the company may require a deposit as a condition of providing new service. In such cases, the deposit amount shall not exceed \$50.00 or other such amount as the Department may decide. Additionally, the company may require the customer to pay the outstanding bill or make satisfactory arrangements for payment before service will be provided.

B. Deposits for restoration of discontinued service or subsequent service

The company may require a deposit as a condition of restoring discontinued service or providing subsequent service. In such cases, the deposit amount shall equal a sum up to two times the average bill during the preceding six-month period.

C. Interest on Deposits

Deposits held shall accrue simple interest at a rate calculated in conformance with 220 CMR 26.09.

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ISSUED BY: Sr. Regulatory Counsel
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Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.3 PAYMENT FOR SERVICE RENDERED (Cont'd)

B. Deposits (Cont'd)

4. Inadequate Deposit

If the amount of a deposit is proven to be less than required to meet the requirements specified above, the customer shall be required to pay an additional deposit upon request.

5. Return of Deposit

When a deposit is to be returned, the customer may request that the full amount of the deposit be issued by check. If the customer requests that the full amount be credited to amounts owed the Company, the Company will process the transaction on the billing date and apply the deposit to any amount currently owed to the Company, and return any remaining amount of the deposit to the customer by check.

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EFFECTIVE: October 31, 1999

ISSUED BY: Sr. Regulatory Counsel
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Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)**2.3 PAYMENT FOR SERVICE RENDERED (Cont'd)****C. Payment of Charges**

Charges for facilities and service, other than usage charges, are due monthly in advance. All other charges are payable upon request of the Company. Bills are due on the due date shown on the bill and are payable at any business office of the Company, by U.S. Mail, or at any location designated by the Company. If objection is not received by the Company within three months after the bill is rendered, the items and charges appearing thereon shall be determined to be correct and binding upon the customer. A bill will not be deemed correct and binding upon the customer if the Company has records on the basis of which an objection may be considered, or if the customer has in his or her possession such Company records. If objection results in a refund to the customer, such refund will be with interest at the greater of the unadjusted customer deposit rate or the applicable late payment rate, if any, for the service classification under which the customer was billed. Interest will be paid from the date when the customer overpayment was made, adjusted for any changes in the deposit rate or late payment rate, compounded monthly, until the overpayment is refunded. Notwithstanding the foregoing, no interest will be paid by the Company on customer overpayments that are refunded within 30 days after the overpayment is received by the Company.

Where an objection to the bill involves a superseded service order, the items and charges appearing on the bill shall be deemed to be correct and binding upon the customer if objection is not received by the Company within two months after the bill is rendered.

Unless individual plans specify otherwise: 1) Customers are responsible for notifying the Company thirty days in advance of intent to cancel service; and 2) Early termination penalties apply to all term plans and are calculated by multiplying the number of months left in a customer's term plan by applicable monthly recurring charges.

(N)

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ISSUED BY: Sr. Regulatory Counsel
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Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.3 PAYMENT FOR SERVICE RENDERED (Cont'd)

D. Return Check Charge

When a check which has been presented to the Company by a customer in payment for charges is returned by the bank, the customer shall be responsible for the payment of a Returned Check Charge of \$15.00.

E. Late Payment Charges

1. Customer bills for telephone service are due on the due date specified on the bill. A customer is in default unless payment is made on or before the due date specified on the bill. If payment is not received by the customer's next billing date, a late payment charge of 1.5% will be applied to all amounts previously billed under this Price Guide, excluding one month's local service charge, but including arrears and unpaid late payment charges.
2. Late payment charges do not apply to those portions (and only those portions) of unpaid balances that are associated with disputed amounts. Undisputed amounts on the same bill are subject to late payment charges if unpaid and carried forward to the next bill.
3. Late payment charges do not apply to final accounts.
4. Late payment charges do not apply to government agencies of the Commonwealth of Massachusetts. These agencies are required to make payment in accordance with applicable state law.
5. In addition to late payment charges, late payment fees will be assessed to business customers for any balance carried forward to the next month bill as set forth below.

(N)
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ISSUED: February 21, 2007

EFFECTIVE: March 23, 2007

ISSUED BY: Sr. Regulatory Counsel
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Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.3 PAYMENT FOR SERVICE RENDERED (Cont'd)

E. Late Payment Charges (Cont'd)

5. (Cont'd)

<u>Current Month Billing</u>	<u>Late Payment Fee</u>
\$0 - \$50	\$10.00
\$50.01 - \$150	\$12.50
\$150.01 - \$350	\$15.00
\$350.01 - \$500	\$20.00
\$500.01 - \$1000	\$25.00
\$1000.01 - \$3000	\$30.00
\$3000.01 - \$5000	\$40.00
Over \$5000	\$55.00

(I)

F. Customer Overpayments

The Company will provide interest on customer overpayments that are not refunded within 30 days of the date the Company receives the overpayment. An overpayment is considered to have occurred when payment in excess of the correct charges for service is made because of erroneous Company billing. The customer will be issued reimbursement for the overpayment, plus interest, or, if agreed to by the customer, credit for the amount will be provided on the next regular Company bill. The rate of interest shall be the greater of the customer deposit interest rate or the Company's applicable Late Payment Charge.

Interest shall be paid from the date when overpayment was made, adjusted for any changes in the deposit rate or late payment rate, and compounded monthly, until the date when the overpayment is refunded. The date when overpayment is considered to have been made will be the date on which the customer's overpayment was originally recorded to the customer's account by the Company.

2.4 INSTALLATION SERVICE

The Company provides a Half-Day Installation Plan, which offers customers half-day appointments (i.e., morning/afternoon or a rolling interval) for connection of Department regulated service involving a customer premise visit.

ISSUED: January 19, 2012

EFFECTIVE: February 18, 2012

ISSUED BY: Sr. Regulatory Counsel
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Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)**2.5 ACCESS TO CUSTOMER'S PREMISES**

The customer shall be responsible for making arrangements or obtaining permission for safe and reasonable access for Company employees or agents of the Company to enter the premises of the customer or any joint user or customer of the customer at any reasonable hour for the purpose of inspecting, repairing, testing or removing any part of the Company's facilities.

2.6 TELEPHONE SURCHARGES/TAXES**A. General**

In addition to the rates and charges applicable according to the rules and regulations of this Price Guide, various surcharges and taxes may apply to the customer's monthly billing statement. The Customer is responsible for payment of any fees (including franchise and right-of-way fees), charges, surcharges and taxes (however designated) (including without limitation sales, use, gross receipts, excise, access or other taxes but excluding taxes on the Company's net income) imposed by any local, state, or federal government on or based upon the provision, sale or use of Network Services. Fees, charges, and taxes imposed by a city, county, or other political subdivision will be collected only from those Customers receiving service within the boundaries of that subdivision.

B. Convenience Fee

In the event a business Customer makes a one-time or recurring payment using a credit or debit card, a Convenience Fee Charge may apply. Any payments for a deposit or advance payment to establish new service are excluded from the Convenience Fee Charge. This charge does not apply to residential Customers or to business Customers that make payment using their financial institution's bill payment service, Customers with negotiated contracts that do not allow the assessment of this fee, or Customers without a computer. This fee, not to exceed \$139.95, will be assessed at the point of payment and will not appear on the Customer's invoice.

(N)

(N)

ISSUED: September 27, 2019

EFFECTIVE: November 1, 2019

ISSUED BY: Sr. Regulatory Counsel
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Little Rock, AR 72212

Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)**2.8 SUSPENSION OR TERMINATION OF SERVICE**

The Company will comply with Termination Rules as set forth in DPU 18448. Prior to termination for any reason, including nonpayment of bills, the customer shall be notified in writing, with reasons specified, fifteen (15) days prior to termination, followed by a second written notification five (5) days prior to termination. Notification shall be sent via first class mail.

A. Suspension or Termination for Nonpayment

In the event that any bill rendered or any deposit required is not paid, the Company may suspend service or terminate service until the bill or the required deposit has been paid. If service is suspended or terminated for nonpayment, the customer will be billed a Connection Charge as well as any payment due and any applicable deposits upon reconnection.

Telephone service shall only be suspended during the hours between 8:00 AM and 4:00 PM, Monday through Thursday. It shall not be suspended or terminated for nonpayment on weekends, public holidays, other federal and state holidays proclaimed by the President or the Governor, or on days when the main business office of the Company is not open for business, or during the periods from December 23rd through December 26th or December 30th through January 1st.

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Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.8 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

B. Exceptions to Suspension and Termination

Telephone service shall not be suspended or terminated for:

1. Nonpayment of bills rendered for charges other than telephone service or deposits requested in connection with telephone service;
2. Nonpayment for service for which a bill has not been rendered;
3. Nonpayment for service which have not been rendered; and
4. Nonpayment of any billed charge which is in dispute or for the nonpayment of a deposit which is in dispute during the period before a determination of the dispute is made by the Company in accordance with Company's complaint handling procedures. These procedures shall be in accordance with the Department's Rules and Regulations.

Telephone service may be suspended or terminated for nonpayment of the undisputed portion of a disputed bill or deposit if the customer does not pay the undisputed portion after being asked to do so.

5. Nonpayment of back-billed amounts as outlined in 2.10.L.

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Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.8 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

C. Verification of Nonpayment

Telephone service shall not be suspended or terminated for nonpayment of a bill rendered or a required deposit unless:

1. The Company has verified, in a manner approved by the Department, that payment has not been received at any office of the Company or at any office of an authorized collection agent through the end of the period indicated in the notice, and
2. The Company has checked the customer's account on the day that suspension or termination is to occur to determine whether payment has been posted to the customer's account as of the opening of business on that day.

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Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.8 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

D. Termination For Cause Other Than Nonpayment

1. General

The Company, after notice in writing to the customer and after having given the customer an appropriate opportunity to respond to such notice, may terminate service and sever the connection(s) from the customer's premises under the following conditions:

- a. in the event of prohibited, unlawful or improper use of the facilities or service, or any other violation by the customer of the rules and regulations governing the facilities and service furnished, or
- b. if, in the judgment of the Company, any use of the facilities or service by the customer may adversely affect the Company's personnel, plant, property or service. The Company shall have the right to take immediate action, including termination of the service and severing of the connection, without notice to the customer when injury or damage to telephone personnel, plant, property or service is occurring, or is likely to occur, or
- c. in the event of unauthorized use, where the customer fails to take reasonable steps to prevent the unauthorized use of the facilities or service received from the Company, or

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Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.8 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

D. Termination For Cause Other Than Nonpayment (Cont'd)

1. General (Cont'd)

d. in the event that service is connected for a customer who is indebted to the Company for service or facilities previously furnished, that service may be terminated by the Company unless the customer satisfies the indebtedness within 20 days after written notification. See Section 2.10.7 regarding Deferred Payment Agreements.

2. Prohibited, Unlawful or Improper Use of the Facilities or Service

Prohibited, unlawful or improper use of the facilities or service includes, but is not limited to:

- a. The use of facilities or service of the Company without payment of Price Guide charges;
- b. Calling or permitting others to call another person or persons so frequently or at such times of the day or in such manner as to harass, frighten, abuse or torment such other person or persons;
- c. The use of profane or obscene language;
- d. The use of the service in such a manner such that it interferes with the service of other customers or prevents them from making or receiving calls;

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Little Rock, AR 72212

Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.8 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

D. Termination For Cause Other Than Nonpayment (Cont'd)

2. Prohibited, Unlawful or Improper Use of the Facilities or Service (Cont'd)

e. The use of a mechanical dialing device or recorded announcement equipment to seize a customer's line, thereby interfering with the customer's use of the service; and

f. Permitting fraudulent use.

3. Abandonment or Unauthorized Use of Facilities

a. If it is determined that facilities have been abandoned, or are being used by unauthorized persons, or that the customer has failed to take reasonable steps to prevent unauthorized use, the Company may terminate telephone service.

b. In the event that telephone service is terminated for abandonment of facilities or unauthorized use and service is subsequently restored to the same customer at the same location:

1. No charge shall apply for the period during which service had been terminated, and

2. Reconnection charges will apply when service is restored. However, no charge shall be made for reconnection if the service was terminated due to an error on the part of the Company.

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Broadview Networks, Inc.
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Little Rock, AR 72212

Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.8 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

D. Termination For Cause Other Than Nonpayment (Cont'd)

4. Change in the Company's Ability to Secure Access

Any change in the Company's ability (a) to secure and retain suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment or (b) to secure and retain suitable space for its plant and facilities in the building where service is provided to the customer may require termination of a customer's service until such time as new arrangements can be made. No charges will be assessed the customer while service is terminated, and no connection charges will apply when the service is restored.

E. Emergency Termination of Service

The Company will immediately terminate the service of any customer, on request, when the customer has reasonable belief that the service is being used by an unauthorized person or persons. The Company may require that the request be submitted in writing as a follow-up to a request made by telephone.

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4001 Rodney Parham Rd
Little Rock, AR 72212

Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.9 ADDITIONAL PROVISIONS APPLICABLE TO BUSINESS CUSTOMERS

A. Application of Rates

Business rates as described in this Price Guide apply to service furnished:

1. In office buildings, stores, factories and all other places of a business nature;
2. In hotels, apartment houses, clubs and boarding and rooming houses except when service is within the customer's domestic establishment and no business listings are provided; colleges, hospitals and other institutions; and in churches except when service is provided to an individual of the clergy for personal use only and business service is already established for the church at the same location;
3. At any location when the listing or public advertising indicates a business or a profession;
4. At any location where the service includes an extension which is at a location where business rates apply unless the extension is restricted to incoming calls; and
5. At any location where the customer resells or shares exchange service.

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Little Rock, AR 72212

Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.9 ADDITIONAL PROVISIONS APPLICABLE TO BUSINESS CUSTOMERS (Cont'd)

A. Application of Rates (Cont'd)

6. Public Access Line service is classified as business service regardless of the location.
7. The use of business facilities and service is restricted to the customer, customers, agents and representatives of the customer, and joint users.

(M)



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Little Rock, AR 72212

Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.9 ADDITIONAL PROVISIONS APPLICABLE TO BUSINESS CUSTOMERS (Cont'd)

(N)

A. Application of Rates (Cont'd)

8. Rates Based on Duration of Use

Where charges for a service are specified based on the duration of use, such as the duration of a telephone call, the following rules apply:

- a. Unless otherwise specified, calls are timed in one minute increments. All calls which are fractions of a measurement increment are rounded-up to the next whole unit.
- b. Timing on completed calls begins when the call is answered by the called party. Answering is determined by hardware answer supervision in all cases where this signaling is provided by the terminating local carrier and any intermediate carrier(s).
- c. Timing terminates on all calls when the calling party hangs up or the Company's network receives an on-hook signal from the terminating carrier.
- d. Calls originating in one time period and terminating in another will be billed in proportion to the rates in effect during different segments of the call.
- e. All times refer to local times.
- f. Rates are not distance sensitive. As such, unless otherwise indicated, mileage bands are not applicable to the services offered.
- g. Unless otherwise indicated, rates do not vary depending upon day or the time of day (Day, Evening, and Night/Weekend).
- h. Each call is rated and billed in whole cents according to the following conventions: (1) Calls made using any service by the Company are rounded up to the next cent at the termination of the call; and (2) Special rounding arrangements may be made through contractual arrangements.

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Little Rock, AR 72212

Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.9 ADDITIONAL PROVISIONS APPLICABLE TO BUSINESS CUSTOMERS (Cont'd)

B. Telephone Number Changes

When a business customer requests a telephone number change, the referral period for the disconnected number is 90 days.

The Company reserves all rights to the telephone numbers assigned to any customer. The customer may order a Customized Number where facilities permit for an additional charge as specified in Section 5.11 of this Price Guide.

When service in an existing location is continued for a new customer, the existing telephone number may be retained by the new customer only if the former customer consents in writing, and if all charges against the account are paid or assumed by the new customer.

C. Deposits

Deposits will be returned to a business customer upon cancellation of service or after one year, whichever event occurs first, unless the customer is delinquent in payment, in which case the Company will continue to retain the deposit until the delinquency is satisfied. If a service is involuntarily discontinued, the deposit is applied against the final bill, and any balance is returned to the customer.

D. Dishonored Checks

If a business customer who has received a notice of discontinuance pays the bill with a check that is subsequently dishonored, the account remains unpaid and the Company is not required to issue any additional notice before disconnecting service.

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Little Rock, AR 72212

Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)**2.10 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS****A. Application of Rates**

Residential rates as described in this Price Guide apply to service furnished in private homes or apartments (including all parts of the customer's domestic establishment) for domestic use. Residential rates also apply in college fraternity or sorority houses, convents and monasteries, and to the clergy for domestic use in residential quarters.

Residential rates do not apply to service in residential locations if the listing indicates a business or profession. Residential rates do not apply to service furnished in residential locations if there is an extension line from the residential location to a business location unless the extension line is limited to incoming calls.

The use of residential service and facilities is restricted to the customer, members of the customer's domestic establishment, and joint users.

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Little Rock, AR 72212

Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.10 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (Cont'd)

A. Application of Rates (Cont'd)

1. Rates Based on Duration of Use

Where charges for a service are specified based on the duration of use, such as the duration of a telephone call, the following rules apply:

- a. Unless otherwise specified, calls are timed in one minute increments. All calls which are fractions of a measurement increment are rounded-up to the next whole unit.
- b. Timing on completed calls begins when the call is answered by the called party. Answering is determined by hardware answer supervision in all cases where this signaling is provided by the terminating local carrier and any intermediate carrier(s).
- c. Timing terminates on all calls when the calling party hangs up or the Company's network receives an on-hook signal from the terminating carrier.
- d. Calls originating in one time period and terminating in another will be billed in proportion to the rates in effect during different segments of the call.
- e. All times refer to local times.
- f. Rates are not distance sensitive. As such, unless otherwise indicated, mileage bands are not applicable to the services offered.
- g. Unless otherwise indicated, rates do not vary depending upon day or the time of day (Day, Evening, and Night/Weekend).
- h. Each call is rated and billed in whole cents according to the following conventions: (1) Calls made using any service by the Company are rounded up to the next cent at the termination of the call; and (2) Special rounding arrangements may be made through contractual arrangements.

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Little Rock, AR 72212

Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.10 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (Cont'd)

B. Telephone Number Changes

When a residential customer requests a telephone number change, the referral period for the disconnected number is 90 days.

The Company reserves all rights to any telephone number assigned to a customer for local service. The customer may order a Customized Number where facilities permit for an additional charge as specified in Section 5.11 of this Price Guide.

When service in an existing location is continued for a new customer, the existing number may be retained by the new customer only if the former customer consents in writing, and if all charges against the account are paid or assumed by the new customer.

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Little Rock, AR 72212

Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.10 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (Cont'd)

C. Deposits

1. General

Except as provided in (B) following, the Company may require a deposit, as described in Section 2.3.2 of this Price Guide, from a residential customer who is applying for service if the customer: 1) has had service terminated for nonpayment once within the preceding six-month period, or 2) is delinquent in payment. A customer is delinquent in payment if that customer has received two consecutive telephone bills without making payment of at least one-half the total arrears due on the due date of the second bill. A customer is not considered delinquent, however, if an amount in dispute is not paid before the dispute is resolved.

An existing customer is an applicant for service who was a customer of the Company within twelve months of making the request, provided that prior service was not terminated for nonpayment, unless service is requested within 10 days of such termination for nonpayment. Applicants for residential service and existing residential customers are permitted to pay deposits in installments over a period not to exceed 6 months.

A new customer is an applicant for service who has not been a customer of the Company within twelve months of making the request for service. A new customer shall not be required to post a security deposit as a condition of receiving telephone service.

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Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.10 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (Cont'd)

C. Deposits (Cont'd)

1. General (Cont'd)

A seasonal customer is an individual who applies for and receives telephone service periodically each year, intermittently during the year or at other regular intervals scheduled at the time of application. A seasonal customer may be required to post a deposit.

2. Customers Exempt from Deposits

- a. A new customer or existing customer who is 62 years of age or older shall be exempt from any deposit requirement unless such person's telephone service was terminated for nonpayment during the preceding six months. Proof of age will be required from any person claiming exemption from deposit requirements because of age. If the proof requested by the Company is not received within 30 days from the date service is connected, or 30 days from the date that verification of age is requested from an existing customer, the Company may suspend or terminate service unless the customer pays the required deposit. Any new customer or existing customer 62 years of age or older shall be permitted to pay a deposit in installments over a period not to exceed 12 months.
- b. The Company shall not require any person it knows to be a recipient of public assistance, supplemental security income or additional state payments to post a deposit.

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Little Rock, AR 72212

Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.10 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (Cont'd)

C Deposits (Cont'd)

3. Recent Payment History

A customer who has a recent payment history (within the preceding twelve months) with the Company are entitled to service without payment of a deposit unless their records indicate that they are delinquent in payment or have had service terminated for nonpayment. A customer who still owes money to the Company for residential service on a prior account shall be offered a deferred payment plan provided that the customer had service for three months and was not terminated for nonpayment during that period. (See Deferred Payment Agreements, 2.10.G below.)

New deposits from residential customers are reviewed after the first 3 monthly bills have been rendered; if too much has been taken, the excess is returned. The entire deposit is returned to a residential customer after 1 year, unless the customer is delinquent in payment, in which case the Company may continue to retain the deposit until the delinquency is satisfied. If the service is discontinued, the deposit is applied against the final bill, and any balance is returned to the customer.

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Little Rock, AR 72212

Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)**2.10 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (Cont'd)****D. Installment Billing For Nonrecurring Charges**

A residential customer may elect to pay service connection and other nonrecurring charges associated with a service order in monthly installments for up to a 12-month period. When installment billing is requested, all nonrecurring charges associated with a given service order will be included in the calculation of the monthly installment.

Installment billing is subject to the following restrictions:

1. Installment billing may be used only by residential customers;
2. Charges will be billed in the number of installments of equal dollar amounts as requested by the customer up to a maximum of 12 installments over the course of 12 months;
3. customer may not pay a portion of the charges and then request installment billing for the remaining charges;
4. More than one installment plan may be in effect for the same customer at the same time;
5. If a customer disconnects service during the installment payment period, all unbilled charges will be included in the final bill rendered;

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Little Rock, AR 72212

Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.10 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (Cont'd)

D. Installment Billing For Nonrecurring Charges (Cont'd)

6. A customer may elect to pay the unbilled charges before the expiration of the installment plan;
7. Installment billing payments will continue even when an account is temporarily suspended; and
8. No interest or carrying charges will be applied to the outstanding balance during the installment period.

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Little Rock, AR 72212

Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.10 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (Cont'd)

E. Adjusted Payment Schedule

A customer on a fixed income (e.g., pension and public assistance) shall be offered the opportunity to pay his or her bills on a reasonable schedule that is adjusted for periodic receipt of income.

F. Suspension or Termination for Nonpayment

1. Suspension/termination notices may not be issued until at least 25 days after the date of the bill. Bills must be mailed to the customer no later than 6 business days after the date of the bill.
2. After issuing the written notification in accordance with the terms of this Price Guide, at least one attempt shall be made during non-working hours to contact the residential customer by telephone before the scheduled date of suspension/termination.
3. Suspension/termination may occur only between the hours of 8 a.m. and 4 p.m. Monday through Thursday, provided that such day or the following day is not a public holiday or a day on which the main office is closed. In addition, service may not be disconnected during the periods of December 23 through the 26 and December 30 through January 2.

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Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.10 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (Cont'd)

F. Suspension or Termination for Nonpayment (Cont'd)

4. Telephone service may be suspended or terminated for nonpayment of the undisputed portion of a disputed bill or deposit if the customer does not pay the undisputed portion after being asked to do so. Suspended or terminated residential service shall be reconnected within 24 hours following payment or within 24 hours of the end of circumstances beyond the Company's control which delay the reconnection. The Department may direct that service be reconnected in less than 24 hours.

G. Deferred Payment Agreements

Service will not be suspended or terminated unless the customer has been advised that a deferred payment plan can be arranged. An existing residential customer with three or more months service and for whom service has not been terminated for nonpayment is eligible for Deferred Payment Arrangements (DPA). Final notice of suspension/termination will advise the customer of deferred payment arrangements and will include, in bold print, a notice that assistance in reaching an agreement may be obtained from the Department. The DPA notice will be mailed no less than six days before termination of total service.

A DPA will be for a period agreed to by both the customer and the Company.

If the Company believes that the customer has the resources to pay the bill, it shall notify both the customer and the Department in writing of the reasons for its belief. The Department shall make the final determination as to whether a DPA should be provided. A customer with medical emergencies and a customer who is elderly, blind or disabled shall be exempt from such eligibility criteria.

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Little Rock, AR 72212

Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)**2.10 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (Cont'd)****H. Dishonored Checks**

When a check received from a residential customer is dishonored, the company shall make two attempts, one outside of normal business hours, to contact the customer within 24 hours. The customer shall be given an additional 24 hours to pay before suspension/termination. The additional notice will be given provided that the customer has not submitted a dishonored check within the past 12 months.

I. Suspension or Termination - Abandonment

Suspension/termination of residential service for abandonment or unauthorized use may occur only after the Company makes a reasonable attempt to determine occupancy or authorized use, or the customer takes reasonable steps to prevent unauthorized use. A notice must be sent to the customer five days before such suspension or termination. The notification requirement is waived when previous mailings are returned by the Post Office or the company is advised that a new customer has moved into the location.

J. Suspension or Termination - Medical Emergencies

In the event of a medical emergency, an additional 30 days will be allowed for a residential customer before suspension or termination. A medical certificate must be supplied. The medical emergency status may be extended beyond 30 days upon submission of specified documentation. During the emergency, the customer will be able to defer payment of monthly charges up to an amount specified by the Department until the emergency ceases or it is determined that the customer has the ability to pay the charges. Charges in any month in excess of the amount specified are due by the due date of the bill.

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Little Rock, AR 72212

Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.10 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (Cont'd)

K. Suspension or Termination - Elderly, Blind or Disabled

An additional 20 days will be allowed before suspension or termination may occur when:

1. the customer is known to or identified to the Company as being blind or disabled;
2. the customer is 62 years of age or older, and all other residents of the customer's household are: under 18 years of age, over 62 years of age, blind or disabled.

In cases where service has been suspended or terminated and the Company subsequently learns that the customer is entitled to the protection established herein, the Company shall within 24 hours of such notification restore service for an additional 20 days and make a diligent effort to contact in person an adult resident at the customer's premises for the purpose of devising a payment plan.

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Little Rock, AR 72212

Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)**2.10 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (Cont'd)****L. Backbilling for Residential Customers**

The Company shall not charge a residential customer for previously unbilled service or adjust upward a bill previously rendered when the period for the unbilled service or billing adjustment is more than twenty-four months prior to the mailing of the bill or the upward adjustment unless the conduct of the customer caused or contributed to the failure of the Company to render timely accurate billing. Unless the customer causes the late billing, the Company shall explain the reason for the late billing and shall advise the customer that suspension/termination of service is not permitted for charges billed in excess of six months after the service was provided. The customer will be given the opportunity to pay the charges under an installment plan on a schedule equal in time to the length of the backbilling period.

2.11 ALLOWANCES FOR INTERRUPTIONS IN SERVICE

Interruptions in service, which are not due to the negligence of, or non-compliance with the provisions of this Price Guide by the Customer, or the operation or malfunction of the facilities, power, or equipment provided by the Customer, will be credited to the Customer as set forth below for the part of the service that the interruption affects. A credit allowance will be made when an interruption occurs because of a failure of any component furnished by the Company under this Price Guide.

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Little Rock, AR 72212

Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)**2.11 ALLOWANCES FOR INTERRUPTIONS IN SERVICE (Cont'd)****A. Credit for Interruptions**

1. An interruption period begins when the Customer reports a service, facility, or circuit to be interrupted and releases it for testing and repair. An interruption period ends when the service, facility, or circuit is operative. If the Customer reports a service, facility, or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted.
2. For calculating credit allowances, every month is considered to have 30 days. A credit allowance is applied on a pro rata basis against the rates specified hereunder and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit.
3. A credit allowance will be given, upon request of the customer to the business office, for interruptions of 30 minutes or more. Credit allowances will be calculated as follows:
 - a. if interruption continues for less than 24 hours:
 1. 1/30th of the monthly rate if it is the first interruption in the same billing period.
 2. 2/30ths of the monthly rate if there was a previous interruption of at least 24 hours in the same billing period.

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Little Rock, AR 72212

Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.11 ALLOWANCES FOR INTERRUPTIONS IN SERVICE (Cont'd)

A. Credit for Interruptions (Cont'd)

3. (Cont'd)

b. If interruption continues for more than 24 hours:

1. if caused by storm, fire, flood or other condition out of Company's control, 1/30th of the monthly rate for each 24 hours of interruption.
3. for other interruption, 1/30 of the monthly rate for the first 24 hours and 2/30ths of such rate for each additional 24 hours (or fraction thereof); however, if service is interrupted for over 24 hours, more than once in the same billing period, the 2/30ths allowance applies to the first 24 hours of the second and subsequent interruptions.

Two or more interruptions of 15 minutes or more during any one 24-hour period shall be considered as one interruption.

4. Credit to Customer

Credits attributable to any billing period for interruptions of service shall not exceed the total charges for that period for the service and facilities furnished by the Company rendered useless or substantially impaired.

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Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.11 ALLOWANCES FOR INTERRUPTIONS IN SERVICE (Cont'd)

A. Credit for Interruptions (Cont'd)

5. "Interruption" Defined

For the purpose of applying this provision, the word "interruption" shall mean the inability to complete calls either incoming or outgoing or both due to equipment malfunction or human errors. "Interruption" does not include and no allowance shall be given for service difficulties such as slow dial tone, circuits busy or other network and/or switching capacity shortages. Nor shall the interruption allowance apply where service is interrupted by the negligence or willful act of the subscriber or where the Company, pursuant to the terms of the Price Guide, suspends or terminates service because of nonpayment of bills due to the company, unlawful or improper use of the facilities or service, or any other reason covered by the Price Guide. No allowance shall be made for interruptions due to electric power failure where, by the provisions of this Price Guide, the subscriber is responsible for providing electric power. Allowance for interruptions of measured rate service will not affect the subscriber's local call allowance during a given billing period.

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Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.11 ALLOWANCES FOR INTERRUPTIONS IN SERVICE (Cont'd)

B. Limitations on Credit Allowances

No credit allowance will be made for:

1. interruptions due to the negligence of, or non-compliance with the provisions of this Price Guide, by any party other than the Company, including but not limited to the customer, authorized user, or other common carriers connected to, or providing service connected to, the service of the Company or to the Company's facilities;
2. interruptions due to the failure or malfunction of non-Company equipment, including service connected to customer provided electric power;
3. interruptions of service during any period in which the Company is not given full and free access to its facilities and equipment for the purpose of investigating and correcting interruptions;
4. interruptions of service during any period when the customer has released service to the Company for maintenance purposes or for implementation of a customer order for a change in service arrangements; and
5. interruptions of service due to circumstances or causes beyond the control of the Company.

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Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.12 AUTOMATIC NUMBER IDENTIFICATION

A. Regulations

The Company will provide Automatic Number Identification (ANI) associated with an intrastate service, by Price Guide, to any entity (ANI recipient), only under the following terms and conditions:

1. The ANI recipient or its designated billing agent may use or transmit ANI information to third parties for billing and collection, routing, screening, ensuring network performance, and completion of a telephone subscriber's call or transaction, or for performing a service directly related to the telephone subscriber's original call or transaction, or for performing a service directly related to the telephone subscriber's original call or transaction.
2. The ANI recipient may offer to any telephone subscriber with whom the ANI recipient has an established customer relationship, a product or service that is directly related to products or service previously purchased by the telephone subscriber from the ANI recipient.
3. The ANI recipient or its designated billing agent is prohibited from utilizing ANI information to establish marketing lists or to conduct outgoing marketing calls, except as permitted by the preceding paragraph, unless the ANI recipient obtains the prior written consent of the telephone subscriber permitting the use of ANI information for such purposes. The foregoing provisions notwithstanding, no ANI recipient or its designated billing agent may utilize ANI information if prohibited elsewhere by law.

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Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.12 AUTOMATIC NUMBER IDENTIFICATION (Cont'd)

A. Regulations (Cont'd)

4. The ANI recipient or its designated billing agent is prohibited from reselling, or otherwise disclosing ANI information to any other third party for any use other than those listed in Provision 1, unless the ANI recipient obtains the prior written consent of the subscriber permitting such resale or disclosure.
5. Violation of any of the foregoing terms and conditions by any ANI recipient other than a Telephone Corporation shall result, after a determination through the Department's complaint process, in suspension of the transmission of ANI by the Telephone Corporation until such time as the Department receives written confirmation from the ANI recipient that the violations have ceased or have been corrected. If the Department determines that there have been three or more separate violations in a 24 month period, delivery of ANI to the offending party shall be terminated under terms and conditions determined by the Department.

B. Terms and Conditions

Violation of any of the foregoing terms and conditions by a Telephone Corporation may result in Department prosecution of penalty and enforcement proceedings.

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Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.13 HEALTH CARE PROVIDERS SUPPORT PROGRAM

A. General

The purpose of the Health Care Providers Support Program is to enable public and non-profit rural health care providers to have access to telecommunications services necessary for the provision of health care services at rates comparable to those paid for similar services in urban areas. The Health Care Providers Support Program offers eligible public and non-profit health care providers located in rural areas reduced rates for Company intrastate services specified in this Price Guide. Such services must be purchased in accordance with the Rules adopted by the Federal Communications Commission (FCC) in its Universal Service Order 97-157, issued May 8, 1997 and codified at 47 Code of Federal Regulations (C.F.R.) 54.601 *et. seq.*, and any amendments made thereto.

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Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.13 HEALTH CARE PROVIDERS SUPPORT PROGRAM (Cont'd)

A. General (Cont'd)

1. To be eligible for the reduced rates, rural health care providers are required to comply with the terms and conditions set forth in the FCC Rules.
2. Reduced rates are available only to the extent that they are funded by the federal universal service fund.
3. Eligible rural health care providers may aggregate demand with other entities to create a consortium. Universal service support shall apply only to the portion of eligible services used by an eligible health care provider.
4. Responsibility of eligible health care providers:
 - a. Rural health care providers and consortia shall participate in a competition bidding process for all service eligible for reduced rates in accordance with any state and local procurement rules.
 - b. Rural health care providers and consortia shall submit requests for services to the program Administrator, as designated by the FCC, and follow established procedures.
 - c. Services requested must be used for purposes related to the provision of health care services or instruction that the health care provider is legally authorized to provide under the law.

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Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.13 HEALTH CARE PROVIDERS SUPPORT PROGRAM (Cont'd)

A. General (Cont'd)

4. (Cont'd)

- d. A health care provider that cannot obtain toll free access to an Internet service provider and who is eligible for support for limited toll-free access under the Rules must certify that it lacks toll-free Internet access and that it is an eligible health care provider.

Services cannot be sold, resold or transferred in consideration for money or any other thing of value.

5. Responsibility of the Company:

- a. The Company shall offer the rates and charges as specified in Section 3, to eligible health care providers to the extent that facilities and services are available and offered in the Price Guides specified in 2.13.A.4.
- b. The Company shall offer services to eligible rural health care providers and consortia at prices no higher than the highest urban rate as defined in the FCC Order and Rules.
- c. In competitive bidding situations, where specific flexible pricing arrangements are allowed, the Company may offer flexible pricing (to determine the reduced rate) subject to Massachusetts Department Telecommunications and Energy approval.

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Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)**2.13 HEALTH CARE PROVIDERS SUPPORT PROGRAM (Cont'd)****B. Rates and Charges**

The following price adjustments will be available to eligible rural health care providers, except subparagraph C., which shall be available to all eligible health care providers, regardless of location.

1. A reduced rate for telecommunications services, using a bandwidth capacity of up to 1.544 Mbps, not to exceed the highest Price Guideed or publicly available rate charged to a commercial customer for a similar service provided over the same distance in the nearest city in Massachusetts State with a population of at least 50,000.
2. An exemption from some mileage charges for any telecommunications services, using a bandwidth capacity of up to 1.544 Mbps, that is necessary for the provision of health care services. The exempted mileage includes the distance between the rural health care provider and the most distant perimeter of the nearest city in Massachusetts State with a population of 50,000 or more, less the standard urban distance, which is the maximum average diameter of all cities with population of 50,000 or more in the state.
3. Each eligible health care provider that cannot obtain toll-free access to an Internet service provider is entitled to receive toll charge credits for toll charges imposed for connecting to an Internet service provider as per the FCC Rules. Such toll charges are available pursuant to applicable toll Price Guides.

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Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)**2.14 SCHOOLS AND LIBRARIES DISCOUNT PROGRAM****A. General**

The Schools and Libraries Discount Program permits eligible schools (public and private, grades Kindergarten through 12) and libraries to purchase the Company services offered in this Price Guide at a discounted rate, in accordance with the Rules adopted by the Federal Communications Department (FCC) in its Universal Service Order 97-157, issued May 8, 1997. The Rules are codified at 47 Code of Federal Regulation (C.F.R.) 54.500 et. seq.

As indicated in the Rules, the discounts will be between 20 and 90 percent of the pre-discount price, which is the price of services to schools and libraries prior to application of a discount. The level of discount will be based on an eligible school or library's level of economic disadvantage and by its location in either an urban or rural area. A school's level of economic disadvantage will be determined by the percentage of its students eligible for participation in the national school lunch program, and a library's level of economic disadvantage will be calculated on the basis of school lunch eligibility in the public school district in which the library is located. A non-public school may use either eligibility for the national school lunch program or other federally approved alternative measures to determine its level of economic disadvantage. To be eligible for the discount, schools and libraries will be required to comply with the terms and conditions set forth in the Rules. Discounts are available only to the extent that they are funded by the federal universal service fund. Schools and libraries may aggregate demand with other eligible entities to create a consortium.

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Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.14 SCHOOLS AND LIBRARIES DISCOUNT PROGRAM (Cont'd)

B. Regulations

1. Obligations of Eligible Schools and Libraries

a. Requests for Service

1. Schools and libraries and consortia shall participate in a competitive bidding process for all services eligible for discounts, in accordance with any state and local procurement rules.
2. Schools and libraries and consortia shall submit requests for services to the Schools and Libraries Corporation, as designated by the FCC, and follow established procedures.
3. Services requested will be used for educational purposes.
4. Services will not be sold, resold or transferred in consideration for money or any other thing of value.

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Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.14 SCHOOLS AND LIBRARIES DISCOUNT PROGRAM (Cont'd)

B. Regulations (Cont'd)

2. Obligations of Company

- a. Company will offer discounts to eligible schools and libraries on commercially available telecommunications services contained in this Price Guide. Those services contained in this Price Guide which are excluded from the discount program, in accordance with the Rules are included as an attachment to this Price Guide.
- b. Company will offer services to eligible schools, libraries and consortia at prices no higher than the lowest price it charges to similarly situated non-residential customers for similar services (lowest corresponding price).
- c. In competitive bidding situations, Company may offer flexible pricing or rates other than in this Price Guide, where specific flexible pricing arrangements are allowed, subject to Massachusetts Department of Telecommunications and Energy approval.

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Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.14 SCHOOLS AND LIBRARIES DISCOUNT PROGRAM (Cont'd)

C. Discounted Rates for Schools and Libraries

1. Discounts for eligible schools and libraries and consortia shall be set as a percentage from the pre-discount price, which is the price of services to schools and libraries prior to application of a discount.
2. The discount rate will be applied to eligible intrastate services purchased by eligible schools, libraries or consortia.
3. The discount rate is based on each school or library's level of economic disadvantage as determined in accordance with the FCC Order or other federally approved alternative measures (as permitted by the Rules) and by its location in either an urban or rural area.
4. The discount matrix for eligible schools, libraries and consortia is included as an attachment to this Price Guide.

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Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)**2.15 INTRALATA TOLL PRESUBSCRIPTION****A. Methodology**

IntraLATA dialing parity will be implemented using a two PIC (Primary Interexchange Carrier) technology in the Company's switches. This technology will enable the customer to presubscribe to the same or a different carrier for their intraLATA and/or interLATA service. Company customers will have the ability to access all participating carriers by dialing the appropriate access code (10XXX/101XXX). All eligible Company end user telephone line numbers will be presubscribed and must have a PIC associated with them.

B. Carrier Information

1. Carriers will have the option of offering intraLATA service only or intraLATA and interLATA service. Company will notify potential carriers sixty days prior to the initial availability of presubscription in specific market areas. Carriers will have the option of participating in all market areas or in a specific market area.
2. Carriers will be required to return a completed Non-Disclosure Agreement and Participation Agreement(s). These documents will be provided to carriers as part of the Company's carrier correspondence process.
3. Company will not participate in billing disputes for intraLATA service between alternative competing carriers and their customers to which Company is not a party.
4. Carriers wishing to participate will be requested to submit Access Service Requests/ Translation Questionnaires to the Access Tandem owner and to Company.

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Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.15 INTRALATA TOLL PRESUBSCRIPTION (Cont'd)

B. Carrier Information (Cont'd)

5. Carriers wishing to participate must have an approved toll Price Guide on file with the Massachusetts Department of Telecommunications and Energy.

C. Network Information

1. All originating intraLATA traffic will initially be routed via the incumbent Local Exchange Carrier (LEC) Access Tandem(s). Following conversion, direct trunks between the Company switch and the carrier location(s) may be provisioned where traffic volumes warrant.

Carriers must have Feature Group D trunks in place between their point of presence and the incumbent LEC Access Tandem(s).

2. Company will route all originating intraLATA traffic to the designated carrier and will only block traffic at the request of the end user customer and/or in compliance with regulatory regulations. Requests from carriers to block traffic or to remove customers from their network will not be honored. Calls that cannot be completed to a carrier will be routed to an announcement.

D. Customer Information

1. Currently, Company carries all customers' 1+ and 0+ calls within Massachusetts' major long-distance calling areas referred to as LATAs. Pursuant to this Plan, Company will give residential and business customers the option of selecting an intraLATA (local toll) 1+ and 0+ long-distance company other than Company. Customer's intraLATA toll carrier will carry the customer's intraLATA 1+, 0+, and 1+ (area code) + 555-1212 directory assistance calls.

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Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.15 INTRALATA TOLL PRESUBSCRIPTION (Cont'd)

D. Customer Information (Cont'd)

2. Customers may select an intraLATA (local toll) long-distance company by notifying their local telephone company or by contacting the long-distance carrier of their choice.
3. Company customer contact representatives will process customer initiated PIC selections to Company or to an alternative intraLATA carrier as designated by the customer. Carriers will have the option of allowing the Company representative to process PIC requests on their behalf.
4. Alternative carriers may submit PIC changes to Company via a fax/paper interface. Details regarding this process will be provided as part of Company's carrier correspondence.
5. Company will accept as a bona fide PIC a selection of "NO PIC" as a choice. "NO PIC" customers will have access code dialing capability to reach participating intraLATA carriers.
6. Company will provide customers with a confirmation notification of their PIC (Company or an alternative carrier) selection.
7. Company representatives will provide alternative carrier(s) names and contact telephone number (if provided by carrier) to customers in random order upon customer request. Company representatives will not discuss alternative carrier rates or services and will not provide customers with Carrier Identification Codes or access code dialing instructions.
8. Company representatives will not initiate or accept three way calls from alternative carriers to discuss presubscription.

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Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.15 INTRALATA TOLL PRESUBSCRIPTION (Cont'd)

D. Customer Information (Cont'd)

9. Company does not have any type of calls that are ineligible for intraLATA presubscription. Company also does not have any optional calling plans that are affected by intraLATA presubscription.
10. Customers subscribing to optional calling plans ("OCP") will be informed of the effects, if any, of changing their intraLATA toll service provider. Company will not remove an OCP without the customer's permission.

E. Presubscription Information

1. A five dollar PIC change charge will be incurred and billed to the customer for each eligible line where a PIC change is made. Only a single PIC change charge will be assessed for simultaneous intra-and interLATA PIC changes.
2. In an effort to reduce unauthorized PIC changes, Company will offer intraLATA PIC Freeze service to all customers at no charge. PIC Freeze can only be initiated (or removed) by the customer requesting it through their Company representative.
3. Carriers will be required to submit PIC changes using the Customer Account Record Exchange (CARE) 960 byte format via paper medium. Company will provide carriers with PIC order confirmation and reject information using the CARE format. Specific details regarding CARE will be provided to participating carriers.

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Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.15 INTRALATA TOLL PRESUBSCRIPTION (Cont'd)

E. Presubscription Information (Cont'd)

4. For customers who change their local service provider from the incumbent LEC to Company and retain their incumbent LEC telephone number(s), Company, as part of the CARE PIC process, will provide the selected intraLATA carrier with both the retained (incumbent LEC) telephone number and the Company telephone number.

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Section 3 - DESCRIPTION OF SERVICES**3.1 LOCAL TELEPHONE SERVICE**

The Company resells the Local Exchange Carrier's services including dial tone, operator assistance, optional telephone services, custom calling features, directory assistance, and regional calling.

3.2 WIDE AREA ("WATS") AND MESSAGE ("MTS") TOLL SERVICES

The Company offers WATS and MTS intrastate interexchange long distance service utilizing switched or dedicated access arrangements between the Customers' Premises and the Company's facilities for call origination. Call termination is completed through a combination of Company facilities and LEC switched access arrangements.

3.3 SWITCHED OUTBOUND SERVICE

Switched outbound service permits outward calling utilizing switched Feature Group D access on both the originating and terminating ends.

3.4 SWITCHED INBOUND SERVICE

Switched inbound service permits inward calling (via 800 & 888 codes) to a specific location utilizing premium switched, Feature Group D access on both ends. Switched inbound service is available to Customers for incoming calls. Calls originate from any interstate or intrastate location over a toll free number and terminate to a Customer's location. Call charges are billed to the Customer rather than to the originating caller. Calls are billed in sixty (60) second increments. A monthly recurring charge applies in addition to usage rates. Switched inbound service rates are only available to Customers subscribing to those service plans listed in sections 10.32.1. and 10.32.2. of this Price Guide. Switched inbound service rates are based on the Customer's calling plan. (T)

3.5 LOCAL ACCESS AND TRANSPORT AREAS

The exchanges and localities served for the Eastern (617/508) LATA and the Western (413) LATA are the same as, and are incorporated by reference from, Part A Section 1, Local Access and Transport Areas in the New England Telephone and Telegraph Company D.P.U. – Mass. - No. 10 Price Guide, Exchange and Network Services.

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Section 3 - DESCRIPTION OF SERVICES (Cont'd)**3.6 DEDICATED OUTBOUND SERVICE**

Dedicated outbound service permits outward calling to stations in diverse service areas. Dedicated outbound service is distinguished from other services by the existence of a dedicated, special access connection the originating end. The Customer shall be responsible for all charges in addition to the Recurring, Non-recurring and Usage charges set forth hereinafter.

3.7 DEDICATED INBOUND SERVICE

Dedicated inbound service permits inward calling (via 800 & 888 codes) to a specific location featuring the use of a dedicated, special access type connection on the terminating end. The Customer shall be responsible for all local exchange carrier ("LEC") charges in addition to the Recurring, Non-recurring and Usage charges set forth hereinafter.

3.8 CALLING CARD SERVICE

The Company's Calling Card Service permits Customers to place calls utilizing Company issued Calling Cards for billing purposes.

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Section 3 - DESCRIPTION OF SERVICES (Cont'd)

3.9 DIRECTORY ASSISTANCE

The Company will resell the Directory Assistance services of its underlying Local Exchange and Long Distance Carriers.

3.10 TIMING OF CALLS

Long distance usage charges are based on the actual usage of the network. Chargeable time begins when a connection is established between the Calling Station and the Called Station. Chargeable time ends when either party "hangs up" thereby releasing the network connection.

The charge for each type of service is listed in Section 9 (Rates and Charges).

3.11 MINIMUM CALL COMPLETION RATE

A Customer can expect a call completion rate of not less than 90% during peak use periods for all Feature Group D services.

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Section 4 - SERVICE CHARGES

4.1 Service charges are applicable to the ordering, installing, moving, changing, rearranging or furnishing of telephone service. They are in addition to all other applicable rates and charges for service and equipment provided.

4.2 SPECIFIC CHARGES

A. Service Order Charge

This charge applies in connection with processing of each Customer request for service. The rates are different when the Customer request for service is to establish or move service versus other kinds of service activity. The rates are also different for residence and business Customers.

Service Order Charges do not apply to the following changes or requests:

1. Changes from one grade of basic service to a lower grade of basic service.
2. Requests which only change records and primarily benefit the Company.
3. If no premises visit is required and the work done is only changing of a number, a Line Connection Charge applies instead.

B. Line Connection Charge

This charge is for work performed in arranging for a line to provide service between the central office and Customer premises.

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Section 4 - SERVICE CHARGES (Cont'd)

4.2 SPECIFIC CHARGES (Cont'd)

C. Maintenance Visit Charges

Maintenance Visit Charges apply when the Company dispatches personnel to a Customer's premises to perform work necessary for resolving troubles reported by the Customer and there is no trouble found with the Company facilities or troubles found to be caused by the Customer's facilities.

Maintenance Visit Charges will be credited to the Customer's account in the event trouble is not found in the Company facilities, but the trouble is later determined to be in facilities.

The time period for which the Maintenance Visit Charges is applied will commence when Company personnel are dispatched at the Customer premises and end when work is completed. The rates for Maintenance of Service vary by time per Customer request.

D. Dispatch Charge

(N)

A Dispatch Charge will apply, if as a result of an end user's actions, the Company cannot complete requested work activity when a technician has been dispatched to the end user's premises. The Dispatch Charge also applies if an end user requests the dispatch of a technician to the end user's premises and there is no customer access resulting in the technician being unable to confirm that there is no trouble found on the Company's network.

E. Temporary Service Suspension

(T)

This charge applies when a Customer's request that service be temporarily suspended. The Customer is charged a reconnection charge to resume service. For residence or business Customers a monthly rate equal to their dial tone line exchange rate applies per suspended line.

F. Service Restoral

(T)

This charge applies when a Customer's service is interrupted for nonpayment of bills and then is restored when the Customer pays all charges.

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Section 5 - CONNECTION OF CUSTOMER PREMISES EQUIPMENT**5.1 COMPANY RESPONSIBILITY**

The responsibility of the Company is limited to obtaining service components for Customer that are suitable for telecommunications services and that are designed, maintained and operated in a manner proper for such services. Subject to this responsibility the Company is not responsible for the following incidents.

- A. The through transmission of signals generated by terminal equipment or multi-line terminating systems or for the quality of, or defects in, transmission.
- B. The reception of signals by terminal equipment or multi-line terminating systems.
- C. Address signaling where the signaling is performed by tone-type signaling equipment.
- D. The Customer is responsible for the installation, operation, and maintenance of any terminal equipment, multi-line terminating systems or premises wire.
- E. The Customer indemnifies and saves the Company harmless against the following claims.
 - 1. Claims for libel, slander, or the infringement of copyright arising from or in connection with the material or subject matter transmitted.
 - 2. Claims for the infringement of patents arising from combining with, or using in connection with, facilities of the Company service being resold, apparatus and systems furnished by the Customer.
 - 3. All other claims arising out of any act or omission of the Customer in connection with facilities furnished by the Company service being resold.

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Section 6 - EXCHANGE SERVICE

Company is reselling basic and expanded exchange services based upon exchanges established and set forth in New England Telephone and Telegraph Company's Price Guide, D.T.E. - Mass. - No. 10 and the maps on file with the Department of Telecommunications and Energy showing exchange boundaries and rate centers of all exchanges in Massachusetts.

6.1 BASIC EXCHANGE SERVICE

- A. Service is provided on a monthly basis and is available to either residence or business Customers.
 - 1. If service is used primarily for social or domestic purposes it is considered residence service and residence rates apply.
 - 2. If service is used primarily for business purposes or is furnished at a business location it is considered business service and business rates apply.
- B. Basic Exchange Service is provided on either an unlimited or on a measured basis.
- D. Unlimited service permits the Customer to have unlimited calling within the local calling area and within municipalities unless otherwise indicated.
- C. Measured service permits the Customer to call within the local calling area and within municipalities on a per message, per minute basis and is more specifically described within the service description of the particular service.
- E. Timing of local usage time for measured services, unless otherwise indicated, is done on a per second basis. At the end of the Customer's billing period, the sum of accumulated seconds is rounded to the next higher minute. In those central offices where facilities are not available for the timing of messages, overtime charges do not apply.

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Section 6 - EXCHANGE SERVICE (Cont'd)**6.2 USE OF RESIDENCE SERVICE**

- A. Unless a Customer already has a mix of unlimited residence service and measured residence service, these services may not be furnished at the same premises.
- B. Customers may have measured residence service and unlimited business service on the same premises as long as the lines are nonhunting and residence service located on business premises is set up to prevent outward calling and is not used for business purposes.

6.3 USE OF BUSINESS SERVICE

- A. Unlimited business service and measured business service from the same exchange, or from exchanges.
- B. Customers may have measured residence service and unlimited business service on the same premises as long as the lines are nonhunting and residence service located on business premises is set up to prevent outward calling and is not used for business purposes.

6.4 LOCALITIES AND EXCHANGES OF CONNECTION

- A. When an area which would constitute one exchange is divided by a state boundary the additional exchange that is formed is called a locality. The exchange that serves the locality is called the exchange of connection.
- B. The Customer's location determines the administration of the appropriate Price Guide rates and regulations for exchange service, and for services furnished between these exchanges, the area is as if it were one exchange. For other purposes, these exchanges are administered as separate exchanges.

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Section 6 - EXCHANGE SERVICE (Cont'd)**6.4 LOCALITIES AND EXCHANGES OF CONNECTION (Cont'd)**

- C. Each exchange is considered to be in the primary calling area of its paired exchange.
- D. Local calls within an exchange, between exchanges, and between exchanges and localities in the local calling area of an exchange may be handled on a station-to-station or person-to-person basis as collect, bill to a third telephone number, or charged to a Calling Card number, in accordance with the following regulations:
 - 1. 617/508LATA
 - a. For call within the same exchange or locality the local message charge is the same as that for the appropriate intra-LATA toll call in the lowest mileage band, including the applicable incremental charge.
 - b. For a call between exchanges or between exchanges and localities, the local message charge is the same as that for the appropriate intra-LATA toll call of the same distance, including the applicable incremental charge.
 - 2. 413 LATA
 - a. For a call within the same exchange or locality between exchanges, or between exchanges and localities, the local message charge is the same as that for the appropriate intra-LATA toll call, including the applicable incremental charge.

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Section 6 - EXCHANGE SERVICE (Cont'd)

6.4 LOCALITIES AND EXCHANGES OF CONNECTION (Cont'd)

E. Limitations on Service

1. Unlimited Service

- a. Two-party unlimited residence service is not available in the Boston Central exchange or the Metropolitan Boston but is available to Customers in all exchanges outside of Metropolitan Boston.
- b. One-party unlimited business service is not available in the 617/508 LATA in Arlington, Belmont Boston Central, Brighton, Brookline, Cambridge, Charlestown, Chelsea, Dorchester, East Boston, Everett, Hyde Park, Jamaica Plain, Lexington, Maiden, Medford, Melrose, Milton, Newton, North Swansea, Quincy, Revere, Roxbury, Seekonk Southgate, Somerville, South Boston, Waltham, Watertown, Winthrop and is not available in the 413 LATA in Chicopee, East Longmeadow, Hampden, Holyoke, Longmeadow, Ludlow, Southwick, Springfield, Westfield, Wilbraham.

2. Measured Service—Measured business service is not offered in the New Bedford exchange

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Section 6 - EXCHANGE SERVICE (Cont'd)**6.4 LOCALITIES AND EXCHANGES OF CONNECTION (Cont'd)****F. Application of Rates and Charges**

1. Unlimited Service Monthly Exchange Rates: One-party exchange rates consist of dial tone line rates, and usage rates. Multi-party exchange rates are not disaggregated.
2. Measured Service Monthly Dial Tone Exchange Rates: Measured service rates consist of the dial tone line rate and local usage charges.
 - a. In the 617/508 LATA—Local usage charges for measured service calls are structured on per message/per minute charges with per minute timing. For fractions of a minute, charges apply for the full minute. This is not available to Customers from the New Bedford exchange. (C)
 - b. In the 413 LATA—Local usage charges for measured service are structured on per message/per minute charges that vary with peak and off-peak times. Peak is defined as Monday through Friday 9AM to, but not including 9PM. Off-Peak is defined as Monday through Thursday from 9PM to, but not including 9AM and from 9PM Friday to, but not including 9AM Monday. On Christmas day (December 25), New Year's Day January 1), Independence Day (July 4), Thanksgiving day and Labor Day, or resulting legal Holidays when Christmas, New Year's or Independence Day legal holidays fall on dates other than December 25, January 1, or July 4, respectively, the holiday rate is the off-peak rate. (C)

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Section 6 - EXCHANGE SERVICE (Cont'd)

6.4 LOCALITIES AND EXCHANGES OF CONNECTION (Cont'd)

G. New Bedford Exchange Measured Service

1. New Bedford Exchange Measured service, is offered on a one-party residence or business line basis in the New Bedford exchange.
2. Residence Customers have the options of low use and standard use. Business Customers only have standard use measured service.
3. New Bedford Exchange Measured service 4E provides for a monthly local usage dollar amount allowance. Credit will not be given for any unused local usage allowance, nor can any unused allowance be applied to a past or future bill. If a business Customer has two or more measured service lines of the same class of service terminating at the same premises and billed from the same central office, the total usage allowance is the sum of the usage allowances for all lines included in the one bill. Usage in excess of the total allowance is charged for in accordance with the appropriate local usage charges.
 - a. Local Usage Timing and Rating—The same local usage rate schedule applies to both residence and business service. It incorporates different rates for messages within Call Area A which comprises the serving exchange and contiguous exchanges within the primary calling area and messages within Call Area B which comprises noncontiguous exchanges within the primary calling area.

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Section 6 - EXCHANGE SERVICE (Cont'd)

6.4 LOCALITIES AND EXCHANGES OF CONNECTION (Cont'd)

H. New Bedford Exchange Measured Service (Cont'd)

4. The charge for each message, whether to Call Area A or Call Area B, consists of a call establishment charge and a charge per minute or fraction of a minute of connection. A 50% discount applies to local usage charges for calls made from 9PM to but not including 9AM weekdays and all day on Saturday, Sundays and on Thanksgiving (the fourth Thursday in November), Christmas (December 25), New Year's Day January 1), Independence Day (July 4) and on Labor Day or on resulting legal holidays when Christmas, New Year's or Independence Day legal holidays fall on dates other than December 25, January 1, or July 4 respectively.
5. Local usage charges do not apply to calls to directory assistance, 911 or to the operator ("0"). Calling card, and operator dialed station-to-station local calls are billed in accordance with their applicable rates except that operator dialed station-to-station sent-paid calls for handicapped persons unable to dial calls because of their handicap and for Customers unable to reach a number by dialing or who have had an established call interrupted, are charged as measured service local usage.

(D)

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Section 6 - EXCHANGE SERVICE (Cont'd)**6.4 LOCALITIES AND EXCHANGES OF CONNECTION (Cont'd)****I. Winchester Exchange Premium Measured Business Service**

1. Premium measured business service is an optional one-party measured offering provided on a main telephone exchange service basis in the Winchester exchange. This service is furnished only at Customer locations normally served by the Winchester exchange.
2. Premium measured business service and measured business services are not furnished at the same premises.
3. Premium measured business main telephone exchange service is furnished at the monthly rate, including message unit allowance.
4. When a Customer has two or more premium measured business service lines terminating at the same premises, the total message unit allowance is equivalent to the sum of the message unit allowances for all lines included in one bill. The charges for usage in excess of the total allowance are determined as follows.

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Section 6 - EXCHANGE SERVICE (Cont'd)**6.4 LOCALITIES AND EXCHANGES OF CONNECTION (Cont'd)****J. New Bedford Exchange Measured Service**

1. Divide the total number of units in excess of the total allowance by the number of lines included in the bill to find the average number of excess units per line.
2. Rate the average, in accordance with the additional message unit charges.
3. Multiply the result by the number of lines included in the bill.
4. Message unit usage is rated in accordance with the message unit areas set forth in New England Telephone and Telegraph Company's Price Guide, D.P.U. - Mass. - No. 10 and time is calculated based on the following periods:
 - a. Initial Period—Five minutes for one or two unit messages, three minutes for three unit messages.
 - b. Overtime Period—Five minutes for one unit message, three minutes for two unit messages and one minute for three unit messages. For each of the overtime periods, one message unit applies.
 - c. Premium measured business service is provided based on the one, two and three message unit calling areas with toll rates applying for calls between exchanges indicated by an asterisk in New England Telephone and Telegraph Company's Price Guide, D.P.U. - Mass. - No. 10.

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Section 6 - EXCHANGE SERVICE (Cont'd)

6.4 LOCALITIES AND EXCHANGES OF CONNECTION (Cont'd)

K. Same Municipality Calling Service

1. This is a service arrangement provided to municipalities served by more than one exchange or locality where toll charges would normally apply to calls between the exchanges or localities that serve the same municipality and are located within the same LATA. All dialed station-to-station service, within a municipality is not charged as toll calls except for calls made to or from foreign exchange lines where dial tone for the foreign exchange line is not provided from a central office serving some portion of the municipality in which the foreign exchange line service address is located.
2. Municipalities, serving exchanges and/or localities where Same Municipality Calling applies are shown in New England Telephone and Telegraph Company's Price Guide, D.P.U. - Mass. - No. 10.

L. Combination of Exchange Services

1. Two or more main telephone exchange services located within the same central office area may be combined on the same line so that the ringing signal for each of the main telephones can be recognized and answered at any of the telephones on the line.
2. Business and residence services can be combined. Unlimited and measured services cannot be combined and to combine unlimited services the unlimited calling area of each service must be the same, except that if one unlimited calling area is enlarged by Same Municipality Calling service, the other need not be.

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Section 6 - EXCHANGE SERVICE (Cont'd)

6.4 LOCALITIES AND EXCHANGES OF CONNECTION (Cont'd)

L. Combination of Exchange Services (Cont'd)

3. This service is provided only when warranted by special circumstances and if suitable facilities are and continue to be available. A special construction charge applies for such equipment as may be required at any time.
4. One-party line rates apply for each main telephone on a combined line.
5. This service is not furnished with foreign exchange service or between central offices.
6. For a combination of main telephone exchange services furnished subsequent to the initial installation of the associated exchange lines, service order charges apply.

M. Foreign Exchange Service

1. This service is provided from an exchange other than an exchange that normally serves the area in which the Customer is located. It is intended only for communications in which the Customer, or joint users as arranged for, have a direct interest and not for any purpose for which a payment or other compensation shall be received by the Customer or by joint users from any other person or company or in transmission or delivery of communications for others.

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Section 6 - EXCHANGE SERVICE (Cont'd)

6.4 LOCALITIES AND EXCHANGES OF CONNECTION (Cont'd)

M. Foreign Exchange Service (Cont'd)

2. Service is furnished either on a measured or unlimited basis in accordance with services offered in the exchange of connection subject to the regulations governing the furnishing of unlimited and measured service on the same premises. When the exchange of connection and one or both locations of the Customer are within Metropolitan Boston foreign exchange business service is furnished only on a measured service basis.
3. Same Municipality Calling service is not furnished with foreign exchange service unless dial tone is provided from a central office serving some portion of the municipality in which the foreign exchange line service address is located.
4. Foreign exchange service is furnished on a one-party or trunk line basis only.
5. The rate for foreign exchange service is the rate in effect in the foreign exchange for the class of service furnished. In addition, Price Guide rates and charges also apply for extension.

N. Residential Dormitory Service (RDS)

1. This service is provided as an independent system to public or private educational institutions. It is a service for residential use by students, faculty members, or employees who reside in dormitories or other residential quarters provided by the educational institution. The educational institution may not charge any charge for this service in excess of the applicable charges specified in this Price Guide. All RDS lines must be located in residential quarters.

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Section 6 - EXCHANGE SERVICE (Cont'd)

6.4 LOCALITIES AND EXCHANGES OF CONNECTION (Cont'd)

N. Residential Dormitory Service (RDS) (Cont'd)

2. This service is furnished from central office equipment located on Company premises and associated facilities arranged to provide the equivalent of one-party unlimited residence main telephone exchange service in all areas or metropolitan service in Metropolitan Boston exchanges, Burlington, Lynn, and Saugus. The local calling area is the same as specified for residence main telephone service.
3. The educational institution is responsible for the ordering of services and may choose: Option 1: to have all charges billed to and paid by the occupant of the room, apartment or suite or may choose Option 2: to pay all charges directly, except that charges for toll messages, telegrams, cablegrams, radiograms, restoral of service charges and local usage charges would be billed to the occupant of the room, apartment or suite.
4. The person-or-persons to whom the bill is rendered is liable for payment of all charges. The educational institution will render assistance to the Company in the collection of charges billed to the occupant of the room, apartment, or suite. The type and extent of assistance rendered will be negotiated between the Company and the educational institution.
5. Monthly Rates
 - a. Option 1 Monthly Rate—is the same as that for similar one-party residence main telephone exchange service less \$0.10.
 - b. Option 2 Monthly Rate—is the same as that for similar one-party residence main telephone exchange service.

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Section 6 - EXCHANGE SERVICE (Cont'd)

6.4 LOCALITIES AND EXCHANGES OF CONNECTION (Cont'd)

N. Residential Dormitory Service (RDS) (Cont'd)

6. Directory Listings are furnished at rates and charges for additional directory listings for residence service.
7. Service Order Charges for residence service apply, as appropriate. RDS lines may be temporarily suspended.

O. Directory Listing Service

1. This service's rates and regulations are applicable to listings in the alphabetical directories. Directory listings are limited to information essential to the identification of the listed party. A listing is limited to one line in the directory except where in the judgement of the Company more than one line is required to identify the Customer properly. Listing of a service, or trade name is not permitted unless it is the name, or an integral part of the name, under which the Customer does business.
2. Dual name listings are available for residence service Customers as an initial or an additional listing.
3. The Company's liability arising from errors or omissions in initial directory listings in the primary directory shall be limited to an amount that does not exceed one-half of the amount of the exchange service charges for main telephone exchange during the period covered by the primary directory. For charged directory listings, the liability of the Company is limited to an amount not exceeding the amount of charges for the charged listing or listings involved, during the period covered by the directory in which the error or omission occurs.

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Section 6 - EXCHANGE SERVICE (Cont'd)

6.4 LOCALITIES AND EXCHANGES OF CONNECTION (Cont'd)

O. Directory Listing Service (Cont'd)

4. Service order charges apply in addition to the monthly rates.
5. One initial listing is included with each Customer's service, with the initial line of a linehunting group, with each joint user service, and with each Distinctive Ring service number.
6. Dual name listings are alphabetical by the surname and the first given name or initials, and contain the following.
 - a. The first name, or first name and middle initial, or first initial and middle name, or initials only, of two individuals who have the same surname and reside at the same address.
 - b. The first name, or first name and middle initial, or first initial and middle name, or initials only, and the married name of a woman.
 - c. Two names for one person, who may be referred to by either, with the same surname.
7. Additional listings are confined to the names of those who are entitled to use the Customer's service, except that business tenants of a Customer in the business of renting short term office space.
 - a. Additional listings are included in the alphabetical directory and on directory assistance records, or appear on directory assistance records only.

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Section 6 - EXCHANGE SERVICE (Cont'd)

6.4 LOCALITIES AND EXCHANGES OF CONNECTION (Cont'd)

O. Directory Listing Service (Cont'd)

7. (Cont'd)

- b. Additional dual name listings, provided with an initial listing, list the second name (or initials) first and the listing is alphabetized accordingly in the directory; charging for this listing always commences with the delivery date of the issue of the directory in which the listing first appears.
 - c. The monthly rate for an additional listing, or an additional dual name listing provided for a name that is not part of the initial listing commences the day after the directory assistance records are posted. Directory assistance records are posted either as of the delivery date of the issue of the directory in which the listing first appears, or at any earlier practicable date selected by the Customer.
 - d. If an additional listing is ordered discontinued after the closing of the directory the monthly rate continues through that issue of the directory and up to the date for rates to be effective for the next directory. If the additional listing is ordered discontinued before the closing date of the directory in which it would first appear, the monthly rate continues only to the date of cancellation by the Customer, with a minimum service period of one month.
8. Telephone numbers of nonpublished service are not listed in the Company's directories or on directory assistance records. Listing information (name, address and number) on nonpublished service is not available to the general public, notwithstanding any claim of emergency the calling party may present.

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Section 6 - EXCHANGE SERVICE (Cont'd)

6.4 LOCALITIES AND EXCHANGES OF CONNECTION (Cont'd)

O. Directory Listing Service (Cont'd)

8. (Cont'd)

- a. Liability for damages arising from publishing the telephone number of nonpublished service in the directory or by the disclosing of said number to any person cannot be attached to the Company.
 - b. The Customer indemnifies and saves the Company harmless against any claims for damages caused by the publication of the number of a nonpublished service or by the disclosure of said number to any person.
 - c. Telephone numbers of nondirectory listed service are omitted or deleted from the Company's alphabetical directory; however, they are carried in the Company's directory assistance and other records and are given to any calling party.
9. Telephone numbers of nonlisted service are not listed in the Company's directories or on the directory assistance records. Nonlisted service is available if the Customer has other exchange service, which is listed in the directory or is on directory assistance records in the same name and at the same address. There are no restrictions against furnishing name, address, or number information for nonlisted service.

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Section 6 - EXCHANGE SERVICE (Cont'd)

6.4 LOCALITIES AND EXCHANGES OF CONNECTION (Cont'd)

P. Directory Assistance Service

1. The Company resells directory assistance service furnished by the Company to aid Customers in determining telephone numbers.
2. Rates apply to Customer calls that are originated in Massachusetts and are placed to appropriate telephone numbers associated with the provision of directory assistance service for Massachusetts. Certain calls as described subsequently are exempt from the applicable rates.
3. A call to directory assistance is considered completed whether or not the numbers requested are available from directory assistance records, or the information requested is normally provided by directory assistance. No more than two telephone numbers may be requested per call to directory assistance service.
4. Call Allowance –
 - a. In order to accommodate situations such as inaccessible directory or numbers not found in the directory, the following call allowance of calls that may be directly dialed or operator dialed to directory assistance service is provided as follows.
 1. Ten calls for each residence exchange line, business main telephone exchange service line, or RDS line per billing period.

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Section 6 - EXCHANGE SERVICE (Cont'd)

6.4 LOCALITIES AND EXCHANGES OF CONNECTION (Cont'd)

P. Directory Assistance Service (Cont'd)

4. Call Allowance – (Cont'd)

- b. If a Customer has two or more main telephone exchange service lines, terminating at the same premises, connected to the same central office, in the same billing period and billed to the same number, the total allowance is applied to the total usage for the lines involved.

5. Exemptions -

- a. Directly dialed calls to directory assistance are exempt from directory assistance rates and regulations when placed from a residential main telephone exchange line in the name of an elderly person aged 65 years or older, or single line registered business or residence main telephone exchange line of a handicapped user. A business or residence main telephone exchange line may be registered for exemption in those instances where one of the users of the line is considered to be legally blind, or visually or physically handicapped as defined by The Federal Register, Volume 35 No. 126.
- b. Handicapped users on multi-line systems will obtain personal exemptions and may reach directory assistance without a charge through the use of an exempt Calling Card.
- c. Calls to directory assistance service requesting nondirectory listed or nonpublished service telephone numbers are exempt.

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Section 6 - EXCHANGE SERVICE (Cont'd)

6.4 LOCALITIES AND EXCHANGES OF CONNECTION (Cont'd)

P. Directory Assistance Service (Cont'd)

5. Exemptions - (Cont'd)

- d. Where a user's handicap prevents the dialing of a telephone in a conventional manner or permits only the dialing of "O" those calls placed from the registered line and not directly dialed will also be exempt.

Q. Directory Assistance Call Completion Service

1. This service provides Customers who have received a requested intraLATA telephone number from directory assistance service, the option of having an intraLATA call dialed and completed to that requested telephone number, where suitable facilities exist.
2. Operator Call Completion is available with all telephone numbers in the Company's directory assistance service database except InterLATA numbers, 700, 800, 900, 976, 540, 920, 970, and 550 numbers and Nonpublished service numbers.
3. For Customers who request more than one directory assistance number, the Call Completion option is available only to the last telephone number that is requested.
4. This service is available to residence and business Customers on a direct billed, collect, billed to third number or calling card basis.

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Section 6 - EXCHANGE SERVICE (Cont'd)

6.4 LOCALITIES AND EXCHANGES OF CONNECTION (Cont'd)

Q. Directory Assistance Call Completion Service (Cont'd)

5. The charge for Call Completion is in addition to the applicable direct dialed or operator assisted directory assistance service rates, local usage charges, Message Toll Service (MTS) rates, and calling card incremental charges. (D)

6. The charge for Operator Call Completion applies for each call dialed and completed for the Customer except when the calling party is identified as being handicapped and unable to dial the call because of the handicap.

R. Temporary Intercept Service (TIS)—Temporary Intercept Service-Call Completion (TIS-CC)

1. This service is provided to residence and business Customers who are disconnecting or moving an exchange line(s) and wants the option of recording, or having the Company record, a message that will inform any caller of their new location and telephone number. With TIS-CC, in addition to receiving the announcement, the caller is automatically connected to the Customer's new telephone number provided the disconnected number and the new number are within the same LATA. Calling Card, collect or billed to a third number calls cannot be billed to the disconnected number.

2. This service is only available when a Customer is negotiating to disconnect or move an exchange line(s).

3. TIS-CC is provided to new intraLATA telephone number referrals only, it will not complete calls to an 800 telephone number.

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Section 6 - EXCHANGE SERVICE (Cont'd)

6.4 LOCALITIES AND EXCHANGES OF CONNECTION (Cont'd)

- R. Temporary Intercept Service (TIS)—Temporary Intercept Service-Call Completion (TIS-CC) (Cont'd)
4. The Customer may record an announcement or use a Company recorded announcement. The recorded announcements are limited to the Customer's name, address, and telephone number and if the Customer recorded announcement contains information other than the Customer's name, address, and telephone number, a Company announcement will be substituted. The recorded announcement may be changed a maximum of three times during the service period.
 5. A Customer may select an initial service period for one to three months which can be extended, in intervals of one to three months, when facilities are available and conditions permit.
 6. Application of Rates and Charges
 - a. Service Charges—The Service Order Charge for establishing or moving service applies only if the Customer is requesting TIS and is not reestablishing exchange service in the served area. It does not apply if TIS is provided at the same time that any other service(s) is requested for which a Service Order Charge applies.
 - b. The Service Order Charge for a change of service applies when a Customer extends the TIS/CIS—CC service period.
 - c. Usage--For each completed call between the calling party and the disconnected number, the calling party is charged the applicable local usage or MTS rates.

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Section 6 - EXCHANGE SERVICE (Cont'd)

6.4 LOCALITIES AND EXCHANGES OF CONNECTION (Cont'd)

R. Temporary Intercept Service (TIS)—Temporary Intercept Service-Call Completion (TIS-CC) (Cont'd)

6. Application of Rates and Charges (Cont'd)

d. For each call completed between the disconnected number and the new intraLATA referral number, the TIS-CC Customer is charged as follows.

i. If the call is within the local calling area of the exchange, the appropriate residence or business measured local usage charges apply.

ii. If the call is beyond the local calling area of the exchange, the appropriate residence or business Customer dialed station-to-station MTS charges apply.

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(D)

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Section 6 - EXCHANGE SERVICE (Cont'd)

6.4 LOCALITIES AND EXCHANGES OF CONNECTION (Cont'd)

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6.4 LOCALITIES AND EXCHANGES OF CONNECTION (Cont'd)

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Section 6 - EXCHANGE SERVICE (Cont'd)**6.5 LOCAL CALLING AREAS AND OTHER EXCHANGE SERVICES****A. Metropolitan Boston Exchanges**

1. The local area of each exchange or locality includes all the central offices and localities of the exchange. The local calling areas consists of contiguous exchanges within the Local Access and Transport Area (LATA), and certain additional exchanges and localities as set forth in New England Telephone and Telegraph Company's Price Guide, D.P.U. - Mass. - No. 10.
2. Unlimited Service—there is unlimited calling within the Zone 1 local calling area which includes the home exchange and any exchanges within Zone 1. Calls to other Zone 1 exchanges and calls to any Zone 2 exchanges are timed and charged per message and per minute rates.
3. Measured Service—calls within the home exchange and from the home exchange to all Zone 1 and/or Zone 2 exchanges are timed and charged per message and per minute rates.

B. Outside Metropolitan Boston Exchanges**1. 617/508 LATA**

- a. The local calling area of each exchange or locality includes all the central offices and localities of the exchange. In addition, the local calling area consists of contiguous exchanges within the LATA and certain additional exchanges and localities. For all exchanges in this section except for Burlington, Lynn, and Saugus, the following apply.

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Section 6 - EXCHANGE SERVICE (Cont'd)

6.5 LOCAL CALLING AREAS AND OTHER EXCHANGE SERVICES (Cont'd)

B. Outside Metropolitan Boston Exchanges (Cont'd)

1. 617/508 LATA (Cont'd)

a. (Cont'd)

- i. Unlimited Service - Provides for unlimited local calling within the entire local calling area for the exchange.
- ii. Measured Service - Provides for calls within the local calling area that are timed and charged the appropriate usage rates for Zone 1.

2. 413 LATA

- a. The local calling area of each exchange or locality includes all the central offices and localities of the exchange.
 - i. Unlimited Service - Provides for unlimited local calling within the entire local calling area for the exchange.
 - ii. Measured Service - Provides for calls within the local calling area that are timed and charged the appropriate usage rates.

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Section 6 - EXCHANGE SERVICE (Cont'd)**6.5 LOCAL CALLING AREAS AND OTHER EXCHANGE SERVICES (Cont'd)****C. Unlimited Residence Local Calling Service**

1. This service is provided on a one-party residence basis in certain exchanges and localities and permits unlimited calling for Customer dialed calls to exchanges and localities within the local calling area and to all other exchanges and localities of the Company, within the LATA and within 20 rate miles of the Unlimited Residence Local Calling exchange or locality. This service applies to the following types of calls.
 - a. Customer dialed station-to-station sent-paid calls and Operator dialed station-to-station sent-paid calls when facilities are not available for Customer dial completion.
 - b. Operator dialed station-to-station sent-paid calls for handicapped persons unable to dial calls because of their handicap.
 - c. Unlimited Residence Local Calling is not available on a foreign exchange service basis.
 - d. In addition to the Unlimited Residence Local Calling monthly rate, the monthly residence dial tone line rate and the residence one-party unlimited usage rate also apply. Message Toll Service (MTS) rates apply to calls, which are not Customer dialed to exchanges not within the local calling area.
 - e. The Service Order Charge will not apply to Customers ordering this service.

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Section 6 - EXCHANGE SERVICE (Cont'd)

6.5 LOCAL CALLING AREAS AND OTHER EXCHANGE SERVICES (Cont'd)

(D)

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Broadview Networks, Inc.
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Section 6 - EXCHANGE SERVICE (Cont'd)

6.5 LOCAL CALLING AREAS AND OTHER EXCHANGE SERVICES (Cont'd)

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Broadview Networks, Inc.
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Section 6 - EXCHANGE SERVICE (Cont'd)

6.5 LOCAL CALLING AREAS AND OTHER EXCHANGE SERVICES (Cont'd)

(D)

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Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 6 - EXCHANGE SERVICE (Cont'd)

6.5 LOCAL CALLING AREAS AND OTHER EXCHANGE SERVICES (Cont'd)

(D)

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Broadview Networks, Inc.
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Section 6 - EXCHANGE SERVICE (Cont'd)

6.5 LOCAL CALLING AREAS AND OTHER EXCHANGE SERVICES (Cont'd)

(D)

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Broadview Networks, Inc.
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Section 6 - EXCHANGE SERVICE (Cont'd)

6.5 LOCAL CALLING AREAS AND OTHER EXCHANGE SERVICES (Cont'd)

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H. LATA 413 Residence Unlimited Calling Service

1. LATA 413 Residence Unlimited Calling Service is furnished on a one-party line residence service basis to all exchanges in the 413 LATA. This service provides for unlimited calling for Customer dialed calls to exchanges and localities of the Company service being resold, within the 413 LATA as shown in New England Telephone and Telegraph Company's Price Guide, D.P.U. - Mass. - No. 10.

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Broadview Networks, Inc.
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Section 6 - EXCHANGE SERVICE (Cont'd)

6.5 LOCAL CALLING AREAS AND OTHER EXCHANGE SERVICES (Cont'd)

H. LATA 413 Residence Unlimited Calling Service (Cont'd)

2. The provisions of this service apply to the following types of calls.
 - a. Customer dialed station-to-station sent-paid calls and operator dialed station-to-station sent-paid calls when facilities are not available for Customer dial completion.
 - b. Operator dialed station-to-station sent-paid calls for handicapped persons unable to dial calls because of their handicap.
 - d. Calls other than those listed will be charged MTS service rates.
3. In addition to the LATA 413 Residence Unlimited Calling Service monthly rate, the residence dial tone line rate and the residence one-party unlimited usage rate also apply.
4. The Service Order Charge does not apply when existing Customers subscribe to this service.

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Section 6 - EXCHANGE SERVICE (Cont'd)

6.5 LOCAL CALLING AREAS AND OTHER EXCHANGE SERVICES (Cont'd)

I. Eastern LATA Residence Unlimited Calling Plan

1. This service is furnished on a one-party line residence service basis to all exchanges in the 508/617 LATA. It provides for unlimited calling for Customer dialed calls to exchanges and localities of the Company service being resold, within 508/617 LATA as shown in New England Telephone and Telegraph Company's Price Guide, D.P.U. - Mass. - No. 10.

2. The provisions of this service apply to the following types of calls.

Customer dialed station-to-station sent-paid calls and operator dialed station-to-station sent-paid calls when facilities are not available for Customer dial completion.

Operator dialed station-to-station sent-paid calls for handicapped persons unable to dial calls because of their handicap.

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Calls other than those listed will be charged MTS rates.

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Section 6 - EXCHANGE SERVICE (Cont'd)

6.5 LOCAL CALLING AREAS AND OTHER EXCHANGE SERVICES (Cont'd)

I. Eastern LATA Residence Unlimited Calling Plan (Cont'd)

3. Each year the Company will conduct a usage study to determine the average monthly toll usage per line using a study period ending December 31 of the study year. The Company may adjust the monthly rate up to, but not greater than, the percent change in the average monthly toll usage per line from the previous year. The rate change will become effective and will be passed through by Company to the Customer beginning with the first full billing period on or after August 15 of the year following the study.
4. In addition to the Eastern LATA Unlimited Calling plan monthly rate, the residence dial tone line rate also applies.
5. The Service Order Charge does not apply when existing Customers subscribe to this service.

6.6 [RESERVED FOR FUTURE USE]

(D)

ISSUED: October 7, 2013

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Section 6 - EXCHANGE SERVICE (Cont'd)

6.6 [RESERVED FOR FUTURE USE]

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Broadview Networks, Inc.
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Section 6 - EXCHANGE SERVICE (Cont'd)

6.7 BROADSPEED VOICE T1

A. Description

Broadspeed Voice T1 service will no longer be available to new subscribers as of April 8, 2007.

Broadspeed Voice T1 service provides digital trunk connections from an end user's Private Branch Exchange (PBX) or other DS1-capable equipment to Broadview Networks' switching center. Broadspeed Voice T1 is a DS1 (1.544 Mbps) transmission link providing 24 voice-grade DS0 communications channels per facility. This service is available on a one (1) or three (3) year term commitment.

Broadspeed Voice T1 offers customers the capabilities for outgoing calls only (DOD), incoming calls only (DID), or a combination of both inbound and outbound calls. Direct Outward Dialing permits end users behind a PBX, or DS1-capable system, to dial out directly without the aid of an attendant. Direct Inward Dialing permits calls to terminate directly to a number behind a PBX or DS1-capable system, without the aid of an attendant. DID/DOD permits two-way trunking.

If the Customer discontinues its term commitment prior to the expiration of the agreed upon contract, the termination liability will be equal to the monthly charge multiplied by the number of months remaining on the contract.

(C)
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Section 6 - EXCHANGE SERVICE (Cont'd)

6.7 BROADSPEED VOICE T1 (Cont'd)

B. Non-Recurring Charges

Broadspeed Voice T1 service is subject to the non-recurring charges shown below. Rates are listed in Section 10.27 of this Price Guide.

Installation: A non-recurring Installation charge is applicable for each Broadspeed Voice T1 facility. Billing will commence at the earlier of: 1) the date on which installation is complete and services are turned up; or 2) 15 days after written notification to Customer of Broadview's readiness to schedule service turn up.

Service Order: A non-recurring Service Order charge is applicable for each Broadspeed Voice T1 facility.

Change Order: A non-recurring Change Order charge is applicable for each Broadspeed Voice T1 facility where after initial installation, the Customer requests changing telecommunications services associated with Broadspeed Voice T1.

(D)

C. Monthly Recurring Charges

Broadspeed Voice T1 service is subject to monthly recurring charges on a per facility basis. All DS1 facilities are subject to a fixed monthly recurring charge. DS1 facilities that are greater than 0.1 miles and less than twenty miles are subject to a monthly recurring mileage charge in addition to the fixed monthly recurring charge. Rates are listed in Section 10.27 of this Price Guide. As of February 20, 2005, new Broadspeed Voice T1 subscribers will be subject to a fixed monthly recurring mileage component and a per mile component as listed in Section 10. DS1 facility mileage calculated at .5 or less will be rounded down. DS1 facility mileage calculated at .6 or higher will be rounded up (Example - If DS1 facility mileage equals 1.5 miles, the per mile component of the monthly recurring mileage would equal 1 mile. If DS1 facility mileage equals 1.6 miles, the per mile component of the monthly recurring mileage would equal 2 miles).

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Section 6 - EXCHANGE SERVICE (Cont'd)

6.7 BROADSPEED VOICE T1 (Cont'd)

D. Local Calls

Broadspeed Voice T1 provides Local Calling Service. Local usage is non-time-of-day sensitive and is billed on per minute basis. Broadview Networks concurs with the local exchange and local service areas defined by the incumbent local exchange company.

Simplicity Flat Rate Local Voice T-1 service is limited to 100,000 minutes per month of outbound local usage allowance per Voice T-1. Usage exceeding the monthly allowance will be billed at the per minute rate listed in Section 10 of this Price Guide.

For customers with Simplicity Flat Rate Local Voice T-1 service the local usage allowance applies only to outbound direct dialed calls. The service cannot be used with autodialers which are devices that allow users to dial pre-programmed telephone numbers, or used for outbound call center applications such as telemarketing or market research. This service is available only to business customers and is only for voice use. Broadview Networks, Inc., reserves the right to change the calling plan of customers with inappropriate usage or who are not in compliance with the restrictions set forth in this Price Guide. Customers who exceed the allowance per Voice T-1 for three (3) consecutive months may have their rates adjusted to the standard Voice T-1 monthly facility charges and standard local per minute rates.

E. IntraLATA Toll Calls

Broadspeed Voice T1 provides IntraLATA Toll Calling Service which is furnished for communications between different local calling areas within a LATA. A LATA is an area defined in the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0191. A call that terminates within the same LATA but outside the local calling area is considered an IntraLATA Toll Service call. IntraLATA Toll usage is non-time-of-day sensitive and is billed on a per minute basis. Broadview concurs with the standard intraLATA boundaries defined by the incumbent local exchange company.

F. Long Distance Calls

Broadspeed Voice T1 provides intrastate and interstate long distance calling service. Long distance usage is non-time-of-day sensitive and is billed in sixty (60) second increments.

(T)

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Section 6 - EXCHANGE SERVICE (Cont'd)**6.8 IntraLATA Private Line Service**

(N)

6.8.1 Description of Service

IntraLATA Private Line Service is an IntraLATA service between two or more points, none of which are connected to, or otherwise made available to, any local switching facility. Where IntraLATA Private Line is available, service is offered as a high capacity dedicated transmission facility available 24-hours per day, 7 days per week in the following bandwidths: DS1 (1.544 Mbps) and DS3 (44.436 Mbps).

Customers may commit to one, two or three year service terms. The minimum service period for IntraLATA Private Line Service is one year. Should the Customer terminate service prior to the end of the term commitment, the Customer will be billed a termination charge equal to the monthly recurring charge times the number of months remaining in the term.

6.8.2 Acceptable Use

IntraLATA Private Line Service may not be used for transmission of more than 10% interstate jurisdictional traffic. Customer acknowledges that the Company's determination of applicability of federal universal service will be based upon the representations provided by the Customer to the Company. In the event the Company exempts Customer from the payment of universal service related charges, in whole or in part, based upon the representations, and the Company thereafter determines that the Customer provided false, inaccurate, or erroneous information, then the Company may bill Customer, and Customer will pay, the federal universal service charges that were not billed, plus applicable late fees. Accordingly, if Customer does not provide accurate or timely information to the Company, Customer may be responsible for payment to both the Company and the Universal Service Administrator for contribution to universal service support mechanisms. Furthermore, customer agrees to indemnify and hold harmless the Company from any and all claims arising from any breaches of the information or representations made hereunder. If, at any time, Customer is not using IntraLATA Private Line Service in accordance with this section, Customer will notify the Company within thirty (30) days and Customer's service will be subject to universal service charges.

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Section 6 - EXCHANGE SERVICE (Cont'd)**6.8 IntraLATA Private Line Service, Cont.**

(N)

6.8.3 Rates and Charges

Rates and charges for IntraLATA Private Line Service are defined herein and are based on the locations of the Customer premises in relation to the Company's network. IntraLATA Private Line Services are provided at the sole discretion of the Company and priced on an Individual Case Basis ("ICB"), applied in a nondiscriminatory manner.

(1) Local Distribution Channel

The Local Distribution Channel rate element provides for the dedicated transmission path furnished between the Customer's premises and the serving wire center.

Local Distribution Channel Mileage will be rounded up to the next mile for any fraction of a mile. For example, 0.01 miles will be charged at 1 mile.

(2) Interoffice Channel

The Interoffice Channel rate element provides for the dedicated transmission path between serving wire centers.

Interoffice Channel Mileage will be rounded up to the next mile for any fraction of a mile. For example, 0.01 miles will be charged at 1 mile.

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Section 6 - EXCHANGE SERVICE (Cont'd)**6.8 BROADVIEW INTEGRATED T1****A. Description**

Broadview Integrated T1 service provides a high capacity DS1 (1.544 Mbps) transmission link from an end user's to Broadview Networks' switching center. Broadview Integrated T1 service allows customers to integrate voice and data on the same circuit or facility. The minimum configuration of an Integrated T1 is one of the three following configurations: 1) 8 lines of voice service and 256k Internet access port; 2) 6 lines of voice service and 384k Internet access port; or 3) 4 lines of voice service and 512k Internet access port. At no time is the configuration permitted to be below one of these minimum configurations. (C)

Broadview Integrated T1 offers customers the capabilities for local, intraLATA toll, long distance, 411, 911, dial around and toll-free calls. Customers must select Broadview as their carrier for local, intraLATA toll and long distance calling. Broadview Integrated T1 also offers customers the capabilities for incoming calls only (DID). Direct Inward Dialing permits calls to terminate directly to a number behind a PBX or DS1-capable system, without the aid of an attendant. (C)

Customers are initially given the opportunity to subscribe to the Company's services for 1-year or 3-year term commitments, with a 1-year term being the minimum contractual obligation. At the expiration of the term contracts, Customers are given the opportunity to subscribe to the Company's services on a month-to-month basis. All Customers agree to meet and will be billed a minimum of \$100.00 in monthly calling volumes, including local service, intraLATA toll, intrastate, interstate and international long distance calling over the Company's T-1 lines. (C)

Customers are also given the opportunity to select from two mutually exclusive price plans. A measured-rate price plan has a monthly fee for each voice line and usage charges for local, intraLATA toll, and domestic and international Long Distance based on a cost per minute. Calls are metered and charges are determined by the duration of the call times the cost per minute. A flat-rate pricing plan gives the Customer the option to select unlimited local and intraLATA toll calls for one fixed price per line and metered domestic and international Long Distance based on a cost per minute. All voice lines provisioned on an Integrated T1 must be assigned identical calling plans. Mixing measured-rate and flat-rate calling plans on an Integrated T1 service is not permitted. (C)

If the Customer discontinues its term commitment prior to the expiration of the agreed upon contract or requires their configuration of voice and data lines to fall below the minimum thresholds, the termination liability will be equal to \$400 multiplied by the number of months remaining on the contract. (C)

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Section 6 - EXCHANGE SERVICE (Cont'd)

6.8 BROADVIEW INTEGRATED T1 (Cont'd)

B. Non-Recurring Charges

Broadview Integrated T1 service is subject to the non-recurring charges shown below.

Installation: A non-recurring Installation charge is applicable for each Broadview Integrated T1 facility. Billing will commence at the earlier of: 1) the date on which installation is complete and services are turned up; or 2) 15 days after written notification to Customer of Broadview's readiness to schedule service turn up.

Service Order: A non-recurring Service Order charge is applicable for each Broadview Integrated T1 facility.

Change Order: A non-recurring Change Order charge is applicable for each Broadview Integrated T1 facility where after initial installation, the Customer requests changing telecommunications services associated with Broadview Integrated.

C. Monthly Recurring Charges

Integrated T1 service is subject to monthly recurring charges on a per facility basis.

DS1 Facility: A monthly recurring fee for each DS1 facility provisioned. In addition to the DS1 facility fee, a mileage fee is added to those circuits that are greater than 0.1 miles and less than 20 miles from a Broadview Networks Integrated T1 service collocation. No services are provisioned beyond 20 miles from a Broadview Networks T1 collocation. As of February 20, 2005, new Broadview Integrated T1 subscribers will be subject to a fixed monthly recurring mileage component and a per mile component as listed in Section 10. DS1 facility mileage calculated at .5 or less will be rounded down. DS1 facility mileage calculated at .6 or higher will be rounded up (Example - If DS1 facility mileage equals 1.5 miles, the per mile component of the monthly recurring mileage would equal 1 mile. If DS1 facility mileage equals 1.6 miles, the per mile component of the monthly recurring mileage would equal 2 miles).

Internet Access Port: Customers must select one of five (5) discrete bandwidth choices for Internet access.

Equipment Rental: A fee for rental of a Broadview-provided Integrated Access Device that will reside at the customer's premises for the duration of the service period. The equipment remains the property of Broadview Networks and must be returned upon service disconnection else Customer will be levied a fee up to \$1000.

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Section 6 - EXCHANGE SERVICE (Cont'd)

6.8 BROADVIEW INTEGRATED T1 (Cont'd)

C. Monthly Recurring Charges, (Cont'd)

Voice Lines: Customers may opt for analog voice lines and/or digital trunks. Fees are per working voice channel. Customers may select all lines assigned to the measured rate calling plan or all lines assigned to the Flat-rate calling plan. Calling plan assignments cannot be mixed on the same Integrated T1 service.

Customers that select the Flat-rate calling plan with Unlimited Local and intraLATA calling are further subject to these conditions: Line rate includes all local and intraLATA outbound direct dialed calls. Unlimited usage applies to outbound direct dialed calls only. Service cannot be used with autodialer, call center or certain automated switching equipment. Available for voice use only. Broadview reserves the right to change the calling plan of customers with inappropriate usage or who are not in compliance with the restrictions set forth in this Price Guide.

A PRI trunk type is available for purchase under the measured rate calling plan. When a customer selects any number of lines as PRI trunk type, the following conditions apply:

- One DS0 channel on the DS1 facility is reserved as the data channel or "D-channel" of the PRI arrangement for purposes of providing signaling for up to 19 other DS0's provisioned as bearer channels or B-channels on that same facility.
- The Customer is not charged for the D-channel, nor does the D-channel count toward the minimum configuration requirements defined earlier in this section.
- Each B-channel is levied monthly recurring line charges described as "PRI Trunk" in this section.
- PRI Trunk types may not be provisioned with Digital Trunk types on the same DS1 facility.
- Each PRI Trunk includes Call ID (Number Only) at no additional charge.
- Customer's PBX must support NI-1 protocol. The PRI Trunk type supports NI-1 or 5ESS simulation only. It will not support NI-2 protocol.

Caller ID With Name: This feature provides the originating telephone number and also the name associated with the line. The information is displayed on a Customer provided display device attached to the Customer's telephone line. Caller ID With Name is only available to subscribers with one or three year term commitments.

(N)

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Section 6 - EXCHANGE SERVICE (Cont'd)

6.8 BROADVIEW INTEGRATED T1 (Cont'd)

D. Local Calls

Broadview Integrated T1 provides Local Calling Service. Local usage is non-time-of-day sensitive and is billed on per minute basis.

Broadview Networks concurs with the local exchange and local service areas defined by the incumbent local exchange company.

E. IntraLATA Toll Calls

Broadview Integrated T1 provides IntraLATA Toll Calling Service which is furnished for communications between different local calling areas within a LATA. A LATA is an area defined in the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0191. A call that terminates within the same LATA but outside the local calling area is considered an IntraLATA Toll Service call. IntraLATA Toll usage is non-time-of-day sensitive and is billed on a per minute basis.

Broadview concurs with the standard intraLATA boundaries defined by the incumbent local exchange company.

F. Long Distance Calls

Broadview Integrated T1 provides intrastate and interstate long distance calling service. Long distance usage is billed in sixty (60) second increments. (T)

Rates for all calls are listed in Section 10.30 of this Price Guide.

Material located on this page was previously located on Page 115.9.

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Section 6 - EXCHANGE SERVICE (Cont'd)

6.9 BROADSPEED PRI

A. Description

Broadspeed PRI service will no longer be available to new subscribers as of April 8, 2007.

Broadspeed PRI is a local exchange access service that provides direct digital connections via 1.544 facility between customers with ISDN-PRI compatible Customer Premises Equipment (CPE) and ISDN-PRI equipped switches. This service is available on a one (1) or three (3) year term commitment.

Broadspeed Primary Rate Interface (PRI) provides local exchange access loop services such as Direct Inward Dialing (DID), Direct Outward Dialing (DOD), and business dial tone lines. It can also be used as loop transport for circuit data applications. Broadspeed PRI is provisioned on the 1.544 megabits per second (Mbps) bandwidth and uses ISDN architecture of 23 B or bearer channels and 1 D or data channel, or 24 B channels to provide the customer with the capabilities of a simultaneous access, transmission, and switching of voice, data and video applications via channelized transport.

If the Customer discontinues its term commitment prior to the expiration of the agreed upon contract, the termination liability will be equal to the monthly charge multiplied by the number of months remaining on the contract.

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Section 6 - EXCHANGE SERVICE (Cont'd)

6.9 BROADSPEED PRI (Cont'd)

B. Features

Broadspeed PRI is offers the following feature functionalities:

- (a) Calling Party Number (CPN) – CPN allows the user to have access to the directory number of the calling party.
- (b) Call-by-Call (CBC) – CBC allows B channels to be configured to access multiple services such as data, voice and video applications on a per call basis and eliminates the need for separate facilities for individual services.
- (c) Multiple Facility Signaling Control – MFSC allows the D channel of one PRI arrangement to provide signaling for up to 19 PRIs. A back up D channel is required for this arrangement.
- (d) Calling Line Identification – Delivers the calling party's telephone number, if available, to the Broadspeed PRI subscriber. The number will be delivered if the call originates either in the same switch as the subscriber or is connected to the switch by SS7. This feature is available per port.
- (e) Caller ID With Name – This feature provides the originating telephone number and also the name associated with the line. The information is displayed on a Customer provided display device attached to the Customer's telephone line.

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Section 6 - EXCHANGE SERVICE (Cont'd)

6.8 BROADSPEED PRI (Cont'd)

C. Non-Recurring Charges

Broadspeed PRI service is subject to the non-recurring charges shown below. Rates are listed in Addendum B.

Installation: A non-recurring Installation charge is applicable for each Broadspeed PRI facility. Billing will commence at the earlier of: 1) the date on which installation is complete and services are turned up; or 2) 15 days after written notification to Customer of Broadview's readiness to schedule service turn up.

Service Order: A non-recurring Service Order charge is applicable for each Broadspeed PRI facility.

Change Order: A non-recurring Change Order charge is applicable for each Broadspeed PRI facility where after initial installation, the Customer requests changing telecommunications services associated with Broadspeed PRI.

(D)

D. Monthly Recurring Charges

Broadspeed PRI service is subject to monthly recurring charges on a per facility basis. All PRI facilities are subject to a fixed monthly recurring charge. PRI facilities that are greater than 0.1 miles and less than twenty miles are subject to a monthly recurring mileage charge in addition to the fixed monthly recurring charge. Customers have the option of Measured Rate PRI Service or Flat Rate Local PRI Service. The monthly recurring charge for these services varies based on the calling plan chosen. Rates are listed in Section 10.31. As of February 20, 2005, new Broadspeed PRI subscribers will be subject to a fixed monthly recurring mileage component and a per mile component as listed in Section 10. DS1 facility mileage calculated at .5 or less will be rounded down. DS1 facility mileage calculated at .6 or higher will be rounded up (Example - If DS1 facility mileage equals 1.5 miles, the per mile component of the monthly recurring mileage would equal 1 mile. If DS1 facility mileage equals 1.6 miles, the per mile component of the monthly recurring mileage would equal 2 miles).

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ISSUED BY: Sr. Regulatory Counsel
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Section 6 - EXCHANGE SERVICE (Cont'd)

6.9 BROADSPEED PRI (Cont'd)

E. Local Calls

Broadspeed PRI provides Local Calling Service. Local usage is non-time-of-day sensitive and is billed on per minute basis. Broadview Networks concurs with the local exchange and local service areas defined by the incumbent local exchange company.

Simplicity Flat Rate Local PRI service is limited to 100,000 minutes per month of outbound local usage allowance per PRI. Usage exceeding the monthly allowance will be billed at the per minute rate listed in Section 10 of this Price Guide.

For customers with Simplicity Flat Rate Local PRI service the local usage allowance applies only to outbound direct dialed calls. The service cannot be used with autodialers which are devices that allow users to dial pre-programmed telephone numbers, or used for outbound call center applications such as telemarketing or market research. This service is available only to business customers and is only for voice use. Broadview Networks, Inc., reserves the right to change the calling plan of customers with inappropriate usage or who are not in compliance with the restrictions set forth in this Price Guide. Customers who exceed the allowance per Simplicity Flat Rate Local PRI T-1 for three (3) consecutive months may have their rates adjusted to the standard measured Broadspeed PRI monthly facility charges and the standard local per minute rates.

F. IntraLATA Toll Calls

Broadspeed PRI provides IntraLATA Toll Calling Service which is furnished for communications between different local calling areas within a LATA. A LATA is an area defined in the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0191. A call that terminates within the same LATA but outside the local calling area is considered an IntraLATA Toll Service call. IntraLATA Toll usage is non-time-of-day sensitive and is billed on a per minute basis. Broadview concurs with the standard intraLATA boundaries defined by the incumbent local exchange company.

G. Long Distance Calls

Broadspeed PRI provides intrastate and interstate long distance calling service. Long distance usage is non-time-of-day sensitive and is billed on sixty (60) second increments.

(T)

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Section 6 - EXCHANGE SERVICE (Cont'd)

All material on this page is new.

(N)

6.10 SIMPLICITY ULTRA VOICE T1**A. Description**

Simplicity Ultra Voice T1 service provides digital trunk connections from an end user's Private Branch Exchange (PBX) or other DS1-capable equipment to Broadview Networks' switching center. Simplicity Ultra Voice T1 is a DS1 (1.544 Mbps) transmission link providing 24 voice-grade DS0 communications channels per facility. This service is available on a one (1) or three (3) year term commitment.

Simplicity Ultra Voice T1 offers customers the capabilities for outgoing calls only (DOD), incoming calls only (DID), or a combination of both inbound and outbound calls. Direct Outward Dialing permits end users behind a PBX, or DS1-capable system, to dial out directly without the aid of an attendant. Direct Inward Dialing permits calls to terminate directly to a number behind a PBX or DS1-capable system, without the aid of an attendant. DID/DOD permits two-way trunking.

If the Customer discontinues its term commitment prior to the expiration of the agreed upon contract, the termination liability will be equal to the monthly charge multiplied by the number of months remaining on the contract.

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Section 6 - EXCHANGE SERVICE (Cont'd)

6.10 SIMPLICITY ULTRA VOICE T1 (Cont'd)

B. Non-Recurring Charges

Simplicity Ultra Voice T1 service is subject to the non-recurring charges shown below. Rates are listed in Section 10.33 of this Price Guide.

Installation: A non-recurring Installation charge is applicable for each Simplicity Ultra Voice T1 facility. Billing will commence at the earlier of:
1) the date on which installation is complete and services are turned up;
or 2) 15 days after written notification to Customer of Broadview's readiness to schedule service turn up.

Service Order: A non-recurring Service Order charge is applicable for each Simplicity Ultra Voice T1 facility.

Change Order: A non-recurring Change Order charge is applicable for each Simplicity Ultra Voice T1 facility where after initial installation, the Customer requests changing telecommunications services associated with Simplicity Ultra Voice T1.

(D)

C. Monthly Recurring Charges

Simplicity Ultra Voice T1 service is subject to monthly recurring charges on a per facility basis. All DS1 facilities are subject to a fixed monthly recurring charge depending on which Simplicity Ultra Voice T1 Plan the customer subscribes to. Monthly Recurring Charges are listed in Section 10.33 of this Price Guide.

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Section 6 - EXCHANGE SERVICE (Cont'd)**6.10 SIMPLICITY ULTRA VOICE T1 (Cont'd)****D. Local Calls**

Simplicity Ultra Voice T1 provides Local Calling Service. Local usage is non-time-of-day sensitive and is billed on per minute basis. Broadview Networks concurs with the local exchange and local service areas defined by the incumbent local exchange company.

Simplicity Ultra Voice T-1 service is limited to 100,000 minutes per month of outbound local usage allowance per Voice T-1. Usage exceeding the monthly allowance will be billed at the per minute rate listed in Section 10 of this Price Guide. (T)

For customers with Simplicity Ultra Voice T-1 service, the local usage allowance applies only to outbound direct dialed calls. The service cannot be used with autodialers which are devices that allow users to dial pre-programmed telephone numbers, or used for outbound call center applications such as telemarketing or market research. This service is available only to business customers and is only for voice use. Broadview Networks, Inc., reserves the right to change the calling plan of customers with inappropriate usage or who are not in compliance with the restrictions set forth in this Price Guide.

E. IntraLATA Toll Calls

Simplicity Ultra Voice T1 provides IntraLATA Toll Calling Service which is furnished for communications between different local calling areas within a LATA. A LATA is an area defined in the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0191. A call that terminates within the same LATA but outside the local calling area is considered an IntraLATA Toll Service call. IntraLATA Toll usage is non-time-of-day sensitive and is billed on a per minute basis. Broadview concurs with the standard intraLATA boundaries defined by the incumbent local exchange company.

ISSUED: December 16, 2013

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Section 6 - EXCHANGE SERVICE (Cont'd)

All material on this page is new.

6.10 SIMPLICITY ULTRA VOICE T1 (Cont'd)

F. Long Distance Calls

Simplicity Ultra Voice T1 provides intrastate and interstate long distance calling service. Long distance usage is non-time-of-day sensitive and is billed in sixty (60) second increments. (T)

G. IntraLATA Toll/Long Distance Usage Plans

Simplicity Ultra Voice T1 offers various IntraLATA Toll/Long Distance usage plans. Each plan has a monthly outbound IntraLATA Toll/Long Distance usage allowance per voice T1. Usage exceeding the monthly allowance will be billed at per minute rates shown in Section 10.33.

Plan A is limited to 10,000 minutes per month of outbound IntraLATA Toll/Long Distance usage.

Plan B is limited to 15,000 minutes per month of outbound IntraLATA Toll/Long Distance usage.

Plan C is limited to 25,000 minutes per month of outbound IntraLATA Toll/Long Distance usage.

Plan D is limited to 50,000 minutes per month of outbound IntraLATA Toll/Long Distance usage.

Plan E is limited to 75,000 minutes per month of outbound IntraLATA Toll/Long Distance usage.

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Section 6 - EXCHANGE SERVICE (Cont'd)

All material on this page is new.

(N)

6.11 SIMPLICITY ULTRA PRI**A. Description**

Simplicity Ultra Primary Rate Interface (PRI) is a local exchange access service that provides direct digital connections via 1.544 facility between customers with ISDN-PRI compatible Customer Premises Equipment (CPE) and ISDN-PRI equipped switches. This service is available on a one (1) or three (3) year term commitment.

Simplicity Ultra PRI provides local exchange access loop services such as Direct Inward Dialing (DID), Direct Outward Dialing (DOD), and business dial tone lines. It can also be used as loop transport for circuit data applications. Simplicity Ultra PRI is provisioned on the 1.544 megabits per second (Mbps) bandwidth and uses ISDN architecture of 23 B or bearer channels and 1 D or data channel, or 24 B channels to provide the customer with the capabilities of a simultaneous access, transmission, and switching of voice, data and video applications via channelized transport.

If the Customer discontinues its term commitment prior to the expiration of the agreed upon contract, the termination liability will be equal to the monthly charge multiplied by the number of months remaining on the contract.

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Section 6 - EXCHANGE SERVICE (Cont'd)

6.11 SIMPLICITY ULTRA PRI (Cont'd)

B. Features

Simplicity Ultra PRI is offers the following feature functionalities:

- (a) Calling Party Number (CPN) – CPN allows the user to have access to the directory number of the calling party.
- (b) Call-by-Call (CBC) – CBC allows B channels to be configured to access multiple services such as data, voice and video applications on a per call basis and eliminates the need for separate facilities for individual services.
- (c) Multiple Facility Signaling Control – MFSC allows the D channel of one PRI arrangement to provide signaling for up to 19 PRIs. A back up D channel is required for this arrangement.
- (d) Calling Line Identification – Delivers the calling party's telephone number, if available, to the Simplicity Ultra PRI subscriber. The number will be delivered if the call originates either in the same switch as the subscriber or is connected to the switch by SS7. This feature is available per port.
- (e) Caller ID With Name – This feature provides the originating telephone number and also the name associated with the line. The information is displayed on a Customer provided display device attached to the Customer's telephone line.

(N)
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Section 6 - EXCHANGE SERVICE (Cont'd)

6.11 SIMPLICITY ULTRA PRI (Cont'd)

C. Non-Recurring Charges

Simplicity Ultra PRI service is subject to the non-recurring charges shown below. Rates are listed in Section 10.34.

Installation: A non-recurring Installation charge is applicable for each Simplicity Ultra PRI facility. Billing will commence at the earlier of: 1) the date on which installation is complete and services are turned up; or 2) 15 days after written notification to Customer of Broadview's readiness to schedule service turn up.

Service Order: A non-recurring Service Order charge is applicable for each Simplicity Ultra PRI facility.

Change Order: A non-recurring Change Order charge is applicable for each Simplicity Ultra PRI facility where after initial installation, the Customer requests changing telecommunications services associated with Simplicity Ultra PRI.

(D)
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D. Monthly Recurring Charges

Simplicity Ultra PRI service is subject to monthly recurring charges on a per facility basis. All DS1 facilities are subject to a fixed monthly recurring charge depending on which Simplicity Ultra PRI Plan the customer subscribes to. Monthly Recurring Charges are listed in Section 10.34 of this Price Guide.

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Section 6 - EXCHANGE SERVICE (Cont'd)**6.11 SIMPLICITY ULTRA PRI (Cont'd)****E. Local Calls**

Simplicity Ultra PRI provides Local Calling Service. Local usage is non-time-of-day sensitive and is billed on per minute basis. Broadview Networks concurs with the local exchange and local service areas defined by the incumbent local exchange company.

Simplicity Ultra PRI service is limited to 100,000 minutes per month of outbound local usage allowance per Voice T-1. Usage exceeding the monthly allowance will be billed at the per minute rate listed in Section 10 of this Price Guide. (T)

For customers with Simplicity Ultra PRI service, the local usage allowance applies only to outbound direct dialed calls. The service cannot be used with autodialers which are devices that allow users to dial pre-programmed telephone numbers, or used for outbound call center applications such as telemarketing or market research. This service is available only to business customers and is only for voice use. Broadview Networks, Inc., reserves the right to change the calling plan of customers with inappropriate usage or who are not in compliance with the restrictions set forth in this Price Guide.

F. IntraLATA Toll Calls

Simplicity Ultra PRI provides IntraLATA Toll Calling Service which is furnished for communications between different local calling areas within a LATA. A LATA is an area defined in the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0191. A call that terminates within the same LATA but outside the local calling area is considered an IntraLATA Toll Service call. IntraLATA Toll usage is non-time-of-day sensitive and is billed on a per minute basis. Broadview concurs with the standard intraLATA boundaries defined by the incumbent local exchange company.

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Section 6 - EXCHANGE SERVICE (Cont'd)

All material on this page is new.

6.11 SIMPLICITY ULTRA PRI (Cont'd)

G. Long Distance Calls

Simplicity Ultra PRI provides intrastate and interstate long distance calling service. Long distance usage is non-time-of-day sensitive and is billed in sixty (60) second increments. (T)

H. IntraLATA Toll/Long Distance Usage Plans

Simplicity Ultra PRI offers various IntraLATA Toll/Long Distance usage plans. Each plan has a monthly outbound IntraLATA Toll/Long Distance usage allowance per PRI. Usage exceeding the monthly allowance will be billed at per minute rates shown in Section 10.34.

Plan A is limited to 10,000 minutes per month of outbound IntraLATA Toll/Long Distance usage.

Plan B is limited to 15,000 minutes per month of outbound IntraLATA Toll/Long Distance usage.

Plan C is limited to 25,000 minutes per month of outbound IntraLATA Toll/Long Distance usage.

Plan D is limited to 50,000 minutes per month of outbound IntraLATA Toll/Long Distance usage.

Plan E is limited to 75,000 minutes per month of outbound IntraLATA Toll/Long Distance usage.

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Section 6 - EXCHANGE SERVICE (Cont'd)

All material on this page is new.

(N)

6.12 INTEGRATED T1 COMPLETE**A. Description**

Integrated T1 Complete service provides a high capacity DS1 (1.544 Mbps) transmission link from an end user's premises to Broadview Networks' switching center. Integrated T1 Complete service allows customers to integrate voice and data on the same circuit or facility. Integrated T1 Complete includes all twenty-four channels of the T1 provisioned for voice and Internet services in any combination from four to twenty voice lines with the remaining channels provisioned as Internet access. After the Customer has selected the combination of voice and Internet channels totaling twenty-four, the Customer selects from among three usage allocations of Local and IntraLATA Toll/Long Distance minutes of use. Subscribers may choose Low, Medium or High plans.

Integrated T1 Complete offers customers the capabilities for local, intraLATA toll, long distance, 411, 911, dial around and toll-free calls. Customers must select Broadview as their carrier for local, intraLATA toll and long distance calling. Integrated T1 Complete also offers customers the capabilities for incoming calls only (DID). Direct Inward Dialing permits calls to terminate directly to a number behind a PBX or DS1-capable system, without the aid of an attendant.

Customers are initially given the opportunity to subscribe to the Company's services for 1-year or 3-year term commitments, with a 1-year term being the minimum contractual obligation. At the expiration of the term contracts, Customers are given the opportunity to subscribe to the Company's services on a month-to-month basis.

If the Customer discontinues its term commitment prior to the expiration of the agreed upon contract or requires their configuration of voice and data lines to fall below the minimum thresholds, the termination liability will be equal to \$400 multiplied by the number of months remaining on the contract.

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ISSUED BY: Sr. Regulatory Counsel
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4001 Rodney Parham Rd
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Section 6 - EXCHANGE SERVICE (Cont'd)

6.12 INTEGRATED T1 COMPLETE (Cont'd)

B. Non-Recurring Charges

Integrated T1 Complete service is subject to the non-recurring charges below.

Installation: A non-recurring Installation charge is applicable for each Integrated T1 Complete facility. Billing will commence at the earlier of: 1) the date on which installation is complete and services are turned up; or 2) 15 days after written notification to Customer of Broadview's readiness to schedule service turn up.

Service Order: A non-recurring Service Order charge is applicable for each Integrated T1 Complete facility.

Change Order: A non-recurring Change Order charge is applicable for each Integrated T1 Complete facility where after initial installation, the Customer requests changing telecommunications services associated with Integrated T1 Complete.

(D)

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Section 6 - EXCHANGE SERVICE (Cont'd)

All material on this page is new.

(N)

6.12 INTEGRATED T1 COMPLETE (Cont'd)**C. Monthly Recurring Charges**

Integrated T1 Complete service is subject to monthly recurring charges on a per facility basis. Rates are listed in the Section 10.35 of this Price Guide.

DS1 Facility: A monthly recurring fee applies for each DS1 facility provisioned. In addition to the DS1 facility fee, a mileage fee is added to those circuits that are greater than 0.1 miles and less than 20 miles from a Broadview Networks Integrated T1 Complete service collocation. No services are provisioned beyond 20 miles from a Broadview Networks T1 collocation. Integrated T1 Complete subscribers will be subject to a fixed monthly recurring mileage component and a per mile component as listed in Section 10.35. DS1 facility mileage calculated at .5 or less will be rounded down. DS1 facility mileage calculated at .6 or higher will be rounded up (Example - If DS1 facility mileage equals 1.5 miles, the per mile component of the monthly recurring mileage would equal 1 mile. If DS1 facility mileage equals 1.6 miles, the per mile component of the monthly recurring mileage would equal 2 miles).

Equipment Rental: A fee for rental of a Broadview-provided Integrated Access Device that will reside at the customer's premises for the duration of the service period. The equipment remains the property of Broadview Networks and must be returned upon service disconnection else Customer will be levied a fee up to \$1000.

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Section 6 - EXCHANGE SERVICE (Cont'd)

6.12 INTEGRATED T1 COMPLETE (Cont'd)

C. Monthly Recurring Charges (Cont'd)

Voice Lines: Customers may opt for analog voice lines and/or digital trunks. Fees are per working voice channel.

A PRI trunk type is available for purchase under the Integrated T1 Complete service. When a customer selects any number of lines as PRI trunk type, the following conditions apply:

- One DS0 channel on the DS1 facility is reserved as the data channel or "D-channel" of the PRI arrangement for purposes of providing signaling for up to 19 other DS0's provisioned as bearer channels or B-channels on that same facility.
- The Customer is not charged for the D-channel, nor does the D-channel count toward the minimum configuration requirements defined earlier in this section.
- Each B-channel is levied monthly recurring line charges described as "PRI Trunk" in this section.
- PRI Trunk types may not be provisioned with Digital Trunk types on the same DS1 facility.
- Each PRI Trunk includes Call ID (Number Only) at no additional charge. Customer's PBX must support NI-1 protocol. The PRI Trunk type supports NI-1 or 5ESS simulation only. It will not support NI-2 protocol.

Caller ID With Name: This feature provides the originating telephone number and also the name associated with the line. The information is displayed on a Customer provided display device attached to the Customer's telephone line. Caller ID With Name is only available to subscribers with one or three year term commitments.

(N)
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Broadview Networks, Inc.
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Section 6 - EXCHANGE SERVICE (Cont'd)

All material on this page is new.

(N)

6.12 INTEGRATED T1 COMPLETE (Cont'd)**D. Local Calls**

Integrated T1 Complete provides Local Calling Service. Local usage is non-time-of-day sensitive and is billed on per minute basis. Broadview Networks concurs with the local exchange and local service areas defined by the incumbent local exchange company.

Each Integrated T1 Complete plan includes a monthly allowance of outbound local usage per T1 depending on the usage plan selected. Usage exceeding monthly Low, Medium or High plan allowances will be billed per minute rates shown in Section 10.35.

Local usage allowances apply only to outbound direct dialed calls. The service cannot be used with autodialers which are devices that allow users to dial pre-programmed telephone numbers, or used for outbound call center applications such as telemarketing or market research. This service is available only to business customers and is only for voice use. Broadview Networks, Inc., reserves the right to change the calling plan of customers with inappropriate usage or who are not in compliance with the restrictions set forth in this Price Guide.

Integrated T1 Complete Low and Medium Plans monthly allowances are 10,000 minutes per month of outbound Local usage. The Integrated T1 Complete High Plan monthly allowance is 15,000 minutes per month of outbound Local usage.

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Section 6 - EXCHANGE SERVICE (Cont'd)

All material on this page is new.

6.12 INTEGRATED T1 COMPLETE (Cont'd)**E. IntraLATA Toll/Long Distance Calls**

Integrated T1 Complete provides IntraLATA Toll Calling Service which is furnished for communications between different local calling areas within a LATA. A LATA is an area defined in the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0191. A call that terminates within the same LATA but outside the local calling area is considered an intraLATA toll service call. IntraLATA toll usage is non-time-of-day sensitive and is billed on a per minute basis. Broadview concurs with the standard intraLATA boundaries defined by the incumbent local exchange company.

Integrated T1 Complete also provides intrastate and interstate long distance calling service. Long distance usage is non-time-of-day sensitive. Long distance usage is billed in sixty (60) second increments. (T)

Each Integrated T1 Complete plan includes a monthly allowance of outbound IntraLATA Toll/Long Distance usage per T1 depending on the usage plan selected. Monthly allowances can be any combination of intraLATA toll and/or long distance usage. Usage exceeding monthly Low, Medium or High plan allowances will be billed per minute rates shown in Section 10.35.

The Integrated T1 Complete Low Plan monthly allowance is 2,500 minutes per month of outbound IntraLATA Toll/Long Distance usage. The Integrated T1 Complete Medium Plan monthly allowance is 5,000 minutes per month of outbound IntraLATA Toll/Long Distance usage. The Integrated T1 Complete High Plan monthly allowance is 10,000 minutes per month of outbound IntraLATA Toll/Long Distance usage.

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ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
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Section 6 - EXCHANGE SERVICE (Cont'd)

6.13 SYNERGY FLEX

A. Description

Synergy Flex service will no longer be available to new subscribers as of April 8, 2007.

Synergy Flex service is a dynamic integrated T1 service that provides a high capacity DS1 (1.544 Mbps) transmission link from an end user's premises to Broadview Networks' switching center and allows customers to integrate voice and data on the same DS1 facility. Synergy Flex is provisioned as a full 1.544 Mbps Internet Protocol (IP) port and Voice over IP (VoIP) technology is employed to derive analog voice line equivalents within that same IP bandwidth. Voice traffic is assigned the highest priority traffic type on the IP facility and will use whatever bandwidth is necessary to ensure high quality call transmission. IP bandwidth not being used for voice traffic at any given time is allocated to the customer's data services and this bandwidth fluctuates depending on the customer's voice traffic needs. Each Synergy Flex service comes with a minimum configuration of six (6) voice lines provisioned on a full 1.544 Mbps Internet access port. At no time is the configuration permitted to be below these minimum thresholds.

Synergy Flex offers customers the capabilities for local, intraLATA toll, long distance, 411, 911, dial around and toll-free calls. Customers must select Broadview as their carrier for local, intraLATA toll and long distance calling. Broadview Synergy T1 also offers customers the capabilities for incoming calls only (DID). Direct Inward Dialing permits calls to terminate directly to a number behind a PBX or DS1-capable system, without the aid of an attendant.

Customers are initially given the opportunity to subscribe to the Company's services for 1-year, 2-year or 3-year term commitments, with a 1-year term being the minimum contractual obligation. At the expiration of the term contract, Customer contracts are automatically renewed for a 1-year term at 1-year term rates.

If the Customer discontinues its term commitment prior to the expiration of the agreed upon contract or requires their configuration of voice and data lines to fall below the minimum thresholds, the termination liability will be equal to \$400 multiplied by the number of months remaining on the contract.

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ISSUED BY: Sr. Regulatory Counsel
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(C)
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Section 6 - EXCHANGE SERVICE (Cont'd)

6.13 SYNERGY FLEX (Cont'd)

B. Non-Recurring Charges

Synergy Flex service is subject to the non-recurring charges below. Rates are listed in Section 10.36 of this Price Guide.

Installation: A non-recurring Installation charge is applicable for each DS1 facility. Billing will commence at the earlier of: 1) the date on which installation is complete and services are turned up; or 2) 15 days after written notification to Customer of Broadview's readiness to schedule service turn up.

Service Order: A non-recurring Service Order charge is applicable for each DS1 facility.

Change Order: A non-recurring Change Order charge is applicable for each DS1 facility where, after initial installation, the Customer requests changing telecommunications services associated with Synergy Flex service.

(D)

Section 6 - EXCHANGE SERVICE (Cont'd)

All material on this page is new.

(N)

6.13 SYNERGY FLEX (Cont'd)**C. Monthly Recurring Charges**

Synergy Flex service is subject to monthly recurring charges based on the package configuration selected. Rates are listed in the Section 10.36 of this Price Guide.

Customers must select one of the following four (4) discrete package options shown below.

Synergy Flex Measured Rate: Includes 1.544 Mbps IP bandwidth with six (6) voice lines. All calls are timed and rated per usage rates defined herein. Package supports up to 8 measured rate voice lines total with each additional line charged at rates shown herein.

Synergy Flex Unlimited: Includes 1.544 Mbps IP bandwidth with six (6) voice lines. All local, intraLATA toll, intrastate long distance and interstate long distance outbound calling are included at no additional charge. Package supports up to 8 unlimited voice lines total with each additional line charged at rates shown herein.

Synergy Flex Plus Measured Rate: Includes 1.544 Mbps IP bandwidth with six (6) voice lines. All calls are timed and rated per usage rates defined herein. Package supports up to 16 measured rate voice lines total with each additional line charged at rates shown herein.

Synergy Flex Plus Unlimited: Includes 1.544 Mbps IP bandwidth with six (6) voice lines. All local, intraLATA, intrastate long distance and interstate long distance outbound calling are included at no additional charge. Package supports up to 16 unlimited voice lines total with each additional line charged at rates shown herein.

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Section 6 - EXCHANGE SERVICE (Cont'd)

All material on this page is new.

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6.13 SYNERGY FLEX (Cont'd)**C. Monthly Recurring Charges (Cont'd)**

In addition to the Synergy Flex base package charge, additional charges may apply as follows:

DS1 Facility: A monthly recurring fee applies for each DS1 facility provisioned. In addition to the DS1 facility fee, a mileage fee is added to those circuits that are greater than 0.1 miles and less than 20 miles from a Broadview Networks service collocation. No services are provisioned beyond 20 miles from a Broadview Networks collocation. Synergy Flex subscribers will be subject to a fixed monthly recurring mileage component and a per mile component as listed in Addendum B. DS1 facility mileage calculated at .5 or less will be rounded down. DS1 facility mileage calculated at .6 or higher will be rounded up (Example - If DS1 facility mileage equals 1.5 miles, the per mile component of the monthly recurring mileage would equal 1 mile. If DS1 facility mileage equals 1.6 miles, the per mile component of the monthly recurring mileage would equal 2 miles).

Equipment Rental: A fee for rental of a Broadview-provided Integrated Access Device that will reside at the customer's premises for the duration of the service period. The equipment remains the property of Broadview Networks and must be returned upon service disconnection else Customer will be levied a fee up to \$1000.

Voice Lines: Customers may subscribe to voice lines in addition to standard voice lines included with each package. Synergy Flex allows for the selection of additional voice lines in accordance with Synergy Flex package options. Fees for additional voice lines are per working voice line.

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Section 6 - EXCHANGE SERVICE (Cont'd)

All material on this page is new.

6.13 SYNERGY FLEX (Cont'd)

D. Local Calls

Synergy Flex service provides Local Calling Service. Local usage is non-time-of-day sensitive and is billed on a per minute basis. All local calls originating and terminating at Broadview Networks On-Net customer locations are provided free of charge. Broadview Networks concurs with the local exchange and local service areas defined by the incumbent local exchange company.

Local usage allowances apply only to outbound direct dialed calls. The service cannot be used with autodialers which are devices that allow users to dial pre-programmed telephone numbers, or used for outbound call center applications such as telemarketing or market research. This service is available only to business customers and is only for voice use. Broadview Networks, Inc., reserves the right to change the calling plan of customers with inappropriate usage or who are not in compliance with the restrictions set forth in this Price Guide.

E. IntraLATA Toll/Long Distance Calls

Synergy Flex provides IntraLATA Toll Calling Service which is furnished for communications between different local calling areas within a LATA. A LATA is an area defined in the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0191. A call that terminates within the same LATA but outside the local calling area is considered an intraLATA toll service call. IntraLATA toll usage is non-time-of-day sensitive and is billed on a per minute basis. Broadview concurs with the standard intraLATA boundaries defined by the incumbent local exchange company.

Synergy Flex also provides intrastate and interstate long distance calling service. Long distance usage is non-time-of-day sensitive. Long distance usage is billed in sixty (60) second increments.

(T)

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Section 6 - EXCHANGE SERVICE (Cont'd)

6.14 BROADSPEED VOICE T1 II

(N)

A. Description

Broadspeed Voice T1 II service provides digital trunk connections from an end user's Private Branch Exchange (PBX) or other DS1-capable equipment to Broadview Networks' switching center. Broadspeed Voice T1 II is a DS1 (1.544 Mbps) transmission link providing 24 voice-grade DS0 communications channels per facility.

Broadspeed Voice T1 II offers customers the capabilities for outgoing calls only (DOD), incoming calls only (DID), or a combination of both inbound and outbound calls. Direct Outward Dialing permits end users behind a PBX, or DS1-capable system, to dial out directly without the aid of an attendant. Direct Inward Dialing permits calls to terminate directly to a number behind a PBX or DS1-capable system, without the aid of an attendant. DID/DOD permits two-way trunking.

Customers are given the opportunity to subscribe to the Company's services for 1 year, 2 year or 3 year terms. If the Customer discontinues its term commitment prior to the expiration of the agreed upon contract, the termination liability will be equal to the monthly charge multiplied by the number of months remaining on the contract.

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Section 6 - EXCHANGE SERVICE (Cont'd)

6.14 BROADSPEED VOICE T1 II (Cont'd)

B. Non-Recurring Charges

Broadspeed Voice T1 II service is subject to the non-recurring charges shown below.

Installation: A non-recurring Installation charge is applicable for each T1 facility. Billing will commence at the earlier of: 1) the date on which installation is complete and services are turned up; or 2) 15 days after written notification to Customer of Broadview's readiness to schedule service turn up.

Service Order: A non-recurring Service Order charge is applicable for each T1 facility.

Change Order: A non-recurring Change Order charge is applicable for each T1 facility where after initial installation, the Customer requests changing telecommunications services associated with Broadspeed Voice T1 II service.

(D)

C. Monthly Recurring Charges

Broadspeed Voice T1 II service is subject to monthly recurring charges on a per facility basis. All facilities are subject to a fixed monthly recurring charge. Facilities greater than 0.1 miles and less than twenty miles are subject to a monthly recurring mileage charge in addition to the fixed monthly recurring charge. Subscribers will be subject to a fixed monthly recurring mileage component and a per mile component. DS1 facility mileage calculated at .5 or less will be rounded down. DS1 facility mileage calculated at .6 or higher will be rounded up (Example - If DS1 facility mileage equals 1.5 miles, the per mile component of the monthly recurring mileage would equal 1 mile. If DS1 facility mileage equals 1.6 miles, the per mile component of the monthly recurring mileage would equal 2 miles).

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Section 6 - EXCHANGE SERVICE (Cont'd)

6.14 BROADSPEED VOICE T1 II (Cont'd)

C. Monthly Recurring Charges (Cont'd)

Broadspeed Voice T1 II service is subject to monthly recurring charges based on the calling plan selected. Customers have the option of selecting a Measured Plan, Flat Rate Local Plan, 10k Plan, 25k Plan, 50 k Plan or 100k Plan. Total monthly recurring charges for these services varies based on the calling plan chosen. (N)

Measured Plan: All local, intraLATA toll and long distance calls are timed and rated per usage rates defined herein. (C)

Measured Plan with Minimum Usage Guarantee ("MUG"): Subscribers are obligated to bill \$150 in usage each month. If usage for a month totals less than \$150, the subscriber will be billed the Minimum Usage Guarantee of \$150. If usage for a month totals \$150 or more, the subscriber is billed that amount corresponding to their total usage. (N)

Flat Rate Local Plan: Monthly recurring charges for the Flat Rate Local Plan include 100,000 minutes per month of local calling. Local calling in excess of the 100,000 minute per month allowance will be billed at the overage per minute rates defined herein. All intraLATA toll and long distance calls are timed and rated per usage rates defined herein.

10k Plan: Monthly recurring charges for the 10k Plan include 10,000 minutes per month of local, intraLATA toll and long distance calling. All local, intraLATA toll and long distance calls in excess of the 10,000 minute per month allowance will be billed at the overage per minute rates defined herein.

25k Plan: Monthly recurring charges for the 25k Plan include 25,000 minutes per month of local, intraLATA toll and long distance calling. All local, intraLATA toll and long distance calls in excess of the 25,000 minute per month allowance will be billed at the overage per minute rates defined herein.

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Section 6 - EXCHANGE SERVICE (Cont'd)

6.14 BROADSPEED VOICE T1 II (Cont'd)

C. Monthly Recurring Charges (Cont'd)

50k Plan: Monthly recurring charges for the 50k Plan include 50,000 minutes per month of local, intraLATA toll and long distance calling. All local, intraLATA toll and long distance calls in excess of the 50,000 minute per month allowance will be billed at the overage per minute rates defined herein. (N)

100k Plan: Monthly recurring charges for the 100k Plan include 100,000 minutes per month of local, intraLATA toll and long distance calling. All local, intraLATA toll and long distance calls in excess of the 100,000 minute per month allowance will be billed at the overage per minute rates defined herein. (M)

D. Features

- (1) Call Re-Direct – This service re-directs an incoming call over alternate facilities when the first choice route for that call is unavailable.

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Section 6 - EXCHANGE SERVICE (Cont'd)

6.14 BROADSPEED VOICE T1 II (Cont'd)

E. Local Calls

Broadspeed Voice T1 II provides Local Calling Service. Local usage is non-time-of-day sensitive and is billed on per minute basis.

Broadview Networks, Inc. concurs with the local exchange and service areas defined by the incumbent local exchange areas.

Flat Rate Local Plan service is limited to 100,000 minutes per month of outbound local usage allowance per Voice T-1. Usage exceeding the monthly allowance will be billed at the per minute rate listed in Section 10 of this Price Guide.

For customers with Flat Rate Local Plan service, the local usage allowance applies only to outbound direct dialed calls. The service cannot be used with autodialers which are devices that allow users to dial pre-programmed telephone numbers, or used for outbound call center applications such as telemarketing or market research. This service is available only to business customers and is only for voice use. Broadview Networks, Inc., reserves the right to change the calling plan of customers with inappropriate usage or who are not in compliance with the restrictions set forth in this Price Guide. Customers who exceed the local usage allowance for three (3) consecutive months may have their rates adjusted to the standard measured Broadspeed Voice T1 II monthly facility charges and standard local per minute rates.

F. IntraLATA Toll Calls

Broadspeed Voice T1 II provides IntraLATA Toll Calling Service which is furnished for communications between different local calling areas within a LATA. A LATA is an area defined in the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0191. A call that terminates within the same LATA but outside the local calling area is considered an IntraLATA Toll Service call. IntraLATA Toll usage is non-time-of-day sensitive and is billed on a per minute basis.

G. Long Distance Calls

Broadspeed Voice T1 II provides intrastate and interstate long distance calling service. Long distance usage is non-time-of-day sensitive. Usage is billed in sixty (60) second increments.

(T)

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Section 6 - EXCHANGE SERVICE (Cont'd)

6.15 BROADSPEED PRI II

(N)

A. Description

Broadspeed PRI II is a local exchange access service that provides direct digital connections via 1.544 facility between customers with ISDN-PRI compatible Customer Premises Equipment (CPE) and ISDN-PRI equipped switches.

Broadspeed Primary Rate Interface (PRI) provides local exchange access loop services such as Direct Inward Dialing (DID), Direct Outward Dialing (DOD), and business dial tone lines. It can also be used as loop transport for circuit data applications. Broadspeed PRI II is provisioned on the 1.544 megabits per second (Mbps) bandwidth and uses ISDN architecture of 23 B or bearer channels and 1 D or data channel, or 24 B channels to provide the customer with the capabilities of a simultaneous access, transmission, and switching of voice, data and video applications via channelized transport.

Customers are given the opportunity to subscribe to the Company's services for 1 year, 2 year or 3 year terms. If the Customer discontinues its term commitment prior to the expiration of the agreed upon contract, the termination liability will be equal to the monthly charge multiplied by the number of months remaining on the contract.

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Section 6 - EXCHANGE SERVICE (Cont'd)

6.15 BROADSPEED PRI II (Cont'd)

(N)

B. Features

Broadspeed PRI II is offers the following feature functionalities:

- (1) Calling Party Number (CPN) – CPN allows the user to have access to the directory number of the calling party.
- (2) Call-by-Call (CBC) – CBC allows B channels to be configured to access multiple services such as data, voice and video applications on a per call basis and eliminates the need for separate facilities for individual services.
- (3) Multiple Facility Signaling Control (MFSC) – MFSC allows the D channel of one PRI arrangement to provide signaling for up to twenty (20) PRIs. A back up D channel is required for this arrangement.
- (4) Calling Line Identification – Delivers the calling party's telephone number, if available, to the Broadspeed PRI II subscriber. The number will be delivered if the call originates either in the same switch as the subscriber or is connected to the switch by SS7. This feature is available per port.
- (5) Backup D Channel – provides a backup D channel as a standby spare in the event that the primary D channel fails. Multiple Facility Signaling Control is required for this feature. Backup D channel is available in the DMS switches; and must be NI-2 compatible.
- (6) Caller ID With Name - This feature provides the originating telephone number and also the name associated with the line. The information is displayed on a Customer provided display device attached to the Customer's telephone line.
- (7) Call Re-Direct – This service re-directs an incoming call over alternate facilities when the first choice route for that call is unavailable.

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Section 6 - EXCHANGE SERVICE (Cont'd)

6.15 BROADSPEED PRI II (Cont'd)

C. Non-Recurring Charges

Broadspeed PRI II service is subject to the non-recurring charges shown below.

Installation: A non-recurring Installation charge is applicable for each Broadspeed PRI II facility. Billing will commence at the earlier of: 1) the date on which installation is complete and services are turned up; or 2) 15 days after written notification to Customer of Broadview's readiness to schedule service turn up.

Service Order: A non-recurring Service Order charge is applicable for each Broadspeed PRI II facility.

Change Order: A non-recurring Change Order charge is applicable for each Broadspeed PRI II facility where after initial installation, the Customer requests changing telecommunications services associated with Broadspeed PRI II.

(D)

D. Monthly Recurring Charges

Service is subject to monthly recurring charges on a per facility basis. All PRI facilities are subject to a fixed monthly recurring charge. PRI facilities greater than 0.1 miles and less than twenty miles are subject to a monthly recurring mileage charge in addition to the fixed monthly recurring charge. Subscribers will be subject to a fixed monthly recurring mileage component and a per mile component. DS1 facility mileage calculated at .5 or less will be rounded down. DS1 facility mileage calculated at .6 or higher will be rounded up (Example - If DS1 facility mileage equals 1.5 miles, the per mile component of the monthly recurring mileage would equal 1 mile. If DS1 facility mileage equals 1.6 miles, the per mile component of the monthly recurring mileage would equal 2 miles).

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Section 6 - EXCHANGE SERVICE (Cont'd)

6.15 BROADSPEED PRI II (Cont'd)

D. Monthly Recurring Charges (Cont'd)

Broadspeed PRI II service is subject to monthly recurring charges based on the calling plan selected. Customers have the option of selecting a Measured Plan, Flat Rate Local Plan, 10k Plan, 25k Plan, 50k Plan or 100k Plan. Total monthly recurring charges for these services varies based on the calling plan chosen. (N)

Measured Plan: All local, intraLATA toll and long distance calls are timed and rated per usage rates defined herein. (C)

Measured Plan with Minimum Usage Guarantee: Measured Plan with a Minimum Usage Guarantee ("MUG") subscribers are obligated to bill \$150 in usage each month. If usage for a month totals less than \$150, the subscriber will be billed the Minimum Usage Guarantee of \$150. If usage for a month totals \$150 or more, the subscriber is billed that amount corresponding to their total usage. (N)

Flat Rate Local Plan: Monthly recurring charges for the Flat Rate Local Plan include 100,000 minutes per month of local calling. Local calling in excess of the 100,000 minute per month allowance will be billed at the overage per minute rates shown herein. All intraLATA toll and long distance calls are timed and rated per usage rates defined herein.

10k Plan: Monthly recurring charges for the 10k Plan include 10,000 minutes per month of local, intraLATA toll and long distance calling. All local, intraLATA toll and long distance calls in excess of the 10,000 minute per month allowance will be billed at the overage per minute rates defined herein.

25k Plan: Monthly recurring charges for the 25k Plan include 25,000 minutes per month of local, intraLATA toll and long distance calling. All local, intraLATA toll and long distance calls in excess of the 25,000 minute per month allowance will be billed at the overage per minute rates defined herein.

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Section 6 - EXCHANGE SERVICE (Cont'd)

6.15 BROADSPEED PRI II (Cont'd)

D. Monthly Recurring Charges (Cont'd)

50k Plan: Monthly recurring charges for the 25k Plan include 25,000 minutes per month of local, intraLATA toll and long distance calling. All local, intraLATA toll and long distance calls in excess of the 25,000 minute per month allowance will be billed at the overage per minute rates defined herein.

100k Plan: Monthly recurring charges for the 100k Plan include 100,000 minutes per month of local, intraLATA toll and long distance calling. All local, intraLATA toll and long distance calls in excess of the 100,000 minute per month allowance will be billed at the overage per minute rates defined herein.

(N)

(M)

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Section 6 - EXCHANGE SERVICE (Cont'd)

6.15 BROADSPEED PRI II (Cont'd)

E. Local Calls

Broadspeed PRI II provides Local Calling Service. Local usage is non-time-of-day sensitive and is billed on per minute basis.

Broadview Networks concurs with the local exchange and service areas defined by the incumbent local exchange areas.

Flat Rate Local Plan service is limited to 100,000 minutes per month of outbound local usage allowance per PRI. Usage exceeding the monthly allowance will be billed at the per minute rate listed in Section 10 of this Price Guide.

For customers with Flat Rate Local Plan service, the local usage allowance applies only to outbound direct dialed calls. The service cannot be used with autodialers which are devices that allow users to dial pre-programmed telephone numbers, or used for outbound call center applications such as telemarketing or market research. This service is available only to business customers and is only for voice use. Broadview Networks, Inc., reserves the right to change the calling plan of customers with inappropriate usage or who are not in compliance with the restrictions set forth in this Price Guide. Customers who exceed the local usage allowance for three (3) consecutive months may have their rates adjusted to the standard measured Broadspeed PRI II monthly facility charges and the standard local per minute rates.

F. IntraLATA Toll Calls

Broadspeed PRI II provides IntraLATA Toll Calling Service which is furnished for communications between different local calling areas within a LATA. A LATA is an area defined in the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0191. A call that terminates within the same LATA but outside the local calling area is considered an IntraLATA Toll Service call. IntraLATA Toll usage is non-time-of-day sensitive and is billed on a per minute basis.

G. Long Distance Calls

Broadspeed PRI II provides intrastate and interstate long distance calling service. Long distance usage is non-time-of-day sensitive. Usage is billed in sixty (60) second increments. (T)

Section 6 - EXCHANGE SERVICE (Cont'd)

6.16 BROADSPEED INTEGRATED T1

(N)

A. Description

Broadspeed Integrated T1 service provides a high capacity DS1 (1.544 Mbps) transmission link from an end user's premises to Broadview Networks' switching center. Broadspeed Integrated T1 service allows customers to integrate voice and data on the same circuit or facility. The minimum configuration of an Integrated T1 is one of the three following configurations: 1) 10 lines of voice service and 256k Internet access port; 2) 8 lines of voice service and 384k Internet access port; or 3) 6 lines of voice service and 512k Internet access port. At no time is the configuration permitted to be below one of these minimum configurations.

Broadspeed Integrated T1 offers customers the capabilities for local, intraLATA toll, long distance, 411, 911, dial around and toll-free calls. Customers must select Broadview as their carrier for local, intraLATA toll and long distance calling. Broadspeed Integrated T1 also offers customers the capabilities for incoming calls only (DID). Direct Inward Dialing permits calls to terminate directly to a number behind a PBX or DS1-capable system, without the aid of an attendant.

Customers are initially given the opportunity to subscribe to the Company's services for 2 year or 3 year term commitments, with a 2 year term being the minimum contractual obligation. At the expiration of the term contracts, Customers are given the opportunity to subscribe to the Company's services on a month-to-month basis. All Customers agree to meet and will be billed a minimum of \$100.00 in monthly calling volumes, including local service, intraLATA toll, intrastate, interstate and international long distance calling over the Company's T-1 lines.

Customers are also given the opportunity to select from two mutually exclusive price plans. A measured-rate price plan has a monthly fee for each voice line and usage charges for local, intraLATA toll, and domestic and international Long Distance based on a cost per minute. Calls are metered and charges are determined by the duration of the call times the cost per minute. A flat-rate pricing plan gives the Customer the option to select unlimited local calls for one fixed price per line and metered intraLATA toll and domestic and international Long Distance based on a cost per minute. All voice lines provisioned on an Integrated T1 must be assigned identical calling plans. Mixing measured-rate and flat-rate calling plans on an Integrated T1 service is not permitted.

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Section 6 - EXCHANGE SERVICE (Cont'd)

6.16 BROADSPEED INTEGRATED T1 (Cont'd)

A. Description (Cont'd)

If the Customer discontinues its term commitment prior to the expiration of the agreed upon contract or requires their configuration of voice and data lines to fall below the minimum thresholds, the termination liability will be equal to \$400 multiplied by the number of months remaining on the contract.

B. Non-Recurring Charges

Broadspeed Integrated T1 service is subject to the non-recurring charges shown below.

Installation: A non-recurring Installation charge is applicable for each Broadspeed Integrated T1 facility. Billing will commence at the earlier of: 1) the date on which installation is complete and services are turned up; or 2) 15 days after written notification to Customer of Broadview's readiness to schedule service turn up.

Service Order: A non-recurring Service Order charge is applicable for each Broadspeed Integrated T1 facility.

Change Order: A non-recurring Change Order charge is applicable for each Broadspeed Integrated T1 facility where after initial installation, the Customer requests changing telecommunications services associated with Broadspeed Integrated T1.

(D)
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Section 6 - EXCHANGE SERVICE (Cont'd)

6.16 BROADSPEED INTEGRATED T1 (Cont'd)

(N)

C. Monthly Recurring Charges

Broadspeed Integrated T1 service is subject to monthly recurring charges on a per facility basis.

DS1 Facility: A monthly recurring fee for each DS1 facility provisioned. In addition to the DS1 facility fee, a mileage fee is added to those circuits that are greater than 0.1 miles and less than 15 miles from a Broadview Networks Integrated T1 service collocation. No services are provisioned beyond 15 miles from a Broadview Networks T1 collocation. Broadspeed Integrated T1 subscribers will be subject to a fixed monthly recurring mileage component and a per mile component. DS1 facility mileage calculated at .5 or less will be rounded down. DS1 facility mileage calculated at .6 or higher will be rounded up (Example - If DS1 facility mileage equals 1.5 miles, the per mile component of the monthly recurring mileage would equal 1 mile. If DS1 facility mileage equals 1.6 miles, the per mile component of the monthly recurring mileage would equal 2 miles).

Internet Access Port: Customers must select one of five (5) discrete bandwidth choices for Internet access.

Equipment Rental: A fee for rental of a Broadview-provided Integrated Access Device that will reside at the customer's premises for the duration of the service period. The equipment remains the property of Broadview Networks and must be returned upon service disconnection else Customer will be levied a fee up to \$2,000.

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Section 6 - EXCHANGE SERVICE (Cont'd)

6.16 BROADSPEED INTEGRATED T1 (Cont'd)

(N)

C. Monthly Recurring Charges (Cont'd)

Voice Lines: Customers may opt for analog voice lines and/or digital or PRI trunks. Fees are per working voice channel. Customers may select all lines assigned to the measured rate calling plan or all lines assigned to the Flat-rate calling plan. Calling plan assignments cannot be mixed on the same Integrated T1 service.

Customers that select the Flat-rate calling plan with unlimited local calling are further subject to these conditions: Line rate includes all local outbound direct dialed calls. Unlimited usage applies to outbound direct dialed calls only. Service cannot be used with autodialer, call center or certain automated switching equipment. Available for voice use only. Broadview reserves the right to change the calling plan of customers with inappropriate usage or who are not in compliance with the restrictions set forth in this Price Guide.

A PRI trunk type is available for purchase. When a customer selects any number of lines as PRI trunk type, the following conditions apply:

- One DS0 channel on the DS1 facility is reserved as the data channel or "D-channel" of the PRI arrangement for purposes of providing signaling for up to 19 other DS0's provisioned as bearer channels or B-channels on that same facility.
- The Customer is not charged for the D-channel, nor does the D-channel count toward the minimum configuration requirements defined earlier in this section.
- Each B-channel is levied monthly recurring line charges described as "PRI Trunk" in this section.
- PRI Trunk types may not be provisioned with T1 Digital Trunk types (T1 Channel Assigned Signaling) on the same DS1 facility.
- Each PRI Trunk includes Call ID (Number Only) at no additional charge. Customer's PBX must support NI-1 protocol. The PRI Trunk type supports NI-1 or 5ESS simulation only. It will not support NI-2 protocol.

Caller ID With Name: This feature provides the originating telephone number and also the name associated with the line. The information is displayed on a Customer provided display device attached to the Customer's telephone line. Caller ID With Name is only available to subscribers with two or three year commitments.

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Section 6 - EXCHANGE SERVICE (Cont'd)

6.16 BROADSPEED INTEGRATED T1 (Cont'd)

D. Local Calls

Broadspeed Integrated T1 provides Local Calling Service. Local usage is non-time-of-day sensitive and is billed on per minute basis.

Broadview Networks concurs with the local exchange and local service areas defined by the incumbent local exchange company.

E. IntraLATA Toll Calls

Broadspeed Integrated T1 provides IntraLATA Toll Calling Service which is furnished for communications between different local calling areas within a LATA. A LATA is an area defined in the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0191. A call that terminates within the same LATA but outside the local calling area is considered an IntraLATA Toll Service call. IntraLATA Toll usage is non-time-of-day sensitive and is billed on a per minute basis.

Broadview concurs with the standard intraLATA boundaries defined by the incumbent local exchange company.

F. Long Distance Calls

Broadspeed Integrated T1 provides intrastate and interstate long distance calling service. Long distance usage is non-time-of-day sensitive. Long distance usage is billed in initial sixty (60) second increments.

(C)

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Section 6 - EXCHANGE SERVICE (Cont'd)

6.17 BROADSPEED DYNAMIC IP

A. Description

Broadspeed Dynamic IP service is a dynamic integrated service that provides a high capacity DS1 transmission link from an end user's premises to Broadview Networks' switching center and allows customers to integrate voice and data on the same DS1 facility. Each Broadspeed Dynamic IP service comes with a minimum configuration of six (6) voice lines. At no time is the configuration permitted to be below the minimum threshold.

(C)

Broadspeed Dynamic IP offers customers the capabilities for local, intraLATA toll, long distance, 411, 911, dial around and toll-free calls. Customers must select Broadview as their carrier for local, intraLATA toll and long distance calling. Broadspeed Dynamic IP also offers customers the capabilities for incoming calls only (DID). Direct Inward Dialing permits calls to terminate directly to a number behind a PBX or DS1-capable system, without the aid of an attendant.

Customers are initially given the opportunity to subscribe to the Company's services for 1-year, 2-year or 3-year term commitments, with a 1-year term being the minimum contractual obligation. At the expiration of the term contract, Customer contracts are automatically renewed for a 1-year term at 1-year term rates.

If the Customer discontinues its term commitment prior to the expiration of the agreed upon contract or requires their configuration of voice and data lines to fall below the minimum thresholds, the termination liability will be equal to \$400 multiplied by the number of months remaining on the contract.

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Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 6 - EXCHANGE SERVICE (Cont'd)

6.17 BROADSPEED DYNAMIC IP (Cont'd)

B. Non-Recurring Charges

Broadspeed Dynamic IP service is subject to the non-recurring charges below.

Installation: A non-recurring Installation charge is applicable for each facility. Billing will commence at the earlier of: 1) the date on which installation is complete and services are turned up; or 2) 15 days after written notification to Customer of Broadview's readiness to schedule service turn up.

Service Order: A non-recurring Service Order charge is applicable for each new order.

Change Order: A non-recurring Change Order charge is applicable where, after initial installation, the Customer requests changing telecommunications services associated with Broadspeed Dynamic IP service.

(C)

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ISSUED BY: Sr. Regulatory Counsel
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Section 6 - EXCHANGE SERVICE (Cont'd)

6.17 BROADSPEED DYNAMIC IP (Cont'd)

C. Monthly Recurring Charges

Broadspeed Dynamic IP service is subject to monthly recurring charges based on the package configuration selected.

Subscribers must select one of the following Measured, Allowance, or Unlimited* Local calling plan options shown below.

1. Measured Plan: Includes 1.544 Mbps IP bandwidth with six (6) voice lines. There is no monthly recurring charge associated with the Measured Plan. All local, intraLATA toll and long distance calls are timed and rated per usage rates defined herein.

2. Allowance Plans

10k Plan: Includes 1.544 Mbps IP bandwidth with six (6) voice lines. Monthly recurring charges for the 10k Plan include 10,000 minutes per month of local, intraLATA toll and long distance calling. All local, intraLATA toll and long distance calls in excess of the 10,000 minute per month allowance will be billed at the overage per minute rates defined herein.

25k Plan: Includes 1.544 Mbps IP bandwidth with six (6) voice lines. Monthly recurring charges for the 25k Plan include 25,000 minutes per month of local, intraLATA toll and long distance calling. All local, intraLATA toll and long distance calls in excess of the 25,000 minute per month allowance will be billed at the overage per minute rates defined herein.

50k Plan: Includes 1.544 Mbps IP bandwidth with six (6) voice lines. Monthly recurring charges for the 50k Plan include 50,000 minutes per month of local, intraLATA toll and long distance calling. All local, intraLATA toll and long distance calls in excess of the 50,000 minute per month allowance will be billed at the overage per minute rates defined herein.

100k Plan: Includes 1.544 Mbps IP bandwidth with six (6) voice lines. Monthly recurring charges for the 100k Plan include 100,000 minutes per month of local, intraLATA toll and long distance calling. All local, intraLATA toll and long distance calls in excess of the 100,000 minute per month allowance will be billed at the overage per minute rates defined herein.

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Section 6 - EXCHANGE SERVICE (Cont'd)

All material on this page is new.

6.17 BROADSPEED DYNAMIC IP (Cont'd)

(N)

C. Monthly Recurring Charges (Cont'd)

3. Unlimited* Locals Plans

2,000 Minutes of Use Plan: Monthly recurring charges include a minimum of 1.544 Mbps IP bandwidth with up to eighteen (18) voice lines, unlimited* local calling, and 2,000 minutes per month of intraLATA toll and long distance calling. All intraLATA toll and long distance calls in excess of 2,000 minutes per month will be billed at the overage per minute rates defined herein. Customers may subscribe to additional bandwidth under the plan via DS1 facilities or via voice grade copper pair(s) utilizing Ethernet in the First Mile ("EFM") technology. Monthly recurring charges for this plan with additional bandwidth include up to twenty four (24) voice lines.

10,000 Minutes of Use Plan: Monthly recurring charges include a minimum of 1.544 Mbps IP bandwidth with up to eighteen (18) voice lines, unlimited* local calling, and 10,000 minutes per month of intraLATA toll and long distance calling. All intraLATA toll and long distance calls in excess of 10,000 minutes per month will be billed at the overage per minute rates defined herein. Customers may subscribe to additional bandwidth under the plan via DS1 facilities or via voice grade copper pair(s) utilizing Ethernet in the First Mile ("EFM") technology. Monthly recurring charges for this plan with additional bandwidth include up to twenty four (24) voice lines.

25,000 Minutes of Use Plan: Monthly recurring charges include a minimum of 1.544 Mbps IP bandwidth with up to eighteen (18) voice lines, unlimited* local calling, and 25,000 minutes per month of intraLATA toll and long distance calling. All intraLATA toll and long distance calls in excess of 25,000 minutes per month will be billed at the overage per minute rates defined herein. Customers may subscribe to additional bandwidth under the plan via DS1 facilities or via voice grade copper pair(s) utilizing Ethernet in the First Mile ("EFM") technology. Monthly recurring charges for this plan with additional bandwidth include up to twenty four (24) voice lines.

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Section 6 - EXCHANGE SERVICE (Cont'd)

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6.17 BROADSPEED DYNAMIC IP (Cont'd)

(N)

C. Monthly Recurring Charges (Cont'd)

3. Unlimited* Locals Plans

2,000 Minutes of Use Plan: Monthly recurring charges include a minimum of 1.544 Mbps IP bandwidth with up to eighteen (18) voice lines, unlimited* local calling, and 2,000 minutes per month of intraLATA toll and long distance calling. All intraLATA toll and long distance calls in excess of 2,000 minutes per month will be billed at the overage per minute rates defined herein. Customers may subscribe to additional bandwidth under the plan via DS1 facilities or via voice grade copper pair(s) utilizing Ethernet in the First Mile ("EFM") technology. Monthly recurring charges for this plan with additional bandwidth include up to twenty four (24) voice lines.

10,000 Minutes of Use Plan: Monthly recurring charges include a minimum of 1.544 Mbps IP bandwidth with up to eighteen (18) voice lines, unlimited* local calling, and 10,000 minutes per month of intraLATA toll and long distance calling. All intraLATA toll and long distance calls in excess of 10,000 minutes per month will be billed at the overage per minute rates defined herein. Customers may subscribe to additional bandwidth under the plan via DS1 facilities or via voice grade copper pair(s) utilizing Ethernet in the First Mile ("EFM") technology. Monthly recurring charges for this plan with additional bandwidth include up to twenty four (24) voice lines.

25,000 Minutes of Use Plan: Monthly recurring charges include a minimum of 1.544 Mbps IP bandwidth with up to eighteen (18) voice lines, unlimited* local calling, and 25,000 minutes per month of intraLATA toll and long distance calling. All intraLATA toll and long distance calls in excess of 25,000 minutes per month will be billed at the overage per minute rates defined herein. Customers may subscribe to additional bandwidth under the plan via DS1 facilities or via voice grade copper pair(s) utilizing Ethernet in the First Mile ("EFM") technology. Monthly recurring charges for this plan with additional bandwidth include up to twenty four (24) voice lines.

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Section 6 - EXCHANGE SERVICE (Cont'd)

All material on this page is new.

6.17 BROADSPEED DYNAMIC IP (Cont'd)

(N)

C. Monthly Recurring Charges (Cont'd)

3. Unlimited* Locals Plans (Cont'd)

50,000 Minutes of Use Plan: Monthly recurring charges include a minimum of 1.544 Mbps IP bandwidth with up to eighteen (18) voice lines, unlimited* local calling, and 50,000 minutes per month of intraLATA toll and long distance calling. All intraLATA toll and long distance calls in excess of 50,000 minutes per month will be billed at the overage per minute rates defined herein. Customers may subscribe to additional bandwidth under the plan via DS1 facilities or via voice grade copper pair(s) utilizing Ethernet in the First Mile ("EFM") technology. Monthly recurring charges for this plan with additional bandwidth include up to twenty four (24) voice lines.

100,000 Minutes of Use Plan: Monthly recurring charges include a minimum of 1.544 Mbps IP bandwidth with up to eighteen (18) voice lines, unlimited* local calling, and 100,000 minutes per month of intraLATA toll and long distance calling. All intraLATA toll and long distance calls in excess of 100,000 minutes per month will be billed at the overage per minute rates defined herein. Customers may subscribe to additional bandwidth under the plan via DS1 facilities or via voice grade copper pair(s) utilizing Ethernet in the First Mile ("EFM") technology. Monthly recurring charges for this plan with additional bandwidth include up to twenty four (24) voice lines.

*Unlimited Local Plan subscribers receive 75,000 minutes of local usage per month with associated monthly recurring charges. Minutes of use in excess of 75,000 will be billed at per minute charges in accordance with local overage rates defined herein. Monthly recurring charges are all inclusive with the exception of applicable taxes and 911/E911 surcharges.

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Section 6 - EXCHANGE SERVICE (Cont'd)

6.17 BROADSPEED DYNAMIC IP (Cont'd)

(N)

C. Monthly Recurring Charges (Cont'd)

In addition to the Broadspeed Dynamic IP base package charges, additional charges may apply as follows:

DS1 Facility: A monthly recurring fee applies for each DS1 facility provisioned. In addition to the DS1 facility fee, a mileage fee is added to those circuits that are greater than 0.1 miles and less than 15 miles from a Broadview Networks service collocation. No services are provisioned beyond 15 miles from a Broadview Networks collocation. Subscribers will be subject to a fixed monthly recurring mileage component and a per mile component as listed in Addendum B. DS1 facility mileage calculated at .5 or less will be rounded down. DS1 facility mileage calculated at .6 or higher will be rounded up (Example - If DS1 facility mileage equals 1.5 miles, the per mile component of the monthly recurring mileage would equal 1 mile. If DS1 facility mileage equals 1.6 miles, the per mile component of the monthly recurring mileage would equal 2 miles).

Equipment Rental: A fee for rental of a Broadview-provided Integrated Access Device that will reside at the customer's premises for the duration of the service period. The equipment remains the property of Broadview Networks and must be returned upon service disconnection else Customer will be levied a fee up to \$2,000.

Voice Lines: Customers may subscribe to voice lines in addition to standard voice lines included with each package. Fees for additional voice lines are per working voice line.

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ISSUED BY: Sr. Regulatory Counsel
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Section 6 - EXCHANGE SERVICE (Cont'd)

6.17 BROADSPEED DYNAMIC IP (Cont'd)

D. Local Calls

Broadspeed Dynamic IP service provides Local Calling Service. Local usage is non-time-of-day sensitive and is billed on a per minute basis. Broadview Networks concurs with the local exchange and local service areas defined by the incumbent local exchange company.

Local usage allowances apply only to outbound direct dialed calls. The service cannot be used with autodialers which are devices that allow users to dial pre-programmed telephone numbers, or used for outbound call center applications such as telemarketing or market research. This service is available only to business customers and is only for voice use. Broadview Networks, Inc., reserves the right to change the calling plan of customers with inappropriate usage or who are not in compliance with the restrictions set forth in this Price Guide.

E. IntraLATA Toll/Long Distance Calls

Broadspeed Dynamic IP provides IntraLATA Toll Calling Service which is furnished for communications between different local calling areas within a LATA. A LATA is an area defined in the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0191. A call that terminates within the same LATA but outside the local calling area is considered an intraLATA toll service call. IntraLATA toll usage is non-time-of-day sensitive and is billed on a per minute basis. Broadview concurs with the standard intraLATA boundaries defined by the incumbent local exchange company.

Broadspeed Dynamic IP also provides intrastate and interstate long distance calling service. Long distance usage is non-time-of-day sensitive. Long distance usage is billed in sixty (60) second increments.

(T)

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ISSUED BY: Sr. Regulatory Counsel
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Section 6 - EXCHANGE SERVICE (Cont'd)

6.18 BROADSPEED DIA WITH VOICE

(N)

A. Description

Broadspeed DIA With Voice is a dynamic integrated T1 service that provides a high capacity DS1 (1.544 Mbps) transmission link from an end user's premises to Broadview Networks' switching center and allows customers to integrate voice and data on the same DS1 facility. Service is provisioned as a full 1.544 Mbps Internet Protocol (IP) port and Voice over IP (VoIP) technology is employed to derive analog voice line equivalents within that same IP bandwidth. Voice traffic is assigned the highest priority traffic type on the IP facility and will use whatever bandwidth is necessary to ensure high quality call transmission. IP bandwidth not being used for voice traffic at any given time is allocated to the customer's data services and this bandwidth fluctuates depending on the customer's voice traffic needs. Each service comes with two analog voice lines provisioned on a full 1.544 Mbps Internet access port. At no time is the configuration permitted to be below these minimum thresholds.

Broadspeed DIA With Voice offers customers the capabilities for local, intraLATA toll, long distance, 411, 911, dial around and toll-free calls. Customers must select Broadview as their carrier for local, intraLATA toll and long distance calling. International calling is blocked by default. Subscribers have the option of adding international calling capability. Broadspeed DIA With Voice also offers customers the capabilities for incoming calls (DID).

Customers are initially given the opportunity to subscribe to the Company's services for 1-year, 2-year or 3-year term commitments, with a 1-year term being the minimum contractual obligation. At the expiration of the term contract, Customer contracts are automatically renewed for a 1-year term at 1-year term rates. If the Customer discontinues its term commitment prior to the expiration of the agreed upon contract, the termination liability will be equal to \$400 multiplied by the number of months remaining on the contract.

ISSUED: July 29, 2008

EFFECTIVE: August 28, 2008

ISSUED BY: Sr. Regulatory Counsel
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Section 6 - EXCHANGE SERVICE (Cont'd)

6.18 BROADSPEED DIA WITH VOICE (Cont'd)

A. Description (Cont'd)

(D)

B. Non-Recurring Charges

Broadspeed DIA With Voice service is subject to the non-recurring charges below.

Installation: A non-recurring Installation charge is applicable for each DS1 facility. Billing will commence at the earlier of: 1) the date on which installation is complete and services are turned up; or 2) 15 days after written notification to Customer of Broadview's readiness to schedule service turn up.

Service Order: A non-recurring Service Order charge is applicable for each DS1 facility.

Change Order: A non-recurring Change Order charge is applicable for each DS1 facility where, after initial installation, the Customer requests changing telecommunications services associated with Broadspeed DIA With Voice service.

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Section 6 - EXCHANGE SERVICE (Cont'd)

6.18 BROADSPEED DIA WITH VOICE (Cont'd)

(N)

C. Monthly Recurring Charges

Broadspeed DIA With Voice service is subject to the monthly recurring charges below.

DS1 Facility: A monthly recurring fee applies for each DS1 facility provisioned. In addition to the DS1 facility fee, a mileage fee is added to those circuits that are greater than 0.1 miles and less than 15 miles from a Broadview Networks service collocation. No services are provisioned beyond 15 miles from a Broadview Networks collocation. Subscribers will be subject to a fixed monthly recurring mileage component and a per mile component as listed herein. DS1 facility mileage calculated at .5 or less will be rounded down. DS1 facility mileage calculated at .6 or higher will be rounded up (Example - If DS1 facility mileage equals 1.5 miles, the per mile component of the monthly recurring mileage would equal 1 mile. If DS1 facility mileage equals 1.6 miles, the per mile component of the monthly recurring mileage would equal 2 miles).

Equipment Rental: A fee for rental of a Broadview-provided Integrated Access Device that will reside at the customer's premises for the duration of the service period. The equipment remains the property of Broadview Networks and must be returned upon service disconnection else Customer will be levied a fee up to \$2,000.

Voice Lines: Service includes two analog voice lines provisioned via VoIP and terminated by the FXS port on the Broadview-provided Integrated Access Device. Additional voice lines not included with the base package are available at additional line charges specified herein.

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Section 6 - EXCHANGE SERVICE (Cont'd)

6.18 BROADSPEED DIA WITH VOICE (Cont'd)

D. Local Calls

Broadspeed DIA With Voice service provides local calling service. Local usage is non-time-of-day sensitive and is billed on a per minute basis. Broadview Networks concurs with the local exchange and local service areas defined by the incumbent local exchange company.

E. IntraLATA Toll/Long Distance Calls

Broadspeed DIA With Voice provides IntraLATA toll calling service which is furnished for communications between different local calling areas within a LATA. A LATA is an area defined in the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0191. A call that terminates within the same LATA but outside the local calling area is considered an intraLATA toll service call. IntraLATA toll usage is non-time-of-day sensitive and is billed on a per minute basis. Broadview concurs with the standard intraLATA boundaries defined by the incumbent local exchange company.

Broadspeed DIA With Voice also provides intrastate and interstate long distance calling service. Long distance usage is non-time-of-day sensitive. Long distance usage is billed in sixty (60) second increments.

(T)

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ISSUED BY: Sr. Regulatory Counsel
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Section 6 - EXCHANGE SERVICE (Cont'd)

6.19 BROADSPEED VOICE CHANNEL BANK

(N)

A. Description

Broadspeed Voice Channel Bank service provides basic analog business line connections from a Company-provided Integrated Access Device (IAD) at the end user's premises to a Company switching center. Broadspeed Voice Channel Bank service utilizes Metro-Ethernet or DS1 (1.544 Mbps) transmission link to deliver from 11 to 24 analog voice-grade 56Kbps communications channels per facility.

Service offers customers the capabilities for both inbound and outbound calls via eleven or more (up to 24) analog, voice-grade telephonic communications channels that can be used to place or receive one call at time. Basic business lines are provided for connection of Customer-provided single-line terminal equipment such as analog station sets or facsimile machines.

Customers are given the opportunity to subscribe to the Company's services for 1 year, 2 year or 3 year terms. If the Customer discontinues its term commitment prior to the expiration of the agreed upon contract, the termination liability will be equal to \$400 multiplied by the number of months remaining on the contract. All Customers agree to meet and will be billed a minimum of \$50.00 in monthly calling volumes, including local service, intraLATA toll, and intrastate/interstate/international long distance calling for each Measured Broadspeed Voice Channel Bank service.

B. Features

Broadspeed Voice Channel Bank service includes Call Hunting and Anonymous Call Rejection. The following features are also available to subscribers for a monthly per line charge: Call Waiting, Three Way Calling, Call Forward, Call Forward Busy Line, Call Forward Don't Answer, Ultra Call Forward, Remote Call Forward, Speed Dial 8, Speed Dial 30, Caller ID, Call Waiting ID, Caller ID Deluxe, and Call Waiting ID Deluxe, Voice Mail. The following features are available on a per use basis only: Repeat Dial, Call Return, and Call Trace.

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Section 6 - EXCHANGE SERVICE (Cont'd)

6.19 BROADSPEED VOICE CHANNEL BANK (Cont'd)

B. Features (Cont'd)

Feature Package 1: Feature Package 1 is available to subscribers for a monthly per line charge. Feature Package 1 includes Station-to-station Dialing, Assume Dial 9, Call Hold, Call Transfer, Call Pickup, Three way Calling, Call Forward, Call Waiting, and Call Park.

Feature Package 2: Feature Package 2 is available to subscribers for a monthly per line charge. Feature Package 2 includes Call Waiting, Three Way Calling, Call Forward, Call Forward Busy Line, Call Forward Don't Answer, Ultra Call Forward, Speed Dialing (8 or 30), Call Transfer, Caller ID, Call Waiting ID, Caller ID Deluxe, and Call Waiting ID Deluxe

C. Non-Recurring Charges

Installation: A non-recurring Installation charge is applicable for each Broadspeed Voice Channel Bank facility. Billing will commence at the earlier of: 1) the date on which installation is complete and services are turned up; or 2) fifteen days after written notification to Customer of the Company's readiness to schedule service turn up.

Service Order: A non-recurring Service Order charge is applicable for each Broadspeed Voice Channel Bank facility.

Change Order: A non-recurring Change Order charge is applicable for each Broadspeed Voice Channel Bank facility where after initial installation, the Customer requests changing telecommunications services associated with Broadspeed Voice Channel Bank service.

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Section 6 - EXCHANGE SERVICE (Cont'd)

6.19 BROADSPEED VOICE CHANNEL BANK (Cont'd)

D. Monthly Recurring Charges

Broadspeed Voice Channel Bank service is subject to monthly recurring charges on a per facility basis. All DS1 facilities are subject to a fixed monthly recurring charge which includes eleven (11) voice lines. Additional voice lines are available at additional monthly recurring charges. Total voice lines per DS1 facility may not exceed twenty-four (24). DS1 facilities that are greater than 0.1 miles and less than fifteen miles are subject to a monthly recurring mileage charge in addition to the fixed monthly recurring charge. No services are provisioned beyond fifteen miles from a Company T1 collocation. Subscribers will be subject to a fixed monthly recurring mileage component and a per mile component. DS1 facility mileage calculated at .5 or less will be rounded down. DS1 facility mileage calculated at .6 or higher will be rounded up (Example - If DS1 facility mileage equals 1.5 miles, the per mile component of the monthly recurring mileage would equal 1 mile. If DS1 facility mileage equals 1.6 miles, the per mile component of the monthly recurring mileage would equal 2 miles).

Subscribers must select one of the following four (4) discrete calling plan options shown below.

Measured Plan: There is no monthly recurring charge associated with the Measured Plan with the exception of the facility charge. All local, intraLATA toll and long distance calls are timed and rated per usage rates defined herein.

10k Plan: Monthly recurring charges for the 10k Plan include 10,000 minutes per month of local, intraLATA toll, intrastate, and interstate long distance calling. All local intraLATA toll and long distance calls in excess of the 10,000 minute per month allowance will be billed at the overage per minute rates defined herein.

25k Plan: Monthly recurring charges for the 25k Plan include 25,000 minutes per month of local, intraLATA toll, intrastate, and interstate long distance calling. All local, intraLATA toll and long distance calls in excess of the 25,000 minute per month allowance will be billed at the overage per minute rates defined herein.

100k Plan: Monthly recurring charges for the 100k Plan include 100,000 minutes per month of local, intraLATA toll, intrastate, and interstate long distance calling. All local, intraLATA toll and long distance calls in excess of the 100,000 minute per month allowance will be billed at the overage per minute rates defined herein.

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(N)

Section 6 - EXCHANGE SERVICE (Cont'd)

6.19 BROADSPEED VOICE CHANNEL BANK (Cont'd)

E. Local Calls

Broadspeed Voice Channel Bank provides local calling service. Local usage is non-time-of-day sensitive and is billed on per minute basis.

The Company concurs with the local exchange and service areas defined by the incumbent local exchange areas.

For customers subscribing to any of the 10k, 25k, or 100k Plans, the minutes of use allowance applies only to outbound direct dialed calls. The service cannot be used with autodialers which are devices that allow users to dial pre-programmed telephone numbers, or used for outbound call center applications such as telemarketing or market research. This service is available only to business customers and is only for voice use. The Company reserves the right to change the calling plan of customers with inappropriate usage or who are not in compliance with the restrictions set forth in this Price Guide. Customers who exceed the minutes of use allowance for three (3) consecutive months may have their rates adjusted to the standard Measured Plan.

F. IntraLATA Toll Calls

Broadspeed Voice Channel Bank provides IntraLATA Toll Calling Service which is furnished for communications between different local calling areas within a LATA. A LATA is an area defined in the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0191. A call that terminates within the same LATA but outside the local calling area is considered an IntraLATA Toll Service call. IntraLATA Toll usage is non-time-of-day sensitive and is billed on a per minute basis.

G. Long Distance Calls

Broadspeed Voice Channel Bank provides intrastate, interstate, and international long distance calling service. Long distance usage is non-time-of-day sensitive. Usage is billed in sixty (60) second increments.

(T)

Section 6 - EXCHANGE SERVICE (Cont'd)

6.20 Elite Unlimited Complete

- A. Monthly recurring charges include Three Way Calling, Call Waiting, Call Forwarding, Ultra Call Forwarding, Repeat Dialing, Call Return, Call Trace, Anonymous Call Rejection, Caller ID Deluxe, and Speed Dial 30 features. Call Hunting, Voicemail, and Call Forward are also available to customers upon request at no additional charge. Monthly recurring charges are all inclusive with the exception of applicable taxes and 911/E911 surcharges.

There are no monthly charges or minimum usage associated with the long distance rates. Customers must sign a one year, two year or three year term commitment and must take the complete Broadview Networks bundle of local, toll and long distance to qualify for this offer. Usage for Toll Free Numbers is not included with this plan. Service cannot be used with an autodialer, call center or certain automated switching equipment. This service is available only to business customers and for voice use only. Broadview Networks reserves the right to change the calling plan of customers with inappropriate usage or who are not in compliance with the restrictions set forth in this Price Guide.

B. Zones

Monthly recurring charges are determined by which Zone service is provided in. Zones are described below.

Zone 1 – Backbay, Bowdoin, Franklin Street, Harrison Avenue

Zone 2 - Amherst-Fearing, Arlington, Belmont, Beverly, Braintree, Breckwood Park, Brighton, Brockton, Brookline, Burlington, Cambridge Kendall, Cambridge Ware, Cambridge Bent Street, Chelsea, Chicopee-2, Chicopee-3, Dorchester, East Boston, Framingham, Greendale, Hyde Park, Indian Orchard, Lowell, Lynn, Marblehead, Malden/Medford/Everett, Milton, Newton, Norwood, Peabody, Quincy, Revere, Roxbury, Salem, Somerville, Springfield, South Boston, Wakefield/Stoneham, Waltham Spring, Waltham West, Watertown, Wellesley, West Roxbury, West Peabody, Weymouth, Winchester, Winthrop, Worcester

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(N)

(N)

Section 6 - EXCHANGE SERVICE (Cont'd)

6.20 Elite Unlimited Complete (Cont'd)

B. Zones (Cont'd)

Zone 3 – Acton, Acushnet, Agawam, Amesbury, Andover, Ashland, Attleboro, Auburn, Ayer, Barnstable, Bass River, Bedford, Billerica, Boylston, Brewster, Bridgewater, Bryantville, Buzzards Bay, Canton, Carver, Cataumet, Charlton, Chatham, Chelmsford, Clinton, Concord, Carlisle, Danvers, Dedham, Dennis, Dracut, Duxbury, East Bridgewater, East Longmeadow, Easthampton, Easton, Edgartown, Essex, Fall River, Falmouth, Fitchburg, Foxboro, Franklin, Gardner, Georgetown, Gloucester, Grafton, Groton, Greenfield, Hamilton, Hanover, Harwich, Hatfield, Haverhill, Hingham/Cohasset/Hull, Holden, Holliston, Holyoke, Hopkinton, Housatonic, Hudson, Hyannis, Ipswich, Kingston, Lawrence, Leicester, Lenox, Leominster, Lexington, Littleton, Longmeadow, Ludlow, Lunenburg, Lynnfield, Manchester, Manomet, Mansfield, Marion, Marlboro, Marshfield, Mashpee, Mattapoisset, Maynard, Medfield, Medway, Merrimac, Middleboro, Middleton, Milford, Millbury, Millis, Nantucket, Natick, Needham, New Bedford, Newburyport, Nobscot, North Attleboro, North Chelmsford, North Reading, Northboro, Northampton, Norton, Norwell, Orleans, Osterville, Oxford, Palmer, Pepperell, Pittsfield, Plymouth, Provincetown, Randolph, Reading, Rockland, Rockport, Rowley, Sagamore, Saugus, Scituate, Sharon, Sheridan, Shirley, Shrewsbury, Southbridge, Southwick, Spencer, Stoughton, Sturbridge, Sudbury, Taunton, Tewksbury, Topsfield, Townsend, Turner Falls, Tyngsboro, Upton, Uxbridge, Vineyard Haven, Walpole, Wareham, Wayland, Webster, Wellfleet, West Boylston, Westboro, Westfield, Westford, Whitinsville, Whitman, Wilbraham, Wilmington, Wrentham

Zone 4 - Adams, Amherst-Prospect, Ashburnham, Ashby, Ashfield, Assonett, Athol, Barre, Becket, Belchertown, Berlin, Bernardston, Blanford, Bolton, Brimfield, Charlemont, Chester, Chesterfield, Chilmark, Colrain, Conway, Cumington, Dalton, Dighton, East Douglas, Gilbertville, Granville, Great Barrington, Hampden, Harvard, Hinsdale, Hubbardston, Huntington, Lee, Millers Falls, Monson, Montague, North Adams, North Brookfield, Northfield, Oakham, Orange, Otis, Petersham, Princeton, Rehobeth, Rochester, Russell, Rutland, Sandisfield, Sheffield, Shelbourne Falls, Siasconsett, South Deerfield, Sterling, Stockbridge, Templeton, Ware, Warren, Westminister, West Newbury, West Stockbridge, Westport, Williamsburg, Williamstown, Winchendon, Worthington

(N)

(N)

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Section 6 - EXCHANGE SERVICE (Cont'd)

6.21 Resale, On Net, Off Net, Mixed Account Classifications

Except for Company services associated with DS1 (1.544 Mbps) facilities, all business local calling plans have account classification monthly recurring charges in addition to monthly recurring line charges associated with that service based on whether the account is classified as resale, on net, off net or mixed. For these services, an account will be classified as resale if 75% or more of the customer's lines are provisioned via resale. An account will be classified as on net if 100% of the customer's lines are located in Company on net areas. An account will be classified as off net if at least 50% of the customer's lines are physically located in Company off net areas. An account will be classified as mixed if the customer has lines located in on net areas and off net areas with less than 50% of the customer's lines located in Company off net areas.

(N)

(N)

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Section 7 - MESSAGE TOLL SERVICES (MTS)

- 7.1 MTS: This Price Guide applies to MTS furnished or made available by the Company via resold services over facilities, wholly within or partly within and partly without the Commonwealth of Massachusetts, between two or more points within the Commonwealth of Massachusetts where the respective rate centers of such points are also located within a Local Access and Transport Area (LATA) in the Commonwealth.
- 7.2 Service is available to and from Customers of a miscellaneous common carrier with which arrangements have been made for the interchange of telephone traffic and is furnished through interconnecting equipment and connecting channels provided by the Company service being resold. The rates between the applicable wire telephone rate center and the rate center of the miscellaneous common carrier are the rates specified in this Price Guide for MTS. The rate center of the miscellaneous common carrier is the wire telephone rate center of the Company service serving exchange. An additional charge that the miscellaneous common carrier bills to and collects from its Customer is applicable to the remainder of the call as specified in the Price Guides of the miscellaneous common carrier.
- 7.3 Service is offered on both a Customer dialed and operator dialed basis for each of the following classes of calls.

Station-to-Station

Calling Card

(D)

(D)

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Section 7 - MESSAGE TOLL SERVICES (MTS) (Cont'd)**7.4 CUSTOMER DIALIED SERVICE (Cont'd.)**

- A. Station-to-Station Service rates apply to a call that is dialed and completed by a Customer without the assistance of an operator.
1. The services of an operator are not used to complete such a call or to furnish any information or assistance relating to billing or charges for such a call, except for the following circumstances:
 - a. An operator will place a call for a calling party who identifies himself as being handicapped and unable to dial the call because of the handicap.
 - b. An operator will record the originating telephone number where automatic recording equipment is not available to record the number.
 - c. An operator will re-establish a call that was interrupted after the called number was reached.
 - d. An operator will reach the called telephone number where facilities are not available for Customer dial completion.
 2. IntraMunicipality Toll Calls Service—With Municipal Calling service, Customer dialed station-to-station service is allowed with a municipality or portions of a municipality served by exchanges within a single LATA without the application of toll charges. Except for calls originated by or terminating to a foreign exchange line which is supplied dial tone from a central office other than that which serves the address at which the foreign exchange line service is located.

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Section 7 - MESSAGE TOLL SERVICES (MTS) (Cont'd)

7.4 CUSTOMER DIALED SERVICE (Cont'd)

A. (Cont'd)

3. Calling Card Service rates apply to a call that is dialed by a Customer in accordance with standard dialing instructions and billed to a calling card number. The services of an operator are not used to dial the called party other than as excepted below.
 - a. When facilities are not available for Customer dial completion.
 - b. Operator dialed station-to-station sent-paid calls for handicapped persons unable to dial calls because of their handicap.
 - c. Re-establishing a call that was interrupted after the called number was reached.
 - d. Recording the originating telephone number where automatic recording equipment is not available to record the number.
4. Collect Service rates apply to a call which is dialed by the Customer and billed to the called party or to a third number with operator assistance. (D)
5. Collect Mechanized Service rates apply to a call which is dialed by the Customer and billed to the called party through interaction with a mechanized system. (D)
(D)

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Section 7 - MESSAGE TOLL SERVICES (MTS) (Cont'd)

7.4 CUSTOMER DIALED SERVICE (Cont'd)

A. (Cont'd)

6. Person-to-Person Service rates apply to a call where the person originating the call dials the called number and specifies to the operator a particular person to be reached, or a particular mobile station to be reached through a miscellaneous common carrier operator, or a particular station, department, or office to be reached.

7.5 OPERATOR DIALED SERVICE

- A. Station-to-Station Service rates apply to a station-to-station call when the operator dials the called telephone number, other than as excepted below, or to calls which involve a request for information relating to the billing or charges for a call.

1. Exceptions are:

- a. When facilities are not available for Customer dial completion.
- b. Operator dialed station-to-station sent-paid calls for handicapped persons unable to dial calls because of their handicap.
- c. Re-establishing a call that was interrupted after the called number was reached.
- d. Recording the originating telephone number where automatic recording equipment is not available to record the number.

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Section 7 - MESSAGE TOLL SERVICES (MTS) (Cont'd)

7.5 OPERATOR DIALED SERVICE (Cont'd)

A. (Cont'd)

2. Calling Card Service rates apply to a call that is dialed by the operator and billed to a calling card. However, this class of service does not apply to the excepted operator services specified above when used with Customer dialed Calling Card service.

3. [RESERVED FOR FUTURE USE]

(D)

4. [RESERVED FOR FUTURE USE]

5. [RESERVED FOR FUTURE USE]

Section 7 - MESSAGE TOLL SERVICES (MTS) (Cont'd)

7.5 OPERATOR DIALED SERVICE (Cont'd)

A. (Cont'd)

6. The Company is responsible for the collection of charges. Charges for all classes of service are generally billed against or collected from the calling number. Upon request, toll charges may be billed against or to the following telephone or number:

a. Against or collected from the called telephone (i.e., charges may be reversed) if the charges are accepted at the called telephone.

b. To a calling card number.

c. [RESERVED FOR FUTURE USE]

(D)
(D)

d. A charge may not be billed to a coin telephone.

7. Timing of Messages--on all station-to-station calls, chargeable time begins when the connection is established between the calling telephone and the called telephone, miscellaneous common carrier mobile radio system, or PBX system.

8. [RESERVED FOR FUTURE USE]

(D)
(D)
(D)

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Section 7 - MESSAGE TOLL SERVICES (MTS) (Cont'd)

7.5 OPERATOR DIALED SERVICE (Cont'd)

A. (Cont'd)

9. Chargeable time ends when the calling telephone hangs up thereby releasing the network connection. If the called telephone hangs up but the calling party does not, chargeable time ends when the network connection is released, either by automatic timing equipment in the telecommunications network or by an operator.
10. Time Periods--For Schedules One, Two, Three and Five MTS calls, the date, day and time when the initial connection occurs and when each additional minute begins determine the application of rates.
 - a. Day Rates apply Monday through Friday from 8AM to, but not including 5PM.
 - b. Evening Rates apply Sunday through Friday from 5PM to, but not including 11PM.
 - c. On Christmas Day (December 25), New Year's Day (January 1), Independence Day (July 4), Thanksgiving Day, Labor Day, or on resulting legal holidays when Christmas, New Year's or Independence Day legal holidays fall on dates other than December 25, January 1, or July 4, respectively, the holiday rate is the evening rate, unless a lower rate would normally apply.
 - d. Night and Weekend Rates apply Sunday through Thursday from 11PM to, but not including 8AM of the following day, and from 11PM Friday to, but not including 5PM Sunday.

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Section 7 - MESSAGE TOLL SERVICES (MTS) (Cont'd)

7.5 OPERATOR DIALED SERVICE (Cont'd)

A. (Cont'd)

11. Schedule Four—Schedule Four MTS calls, the date, day, and time when the initial connection occurs and when each additional minute begins determine the application of rates.
 - a. Peak Rates apply Monday through Friday 9AM to, but not including 9PM.
 - b. Off-peak Rates apply Monday through Thursday from 9PM to, but not including 9AM and from 9PM Friday to, but not including 9AM Monday.
 - c. On Christmas Day (December 25), New Year's Day (January 1), Independence Day (July 4), Thanksgiving Day, Labor Day, or on resulting legal holidays when Christmas, New Year's or Independence Day legal holidays fall on dates other than December 25, January 1, or July 4, respectively, the holiday rate is the off-peak rate.

12. Determination of Rate Airline Miles--Schedules One and Two
 - a. MTS rates between points (cities, towns, or localities) are based on the airline distance between rate centers. In general, each point is designated as a rate center; certain small towns or localities are assigned adjacent rate centers with which they are closely associated for communication purposes or by community of interest.

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Section 7 - MESSAGE TOLL SERVICES (MTS) (Cont'd)

7.5 OPERATOR DIALED SERVICE (Cont'd)

A. (Cont'd)

12. Determination of Rate Airline Miles--Schedules One and Two (Cont'd)

- b. For the purpose of determining rate distances, a vertical V and horizontal H coordinate system is used. The V&H system consists of a series of coordinates which represents a theoretical grid of vertical and horizontal lines covering the Commonwealth of Massachusetts. The spacing between these lines is about 1,670 feet, and an intersection of any two grid lines represents the center of an area approximately 1/10 of a square mile designated by two coordinates.
- c. The location of a rate center expressed in latitude and longitude is converted mathematically to its grid location, that is, V and H coordinates (vertical and horizontal). These coordinates permit calculation of the distance between any two such rate centers.

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Section 7 - MESSAGE TOLL SERVICES (MTS) (Cont'd)

7.5 OPERATOR DIALED SERVICE (Cont'd)

A. (Cont'd)

12. Determination of Rate Airline Miles--Schedules One and Two (Cont'd)

- d. To determine the rate distance between any two rate centers, compute airline mileage distances for use with Message Toll Telephone service (Long Distance MTS) in accordance with the following steps.
 - i. Obtain the V and H coordinates for each rate center.
 - ii. Obtain the difference between the V coordinates of the two rate centers. Obtain the difference between the H coordinates. The difference is always obtained by subtracting the smaller coordinate from the larger coordinate.
 - iii. Divide each of the differences obtained by three, rounding each quotient to the nearer integer.
 - iv. Square the two integers obtained and add the two squares. If the sum of the squares is greater than 1777, divide the integers obtained by three and repeat Step 4. Repeat until the sum of the squares is less than 1778.

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Section 7 - MESSAGE TOLL SERVICES (MTS) (Cont'd)

7.5 OPERATOR DIALED SERVICE (Cont'd)

A. (Cont'd)

12. Determination of Rate Airline Miles--Schedules One and Two (Cont'd)

- v. The number of successive divisions by three in Steps 3 and 4 determine the value of N. Multiply the final sum of the two squares obtained in Step 4 by the multiplier specified for this value of N. Where N is 1, multiplier is 0.9, N is 2, multiplier is 8.1, N is 3, multiplier is 72.9, N is 4, multiplier is 656.1, N is 5, multiplier is 5904.9 and N is 6, multiplier is 53144.1.
- vi. Obtain the square root of product in Step 5 and with any resulting fraction, round up to next higher integer This is the message rate mileage except that when the mileage so obtained is less than the minimum rate mileage shown in Step 5, the minimum rate mileage corresponding to the N value is applicable. The minimum rate mileage for N is applicable for N of 2 through 6 and is 41, 121, 361, 1081 and 3241 respectively.

13. Determination of Rate Airline Miles--Schedules One and Two--An alphabetical list of each exchange in the Commonwealth of Massachusetts with its corresponding V and H coordinates is included in National Exchange Company Association, Inc., Price Guide FCC No. 4, and is incorporated herein by reference.

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Section 7 - MESSAGE TOLL SERVICES (MTS) (Cont'd)**7.6 RATES AND CHARGES**

- A. Schedule One MTS rate applies in the 128 LATA to Customer dialed station-to-station sent-paid calls originating from PASL payphones. In addition to the appropriate initial period rate an incremental charge as described in Section 7.5.6 applies to the class of service specified in Section.
- B. Schedule Two MTS rates apply to all MTS usage in the 128 LATA originating from residence service lines for which Schedule Five charges do not apply, to all MTS usage in the 128 LATA originating from PASL payphones for which Schedule One charges do not apply, and to all MTS usage in the 128 LATA originating from business service lines for which Schedule Three charges do not apply. In addition to the appropriate initial period rate an incremental charge as described in Section 7.5.6.
- C. Schedule Three MTS rates apply in the 128 LATA to Customer dialed station-to-station sent-paid calls originating from business service lines, operator dialed station-to-station sent-paid calls originating from business service lines when facilities are not available for Customer dialed completion, and operator dialed station-to-station sent-paid calls originating from business service lines for handicapped persons unable to dial because of their handicap.
- D. Schedule Four MTS rates apply to all MTS usage in the 413 LATA originating from residence or business service lines and to calls from PASL payphones in the 413 LATA. In addition to the appropriate per message charge, an incremental charge as specified in this Price Guide.

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Section 7 - MESSAGE TOLL SERVICES (MTS) (Cont'd)

7.6 RATES AND CHARGES (Cont'd)

- E. Schedule Five MTS rates apply in the 617/508 LATA to Customer dialed station-to-station sent-paid calls originating from residence service lines, operator dialed station-to-station sent-paid calls originating from residence service lines when facilities are not available for Customer dialed completion and operator dialed station-to-station sent-paid calls originating from residence service lines for handicapped persons unable to dial because of their handicaps.
- F. An incremental charge applies in addition to the appropriate initial period rate or per message charge for the Customer dialed and operator dialed calls listed below.
 - a. Customer Dialed - Calling card, coiled or bill to third number, collect or bill to third number mechanized, person-to-person, coin paid station-to-station, and coin-less collect mechanized.
 - b. Operator Dialed - Station-to-station, calling card, or coin paid station-to-station. (D)

7.7 RATE APPLICATION

- A. Customer Dialed rates apply when the calling party actually dials the called party's telephone number.
- B. Operator Dialed rates apply when the calling party dials zero for operator and the operator dials the called party's telephone number.

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Section 7 - MESSAGE TOLL SERVICES (MTS) (Cont'd)

7.7 RATE APPLICATION (Cont'd)

- C. Schedule One and Two Initial Period rates for all classes of service are for telephone connections of one minute or any fraction thereof. The charge for the initial period is the initial period billing rate applicable for the time period in which the message connect time occurs.
- D. Schedule One and Two Overtime Period rates for all classes of service are for each additional minute or any fraction thereof that the telephone connection continues beyond the initial period. Overtime rates are the same for all classes of service and are governed by the rate period in which each additional minute begins.
- E. Schedule Three, Four and Five charges consists of a per message and per minute rates. Per minute rates for Schedules Three, Four and Five MTS are for each minute of connection. For Schedule Four coin sent-paid calls, per minute rates apply for each minute or fraction thereof of connection. Except as previously specified for Schedule Four coin sent-paid calls, for Schedule Three, Four and Five messages, charges for each individual call will be determined based on the actual conversation time of each call in one minute increments. (C)
- F. Incremental Charges - On Customer dialed or operator dialed calling card, collect or bill to third number/mechanized, person-to-person or coin paid station-to-station, and operator dialed station-to-station calls, and on Customer dialed coinless collect mechanized, an incremental charge applies in addition to the appropriate initial period rate or per message charge. When more than one class of service is involved, only the higher incremental charge is applicable.
- G. Accumulation of Charges - At the end of the Customer's billing periods when the total charge for MTS would result in fractions of a cent being billed, the total of itemized calls will be rounded to the nearest cent for billing purposes.

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Section 7 - MESSAGE TOLL SERVICES (MTS) (Cont'd)**7.8 MESSAGE TOLL SERVICE FOR DISABLED INDIVIDUALS**

- A. MTS charges apply if a residence service Customer, or a member of a residence service Customer's household, is certified as having a disability that requires the use of a Telecommunications Device for the Deaf (TDD) for communicating over the telecommunications network.

TDD is a generic term describing keyboard devices specifically designed or modified for the purpose of assisting deaf people to communicate with others over the telecommunications network. These include such devices as teleprinters or other keyboard units that use Cathode Ray Tubes (CRTs) or Light Emitting Diodes (LEDs) to display messages. These devices may also be used by persons with other disabilities who require a keyboard and visual display to communicate with others over the telecommunications network.

Certification of the disability requires the completion of an application form certified by a physician, otolaryngologist, licensed speech language pathologist, audiologist, or authorized agency.

An application must be renewed every two years. A renewal application does not require recertification.

1. Reduced charges apply only to Customer dialed station-to-station messages.
 - a. 617/508 LATA - Evening rates apply to message time occurring during the day time period. Night and weekend rates apply to message time occurring during the Evening time period. A 70% discount to the day rates applies to message time occurring during the night and weekend time period. Reduced charges apply only to messages originated from one line designated as the Customer's residence service.

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Section 7 - MESSAGE TOLL SERVICES (MTS) (Cont'd)

7.8 MESSAGE TOLL SERVICE FOR DISABLED INDIVIDUALS (Cont'd)

A. (Cont'd)

1. (Cont'd)

- b. 413 LATA - Reduced charges apply only to messages originated from one line designated as the Customer's residence service. Reduced charges are not applicable to messages subject to a discount under the Selective Call service offering. 413 LATA rates are applied on a per message, per minute basis for peak and off-peak periods.

7.9 MESSAGE TOLL SERVICE (MTS) OPTIONAL TOLL CALLING PLANS

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Section 7 - MESSAGE TOLL SERVICES (MTS) (Cont'd)

7.9 MESSAGE TOLL SERVICE (MTS) OPTIONAL TOLL CALLING PLANS (Cont'd)

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Section 7 - MESSAGE TOLL SERVICES (MTS) (Cont'd)

7.9 MESSAGE TOLL SERVICE (MTS) OPTIONAL TOLL CALLING PLANS (Cont'd)

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Section 7 - MESSAGE TOLL SERVICES (MTS) (Cont'd)

7.9 MESSAGE TOLL SERVICE (MTS) OPTIONAL TOLL CALLING PLANS (Cont'd)

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Section 7 - MESSAGE TOLL SERVICES (MTS) (Cont'd)

7.9 MESSAGE TOLL SERVICE (MTS) OPTIONAL TOLL CALLING PLANS (Cont'd)

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Section 7 - MESSAGE TOLL SERVICES (MTS) (Cont'd)

7.9 MESSAGE TOLL SERVICE (MTS) OPTIONAL TOLL CALLING PLANS (Cont'd)

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Section 7 - MESSAGE TOLL SERVICES (MTS) (Cont'd)

7.9 MESSAGE TOLL SERVICE (MTS) OPTIONAL TOLL CALLING PLANS (Cont'd)

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Section 7 - MESSAGE TOLL SERVICES (MTS) (Cont'd)

7.9 MESSAGE TOLL SERVICE (MTS) OPTIONAL TOLL CALLING PLANS (Cont'd)

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Section 7 - MESSAGE TOLL SERVICES (MTS) (Cont'd)

7.9 MESSAGE TOLL SERVICE (MTS) OPTIONAL TOLL CALLING PLANS (Cont'd)

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Section 7 - MESSAGE TOLL SERVICES (MTS) (Cont'd)

7.9 MESSAGE TOLL SERVICE (MTS) OPTIONAL TOLL CALLING PLANS (Cont'd)

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Section 7 - MESSAGE TOLL SERVICES (MTS) (Cont'd)

7.9 MESSAGE TOLL SERVICE (MTS) OPTIONAL TOLL CALLING PLANS (Cont'd)

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Section 7 - MESSAGE TOLL SERVICES (MTS) (Cont'd)

7.9 MESSAGE TOLL SERVICE (MTS) OPTIONAL TOLL CALLING PLANS (Cont'd)

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Section 7 - MESSAGE TOLL SERVICES (MTS) (Cont'd)

7.9 MESSAGE TOLL SERVICE (MTS) OPTIONAL TOLL CALLING PLANS (Cont'd)

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Section 7 - MESSAGE TOLL SERVICES (MTS) (Cont'd)

7.9 MESSAGE TOLL SERVICE (MTS) OPTIONAL TOLL CALLING PLANS (Cont'd)

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Section 7 - MESSAGE TOLL SERVICES (MTS) (Cont'd)

7.9 MESSAGE TOLL SERVICE (MTS) OPTIONAL TOLL CALLING PLANS (Cont'd)

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Section 7 - MESSAGE TOLL SERVICES (MTS) (Cont'd)

7.9 MESSAGE TOLL SERVICE (MTS) OPTIONAL TOLL CALLING PLANS (Cont'd)

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Section 7 - MESSAGE TOLL SERVICES (MTS) (Cont'd)

7.9 MESSAGE TOLL SERVICE (MTS) OPTIONAL TOLL CALLING PLANS (Cont'd)

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Section 7 - MESSAGE TOLL SERVICES (MTS) (Cont'd)

7.9 MESSAGE TOLL SERVICE (MTS) OPTIONAL TOLL CALLING PLANS (Cont'd)

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Section 7 - MESSAGE TOLL SERVICES (MTS) (Cont'd)

7.9 MESSAGE TOLL SERVICE (MTS) OPTIONAL TOLL CALLING PLANS (Cont'd)

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Section 7 - MESSAGE TOLL SERVICES (MTS) (Cont'd)

7.9 MESSAGE TOLL SERVICE (MTS) OPTIONAL TOLL CALLING PLANS (Cont'd)

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Section 7 - MESSAGE TOLL SERVICES (MTS) (Cont'd)

7.9 MESSAGE TOLL SERVICE (MTS) OPTIONAL TOLL CALLING PLANS (Cont'd)

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7.9 MESSAGE TOLL SERVICE (MTS) OPTIONAL TOLL CALLING PLANS (Cont'd)

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7.9 MESSAGE TOLL SERVICE (MTS) OPTIONAL TOLL CALLING PLANS (Cont'd)

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7.9 MESSAGE TOLL SERVICE (MTS) OPTIONAL TOLL CALLING PLANS (Cont'd)

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7.9 MESSAGE TOLL SERVICE (MTS) OPTIONAL TOLL CALLING PLANS (Cont'd)

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Section 8 - FEATURES

- 8.1 Custom Features - The following features are considered Custom Features, which are available to residence or business Customers.
- 8.2 The charges for Custom Features are set forth in Section 9 of this Price Guide.
- 8.3 A Service Order Charge is applied if a Custom Feature is the only service being provided at the time the order is placed. It does not apply if a Custom Feature is provided at the same time as another service for which a Service Order Charge applies. If a small business Customer, with 1-12 lines, orders a Custom Feature within 90 days of the installation date of the associated network access line, the Service Order Charge does not apply. The only exception is if the feature being ordered is Call Forwarding Busy/Does Not Answer.
- A. Call Waiting – a signal while the Customer is talking on the line indicates that another call has been placed to the line. The Customer may answer the second call and alternate between the calls by manipulating the telephone set switch hook. Call Waiting will not work when Call Forwarding is in effect.
- B. Call Forwarding - this feature permits a Customer to forward all the Customer's incoming calls to another telephone number that the Customer has pre-selected. To activate the feature, the Customer dials a code and the telephone number of the line to which the calls are to be forwarded. When a call is forwarded, an additional charge may apply depending upon the class of service furnished the Customer.
- C. Call Forwarding Busy/Does Not Answer - this feature permits a Customer to automatically have the Customer's incoming calls routed to a pre-selected telephone number when the called telephone number is busy and/or does not answer within a determined number of rings. The Customer has the option of selecting one or both Call Forwarding capabilities. This feature cannot be provided on a line equipped with Call Waiting. When this feature is being provisioned in a IA ESS central office the forwarded to telephone number must be within the same central office control group. When a call is forwarded, an additional charge may apply depending upon the class of service furnished the Customer.

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Section 8 - FEATURES (Cont'd)

8.3 (Cont'd)

- D. Three-Way Calling - this feature permits a Customer to establish a connection with two other parties. The Customer, by telephone set switchhook operation, may place a call on hold and dial the telephone number of a third party.
- E. Speed Calling 8 - this feature permits a Customer to call a pre-designated telephone number by dialing a one-digit code. A maximum of eight pre-designated telephone numbers can be stored.
- F. Speed Calling 30 - this feature permits a Customer to call a pre-designated telephone number by dialing a two-digit code. A maximum of 30 pre-designated telephone numbers can be stored.
- G. Custom Feature Package - When three or more features in Section 8.3 A through F are provided on the same line a discount will apply to each service excluding the first one for residence or business monthly rates.

8.4 TOUCH TONE CALLING

This calling feature is furnished subject to the availability of the central office facilities, allows calls to be originated from telephones equipped for tone-type address signaling.

A Service Order Line Connection charges does not apply if ordered during a period when a serving central office is converted to touch tone calling service. After the conversion, a nonrecurring charge applies instead of a Service Order Line Connection charge if the only change being made associated with the line is to change to Touch Tone calling.

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Section 8 - FEATURES (Cont'd)**8.5 REMOTE CALL FORWARDING**

This feature permits a Customer to automatically forward incoming calls that were placed to a seven-digit number to a different terminating telephone number in the same or a different exchange.

The Customer is charged for the call between the original terminating number and the number to which it is remotely call forwarded. The Customer must subscribe to adequate facilities to permit the use of the service without impairment, disruption or deterioration of the quality of other telephone services.

8.6 REVERSE CHARGE TOLL SERVICE

This feature permits a Customer to allow selected users to call them at the Customer's expense without requiring that a collect call be generated. The Customer selects which exchanges the Customer will receive calls from and is assigned a special telephone number for these calls. This feature is only permitted between exchanges where toll charges would apply or the initial period is two message units.

8.7 LINE HUNTING

This feature permits a Customer to group together two or more main telephone lines so that incoming calls are automatically switched from the initial line, when it is in use, to the first line that is not busy. Service Charges apply per group arranged at the same time to establish or interrupt a line hunting arrangement; however, they do not apply if line hunting is established at the same time as the associated line.

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Little Rock, AR 72212

Section 8 - FEATURES (Cont'd)

8.8 CALL INTERCEPT

This feature permits a Customer to arrange to have incoming calls to a Customer's telephone number intercepted and referred to another telephone number. This feature can be used with temporary suspension of service.

8.9 DISTINCTIVE RING

This feature permits a Customer to have up to three separate telephone numbers, which consist of one main telephone number and two additional telephone numbers, associated with one exchange access line. Each telephone number will have a distinctive ring on incoming calls to allow the Customer to identify the incoming call line.

If the Customer also subscribes to Call Waiting a Call Waiting tone is provided for each additional telephone number.

All telephone lines must be served by the same Central Office.

A Customer who also subscribes to Call Forwarding must decide whether calls to the main telephone number and the additional telephone numbers will be forwarded to a single number, or if only calls to the main telephone number.

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Little Rock, AR 72212

Section 8 - FEATURES (Cont'd)

- 8.10 Customer Group Calling Features--These features permit a Customer to manage its calling by establishing feature packages on a group of up to six lines for multi-line residence Customers or up to nine lines for multi-line business Customers. The features consist of Basic Feature packages and Optional Feature packages.
- A. Customer Group Calling Features is available for use only with one-path residence or business main telephone exchange service lines. It is not available Residential Dormitory Service.
 - B. Basic Features
 - 1. Call Hold permits a user to put a call on hold by depressing the switch-hook and dialing the call hold code. The line is then freed to originate another call.
 - 2. Call Pickup allows the user to answer any incoming call within the Customer group from any station within that group. An incoming call on one line may be answered from a station on another line by dialing the call pickup access code. When more than one incoming call is involved, the longest ringing call is automatically selected.
 - 3. Call Transfer enables the user to transfer any call to another station within or outside of the Customer group.
 - 4. Intercom Calling provides the Customer with the ability to dial any other line within the Customer group with an abbreviated code as an in house call. Local usage charges do not apply to intercom calls.

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Little Rock, AR 72212

Section 8 - FEATURES (Cont'd)

8.10 (Cont'd)

B. (Cont'd)

5. Three-Way Calling allows the Customer to add a third-party to any established call. It includes the ability to hold one-party with privacy exclusion, while dialing and talking with another party and the ability to include the held party in a three-way conference. A third-party may not be added to an established call if Call Waiting is being used or if a call within the same central office involves any other line using Three-Way Calling.
6. Touch Tone Calling provides for the origination of calls from telephone instruments equipped with 12 pushbuttons for tone-type address signaling.

C. Optional Features

1. Call Forwarding Busy/Does Not Answer—this feature permits a Customer to automatically have the Customer's incoming calls routed to a pre-selected telephone number within the same Customer group and, where available, to any pre-designated number when the called telephone number is busy and/or does not answer within a determined number of rings.
2. Variable Call Forwarding enables the user to forward all incoming calls to another line within or outside of the Customer group.
3. Call Waiting signals the user during a call that another call from outside the Customer group is waiting by applying a burst of tone. Call Waiting will not operate when Variable Call Forwarding is in use.

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4001 Rodney Parham Rd
Little Rock, AR 72212

Section 8 - FEATURES (Cont'd)

8.10 (Cont'd)

C. Optional Features (Cont'd)

4. Speed Calling 6 permits a Customer to dial an abbreviated code for emergency or frequently dialed numbers of fifteen or less digits. A maximum of six codes, changeable by the Customer, is furnished per line equipped.
5. Optional Feature Packages
 - a. Feature Package 1 - Call Forwarding and Call Waiting
 - b. Feature Package 2 - Call Forwarding, Call Forwarding Busy/Does Not Answer
 - c. Feature Package 3 - Call Forwarding, Call Waiting and Speed Calling 6
 - d. Feature Package 4 - Call Forwarding, Call Forwarding Busy/Does Not Answer and Speed Calling 6
6. Main telephone exchange service lines equipped with Customer Group Calling Features may terminate at different premises locations provided they are all served from the same electronic central office switching vehicle.
7. A minimum of two lines in a service arrangement must be equipped with Customer Group Calling Features. A different feature package may be furnished on each line in the service arrangement.

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4001 Rodney Parham Rd
Little Rock, AR 72212

Section 8 - FEATURES (Cont'd)

8.10 (Cont'd)

C. Optional Features (Cont'd)

8. Telephones equipped with 12 pushbuttons for tone-type address signaling are required for each exchange line with this service to enable feature operation.
9. Customer Group Calling Features is not offered in conjunction with Custom Calling or Number Screening. Line hunting service is available only in conjunction with the basic feature package.
10. Local or toll usage charges, as appropriate, are applicable for calls transferred, forwarded or otherwise dialed outside of the Customer group.
11. Local exchange service and foreign exchange or foreign central office service may not be included in the same Customer group.
12. Monthly rates for Customer Group Calling Features are in addition to the monthly rates for one-party main telephone exchange service and to the rates and charges for other associated services. A Service Order Charge applies if Customer Group Calling Features is the only service being provided on the order. It does not apply if Customer Group Calling Features is provided in conjunction with other services for which a Service Order Charge applies.
13. Customer Group Calling Features is furnished under a Varied Term Payment Plan for arrangements containing business lines. The Varied Term Payment Plan monthly rates are payable over a payment period that is selected by the Customer from those available. The available payment periods are month-to-month, 36 months, and 60 months.

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4001 Rodney Parham Rd
Little Rock, AR 72212

Section 8 - FEATURES (Cont'd)

8.10 (Cont'd)

C. Optional Features (Cont'd)

14. Subsequent additions of Customer Group Calling Features to an existing service arrangement will be provided only at the rates currently effective for the month-to-month payment plan, unless a new payment plan for the entire arrangement is elected.
15. Relocation of service to a different premises is permitted where the new location is served by the same central office equipment. Termination charges do not apply and the monthly billing for Varied Term Payment Plan rates continues unchanged. A relocation of service to a premise served by different central office equipment constitutes discontinuance of service, for which termination charges, if any, are applicable. Service charges as appropriate, apply to the relocated main telephone exchange services.
16. A Customer may substitute or add feature packages without incurring termination charges provided that a new payment plan for the entire arrangement is elected.
 - a. The termination charges applicable are dependent upon the payment period selected by the Customer. Termination charges do not apply to month-to-month payment.
 - b. For the 36 month payment period, 18 months of payments or 60% of the remaining monthly payments, (whichever is less) is the applicable termination charge.

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Little Rock, AR 72212

Section 8 - FEATURES (Cont'd)

8.10 (Cont'd)

C. Optional Features (Cont'd)

16. (Cont'd)

- c. For the 60 month payment period, 30 months of payments or 60% of the remaining monthly payments (whichever is less) is the applicable termination charge.

8.11 Call Management Features - These features depend on the availability of Signaling System 7 and include the following features:

- A. Automatic Redial—This feature will provide the Customer with automatic redialing of the telephone number of the most recent outgoing call. If the redialed telephone number is idle, the call will be completed, if it is busy, the called line is monitored for up to 30 minutes and if the called line becomes idle, a ringing signal will tell the Customer the number is available and the call can be completed. This feature is available on a monthly charge basis or on a per activation charge basis. The activation charge applies each time the feature is successfully activated. Activation charges do not apply when the Customer elects the feature on a monthly charge basis. A monthly cap applies to per activation charges for each feature.

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Little Rock, AR 72212

Section 8 - FEATURES (Cont'd)

8.11 (Cont'd)

- B. Automatic Return Call - This feature will provide the Customer with either automatic redial of the telephone number of the most recent incoming call or it will provide an audible announcement of the telephone number, date and time of the last incoming call and provides the Customer with the option of automatically returning the call. If the telephone number of the most recent incoming call is idle, the call will be completed, if it is busy, the line of the most recent incoming call is monitored for up to 30 minutes and if it becomes idle, a ringing signal will tell the Customer that the call can be completed. This feature is available on a monthly charge basis or on a per activation charge basis. The activation charge applies each time the feature is successfully activated. Activation charges do not apply when the Customer elects the feature on a monthly charge basis. A monthly cap applies to per activation charges for each feature.
- C. Call Trace - This feature provides a Customer with the ability to trace the most recent incoming call by dialing a code immediately after terminating the call. The Company's central office equipment records and stores the incoming call message detail including date, time and originating telephone number of the call, provided that the call was completed over a suitably equipped facility and the Customer has not received another call after the call to be traced was terminated. The results of the trace are not provided to the Customer directly, but are automatically reported to the Annoyance Call Bureau where call details can be obtained by an appropriate law enforcement agency when the Customer files a complaint. Call Trace is offered on a per activation basis and is only billed when the attempt to trace and record the calling telephone number is successful. The results of a successful trace will only be provided to an appropriate law enforcement agency.

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Little Rock, AR 72212

Section 8 - FEATURES (Cont'd)

8.11 (Cont'd)

- D. Calling Number Identification - This feature will inform a Customer of the originating telephone number, the date and the time of an incoming call. The information is displayed on a Customer provided display device attached to the Customer's telephone line.
- E. Calling Number and Name Identification - This feature provides the originating telephone number and also the name associated with the line. The information is displayed on a Customer provided display device attached to the Customer's telephone line.
- F. Call Waiting/Calling Number Identification - This feature provides a Customer who also subscribes to Call Waiting, to go off hook on an existing call to receive originating telephone number associated with a new incoming call. The information is displayed on a display device attached to the Customer's telephone line.
- G. Call Waiting/Calling Number and Name Identification - This feature provides a Customer who also subscribes to Call Waiting, to go off hook on an existing call to receive originating telephone number and the associated name associated with a new incoming call. The information is displayed on a display device attached to the Customer's telephone line.

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Little Rock, AR 72212

Section 8 - FEATURES (Cont'd)

8.11 (Cont'd)

- H. Management with Calling Number Identification - This feature permits a Customer who is off hook on an existing call to receive the originating telephone number of an incoming call, and to manage the call by forwarding it to a voice mail system, by including the call by conferencing, routing it to a message announcement, or by dropping the first or last caller. The Customer must subscribe to Call Waiting to take full advantage of this service. If the Customer wants to conference on outgoing calls, the Customer must also subscribe to Three-way Calling. The Customer is required to purchase Customer premise equipment that is capable of displaying information in addition to facilitating call management options.
- I. Call Management with Calling Number and Name Identification - This feature permits a Customer who is off hook on an existing call to receive both the originating telephone number and the associated name of an incoming call and to manage the call by forwarding it to a voice mail system, by including the call by conferencing, routing it to a message announcement, or by dropping the first or last caller. The Customer must subscribe to Call Waiting to take full advantage of this service. If the Customer wants to conference on outgoing calls, the Customer must also subscribe to Three-way Calling. The Customer is required to purchase Customer premise equipment that is capable of displaying information in addition to facilitating call management options.
- J. Name and Number Blocking Per Call - This feature permits an originating Customer to block the disclosure of their directory number and name on a call-by-call basis. When the originating Customer activates the feature, their name and number is blocked from being displayed on the terminating Customer's display device(s) and also prevents Automatic Call Return from completing a call. The Customer activates this feature by dialing the activation code prior to initiating a call. There is no charge associated with per call blocking.

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Little Rock, AR 72212

Section 8 - FEATURES (Cont'd)

8.11 (Cont'd)

- K. Name and Number Blocking – This feature permits a Customer to automatically block the disclosure of their directory number and name on all originating calls. The originating Customer's name and number is blocked from being displayed on the terminating Customer's display device(s)) and also prevents Automatic Call Return from completing a call. There is no charge associated with this feature for the initial request. Subsequent requests for this blocking will incur a service order charge.
- L. Voice Dial 50 - This feature permits a Customer to call a pre-designated number by speaking the name of the person or place to be reached rather than dialing the number. The Customer has the option, at all times, to make calls using the traditional dialing method. The Voice Dial directory will accommodate a maximum of 50 names and associated telephone numbers. The Customer may add, review, or erase names and associated numbers or change the language prompt (e.g., English to Spanish). Multiple users may program names and numbers into the same directory since the feature is speaker dependent and each user would program their own names and associated numbers.
- M. Call Forwarding Management - This feature permits a Customer who subscribes to Call Forwarding Busy/Does Not Answer to activate, deactivate or change the feature from any line equipped with touch-tone and a dual tone multi-frequency telephone or its equivalent. The Customer uses a Personal Identification Number (PIN) number to initiate the feature changes when the Customer interacts with a voice response system which requires a (PIN). The pin will be matched to the feature equipped line to confirm authorization to use it. The Customer will respond to voice prompts until the conclusion of a specified request.

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Little Rock, AR 72212

Section 8 - FEATURES (Cont'd)

8.11 (Cont'd)

(N)

N. Business Smart

Business Smart is a features service package available only to business customers. Customers may choose from several package options. The following features are available in the Business Smart options:

- Call Waiting
- Call Forward
- Caller ID
- Caller ID with Name
- Three-way Calling
- Ultra Forward

Rates for Business Smart service are located in Section 10.29 of this Price Guide.

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Section 8 - FEATURES (Cont'd)

8.11 (Cont'd)

N. Business Call Management (Cont'd)

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Section 8 - FEATURES (Cont'd)

8.11 (Cont'd)

N. Business Call Management (Cont'd)

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8.11 (Cont'd)

N. Business Call Management (Cont'd)

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Section 8 - FEATURES (Cont'd)

8.11 (Cont'd)

N. Business Call Management (Cont'd)

(D)

(D)

O. Feature Pack is a billing arrangement that permits one-party residence Customers to subscribe to any number of the following services/features and allowable combinations at a single discounted monthly rate. The services are provided subject to their individual specified service regulations.

1. Call Forwarding Management 1 - 20 lines
2. Custom Features - Call Forwarding, Call Forwarding II, Call Waiting, Speed Calling 8, Speed Calling 30, Three Way Calling
3. Call Management Features - Call Management with Calling Number and Name Identification, Automatic Call Return, Call Waiting/Calling Number and Name Identification, Calling Number Identification, Calling Name and Number Identification, Automatic Redial

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Section 8 - FEATURES (Cont'd)

8.11 (Cont'd)

- O. Feature Pak (Cont'd)
 - 4. Distinctive Ring Service
 - 5. Voice Dial 50
 - 6. Feature Pack is available only to Customers who utilize the Company as their local and intra-LATA toll service provider, and whose basic service is provided over Company resold access lines.
 - 7. Monthly Rates - In lieu of the monthly rates that would otherwise apply for the individual services, a single Feature Pack monthly rate will apply per line equipped, when a Customer subscribes to those services.
 - 8. The Feature Pack monthly rate is in addition to the rates and charges for the associated one-party main telephone exchange service, as well as other applicable rates and charges that apply for other associated services.
 - 9. Service Order Charge does not apply.

- P. Multi-Residence Features - Multi-Residence Features is a package offering of features designed for one-party residential Customers who live in the same building of multiple dwelling units or building complex of multiple dwelling units. Multi-Residence Features will not be activated in a central office until a minimum of four subscriber lines request the service. The following features are included.

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Little Rock, AR 72212

Section 8 - FEATURES (Cont'd)

8.11 (Cont'd)

P. Multi-Residence Features (Cont'd)

1. Call Forwarding Busy/Does Not Answer Line provides for the forwarding of incoming calls attempting to terminate at a busy and/or does not answer line to be forwarded to a preselected line within a Customer system or outside the system.
2. Call Waiting provides a signal that a second call is waiting, permitting the Customer to hold the first call and answer the second.
3. Call Forwarding enables the subscriber to direct all incoming calls to a selected telephone number by dialing an activation code. The subscriber can change this selected number from their home phone.
4. Calling Number Identification enables the subscriber to see the telephone number of an incoming call on Customer provided display equipment.
5. Three Way Calling enables a subscriber to talk to two people at the same time without operator assistance. The subscriber can add a third party or place another call while holding the first.
6. Multi-Residence Features service consists of two feature packages from which Customers may select.
 - a. Basic Feature Package - Call Forwarding -Busy Line/Does Not Answer, and Call Waiting
 - b. Prime Feature Package - Calling Number Identification, Call Forwarding, Call Forwarding-Busy Line/Does Not Answer, Call Waiting, and Three-way Calling.

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Section 8 - FEATURES (Cont'd)

8.11 (Cont'd)

P. Multi-Residence Features (Cont'd)

7. Multi-Residence Features is not offered in conjunction with Call Management features that are not in the feature package, Temporary Intercept Service, Temporary Intercept Service-Call Completion, Distinctive Ring Service, and Remote Call Forwarding service.
8. Telephones equipped with 12 push buttons for tone-type address signaling are required for each exchange line with this service to enable feature operation.
9. Customers may subscribe to more than one feature package but only one feature package per line.
10. All features need to be activated within a feature package.
11. A Customer may elect to subscribe to a service plan for a fixed period of time or elect to subscribe on a month to month basis. Discounts are provided to Customers who commit to a service plan. The available options are month to month, 13 to 36 month service plan and 37 to 60 month service plan.
12. Moves - If the Customer has a service plan and moves during the service plan period but remains within the same central office and same building of multiple dwelling units or building complex of multiple dwelling units, the Customer may continue the plan as contracted for without penalty.

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4001 Rodney Parham Rd
Little Rock, AR 72212

Section 8 - FEATURES (Cont'd)

8.11 (Cont'd)

P. Multi-Residence Features (Cont'd)

13. If the Customer moves to a location served by a different central office, or moves to a building of multiple dwelling units or building complex of multiple dwelling units apartment building or building complex that does not comport with the definition of this Price Guide, the service will be considered as cancelled and the Customer shall be obligated to pay a Service Order Charge.
14. A Customer may convert to a longer service plan, a different feature package, or a longer service plan and a different feature package subject to Service Order Charge at the time of conversion.
15. A Customer may not change or convert a service plan in force to one with a shorter period of time.
16. The monthly rate for Customers choosing the service period plan is guaranteed against Company initiated changes for the duration of the selected service period plan.
17. Expiration of Service - When the service period plan expires, the Customer must renew or select a new service period plan or the rates applicable will be those offered on a month to month basis.
18. Monthly rates for Multi-Residence Features apply in addition to the monthly rates for one-party main telephone exchange service, as well as other applicable rates and charges that apply for other associated services.

ISSUED: October 1, 1999

EFFECTIVE: October 31, 1999

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 8 - FEATURES (Cont'd)

8.11 (Cont'd)

P. Multi-Residence Features (Cont'd)

19. Service Order Charge applies if Multi-Residence Features is the only service being provided on the order or if the service is cancelled in whole or in part by the Customer after the installation of the service but prior to the completion of the service plan. Service Order Charge does not apply if Multi-Residence Features is provided in conjunction with other services for which a Service Order Charge applies.

Q. Number Screening - A Customer may elect the following types of number screening on originating calls:

1. Operator Handled Call Screening alerts the operator that operator handled calls and operator handled directory assistance calls may not be billed to the originating number. Calls may be placed on a calling card, collect or charged to a third number.
2. Originator Direct Dialed Screening blocks directly dialed toll calls except calls placed to 800 numbers. Directly dialed calls to directory assistance are denied except when originating from PAL service lines. Toll and directory assistance calls may be placed on an operator handled basis.

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ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
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Little Rock, AR 72212

Section 8 - FEATURES (Cont'd)

8.11 (Cont'd)

- R. Terminating Number Screening has three options:
1. Option 1 - Alerts operators that collect and third number calls cannot be billed to a particular number.
 2. Option 2 - Alerts operators that third number calls cannot be billed to a particular number.
 3. Option 3 - Alerts operators that collect calls cannot be billed to a particular number.
- S. Blocking—permits a Customer to prevent use of the Customer's telephone for calls to Group Bridging Service (GBS) in the 550 exchange code, Circuit 9 service in the 920 and 554 exchange codes, and Information Delivery Service (IDS) in the 976 or 940 exchange codes. Customers to block calls to services with a 900 area code on either an interstate or intrastate basis. This arrangement blocks any attempt to dial a number with the following central office prefixes or area codes. Any of the following Blocking options is available to one-party residence service Customers and single line business service Customers. Only Option II, Comprehensive Blocking is available to multi-line business Customers.
1. Option 1-Comprehensive Blocking - 550, 554, 900, 920,940 and 976.
 2. Option 2-Partial Blocking A - 550, 554, 900 and 940.
 3. Option 3-Partial Blocking B - 554 and 940.

ISSUED: October 1, 1999

EFFECTIVE: October 31, 1999

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
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Little Rock, AR 72212

Section 8 - FEATURES (Cont'd)

All material on this page is new.

(N)

8.11 (Cont'd.)

T. Ultra Forward Service

1. Ultra Forward is a line related feature which is available to single line residence, single line business and multi-line business customers on a per telephone number basis. Customers must subscribe to at least one of the network feature(s), specified below, which customers can activate, deactivate or change from any line equipped with touch tone and a dual tone multifrequency (DTMF) telephone or its equivalent. Ultra Forward is subject to facilities availability.
 - a. Call Forwarding Busy Line permits the customer to turn features on or off from and touch tone equipped line using a DTMF telephone or its equivalent.
 - b. Call Forwarding Don't Answer permits the customer to turn this feature on or off and to change the ring count from any touch tone equipped line using a DTMF telephone or its equivalent.
 - c. Call Forwarding Variable permits the customer to turn the feature on or off. If the feature is on the customer can redirect all incoming calls so they may be answered at another telephone number. The customer may access this from any touch tone equipped line using a DTMF telephone or its equivalent.
 - d. PIN Security is a feature designed for the protection and security of both the customer and the Company. It prevents unauthorized access and control of customer features. The PIN is used to confirm that the caller has permission to make the changes. The Company is not liable for any unauthorized use of the PIN number(s).
2. Ultra Forward access is gained by dialing a designated DTFS access directory number for which there is no charge to the caller or by dialing a designated dial direct telephone number for which the caller is charged the applicable rates. The call must be made from a touch tone equipped line using a DTMF telephone or it equivalent.

ISSUED: February 16, 2001

EFFECTIVE: March 19, 2001

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 8 - FEATURES (Cont'd)

8.11 (Cont'd.)

T. Ultra Forward Service (Cont'd.)

2. (Cont'd.)

After gaining access the customer will interact with a voice response system which requires a PIN. The PIN will be matched to the feature equipped line to confirm authorization to use Ultra Forward.

The customer will respond to voice prompts until the conclusion of a specified request.

3. The following standard functions are available through local and remote access.
 - a. Feature Access and Control
 - b. PIN Security
 - c. Status Option
4. A user may change network features on up to five Ultra Forward equipped lines during each session.

ISSUED: February 16, 2001

EFFECTIVE: March 19, 2001

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 8 - FEATURES (Cont'd)

8.11 (Cont'd.)

U. Call Manager Package

1. Call Manager package is a billing arrangement which provides one-party residence customers the option to select one of the following feature packages subject to their individual service regulations specified elsewhere in this Section 8 and subject to the availability of suitable facilities.
 - a. Package 1 – Call Waiting ID With Name, Call Forwarding Busy Line Don't Answer, Call Forwarding Busy Line, Call Forwarding Don't Answer, and Call Waiting.
 - b. Package 2 – Call Waiting ID Deluxe, Call Forwarding Busy Line Don't Answer, Call Forwarding Busy Line, Call Forwarding Don't Answer, and Call Waiting.
2. A monthly rate will apply per line equipped, when a customer subscribes to those services as offered under call manager package.

V. Anonymous Call Rejection

1. Anonymous Call Rejection allows a customer to redirect incoming calls for which calling name and number display has been suppressed through the use of per call or line blocking, to an announcement indicating that the customer is not presently accepting such calls. The customer may activate and deactivate the feature without charge by dialing a code.

(N)

ISSUED: June 23, 2006

EFFECTIVE: July 23, 2006

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 9 – EXCHANGE SERVICE AREAS

9.1 BASIC LOCAL EXCHANGE SERVICE

A. Service Areas and Rate Groups

Company's exchange areas, rate groups, and local calling areas are identical to those defined in the Price Guides of the incumbent local exchange company serving each exchange area.

Company provides service in the exchange areas served by the following local exchange companies:

Bell Atlantic-Massachusetts (Price Guide No. 10)

ISSUED: October 1, 1999

EFFECTIVE: October 31, 1999

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
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Section 10 - RATES AND CHARGES

10.1 SERVICE ORDER CHARGES

As of August 28, 2000, Rate Categories 1 and 2 have been discontinued.

A. Service Ordering

Residence – Move of Service	\$60.00
Business – Move of Service	\$175.00 (I)
Residence – Change of Account Info., Class, or Add Premium OCP	\$60.00
Business – Change of Account Info., Class, or Add Premium	\$75.00 (I)

B. CO Line Connection

Residence – Per Central Office Line or Trunk	\$75.00
Business – Per Central Office Line or Trunk	\$175.00 (I)

ISSUED: February 17, 2016

EFFECTIVE: March 18, 2016

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 10 - RATES AND CHARGES (Cont'd)

10.2 PREMISE WORK CHARGES

As of August 28, 2000, Rate Categories 1 and 2 have been discontinued.

A. Restoral of Service

Residence – Per Account	\$97.00
Business – Per Account	\$100.00 (I)

B. Temporary Suspension

Residence – Reconnection of Customer Initiated Temporary Suspension	\$10.00
Business – Reconnection of Customer Initiated Temporary Suspension	\$33.95

C. LUDS List

Local Usage Detail	\$10.00
--------------------	---------

D. Maintenance Visit Charges

Normal Business Hours (Monday – Friday 8:00 am – 5:00 pm)
\$300 per hour. Customer billed minimum of one hour and half hour increments thereafter. Charges are per technician, plus materials.

Outside Normal Business Hours
\$400 per hour. Customer billed minimum of one hour and half hour increments thereafter. Charges are per technician, plus materials.

E. Dispatch Charge

Per Occurrence	\$249.00
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ISSUED: September 27, 2019

EFFECTIVE: November 1, 2019

ISSUED BY: Sr. Regulatory Counsel
4001 Rodney Parham Rd
King of Prussia, PA 19406

Section 10 - RATES AND CHARGES (Cont'd)

10.3 BASIC EXCHANGE SERVICES

A. Dialtone – Nondiscounted (Message Rate)

Residence – Monthly	\$21.20
Business – Monthly	\$27.95

B. Local Message (LATA 128)

Residence – Zone 1 per message	\$0.0110	
Residence – Zone 2 per message	\$0.0110	
Business Zone – 1 per message	\$0.0110	
Business Zone – 2 per message	\$0.0110	
Residence – Zone 1 per minute	\$0.0521	(I)
Residence – Zone 2 per minute	\$0.0521	(I)
Business – Zone 1 per minute	\$0.0671	(I)
Business – Zone 2 per minute	\$0.0671	(I)

ISSUED: March 1, 2019

EFFECTIVE: March 1, 2019

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 10 - RATES AND CHARGES (Cont'd)

10.3 BASIC EXCHANGE SERVICES (Cont'd)

C. Local Message (413 LATA)

Residence - per message	\$0.0110	
Business - per message	\$0.0110	
Business - per minute	\$0.0671	(I)
Residence - per minute (peak)	\$0.0521	(I)
Residence – per minute (off-peak)	\$0.0441	(I)

D. Dialtone & Unlimited Calling to Local Exchange; Other Priced at Message Rate

Business – 1 party	\$55.74
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ISSUED: March 1, 2019

EFFECTIVE: March 1, 2019

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 10 - RATES AND CHARGES (Cont'd)**10.4 DIRECTORY LISTING SERVICE**

As of August 28, 2000, Rate Categories 1 and 2 have been discontinued.

A.	Additional Listing		
	Residence - Each	\$6.05	(I)
	Business - Each	\$7.15	(I)
B.	Non-published Service		
	Per Line	\$8.19	(I)
C.	Non-listed Service		
	Per Listing	\$6.05	(I)

10.5 DIRECTORY ASSISTANCE SERVICE

A.	Directory Assistance Service		
	Direct dial directory assistance calls for listings inside a customer's LATA		
	- per call	\$2.74	(I)
	Direct dial directory assistance calls for listings outside a customer's LATA		
	- per call	\$2.74	(I)
	Calls to directory assistance via a local or long distance Operator in addition to direct dial charges		
	- per call	\$0.48	
	Directory Assistance Call Completion	\$1.25	(N)

ISSUED: March 1, 2019

EFFECTIVE: March 1, 2019

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 10 - RATES AND CHARGES (Cont'd)

10.6 OPERATOR CALL COMPLETION

As of August 28, 2000, Rate Categories 1 and 2 have been discontinued.

A. Operator Call Completion

Per Call Dialed and Completed	\$0.75
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10.7 CUSTOMIZED INTERCEPT

A. CIS

Monthly - per line	\$5.25
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Monthly - per line	\$11.70
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10.8 Reserved For Future Use

(D)



ISSUED: May 31, 2013

EFFECTIVE: July 1, 2013

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 10 - RATES AND CHARGES (Cont'd)

10.9 OTHER EXCHANGE SERVICES

As of August 28, 2000, Rate Categories 1 and 2 have been discontinued.

C.	Eastern LATA Unlimited		
	Unlimited in all Eastern MA	\$55.46	(I)

ISSUED: July 22, 2015

EFFECTIVE: August 21, 2015

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 10 - RATES AND CHARGES (Cont'd)

10.9 OTHER EXCHANGE SERVICES (Cont'd)

(D)

ISSUED: July 28, 2000

EFFECTIVE: August 28, 2000

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 10 - RATES AND CHARGES (Cont'd)**10.10 CUSTOM CALLING SERVICES**

A.	Call Waiting		
	Residence - per month, per line	\$6.60	(I)
	Business - per month, per line	\$9.62	(I)
B.	Call Forwarding		
	Residence - per month, per line	\$7.21	(I)
	Business - per month, per line	\$10.20	(I)
C.	Call Forwarding II		
	Residence - Busy Line - per month/line	\$4.32	(I)
	Business - Busy Line - per month/line	\$5.58	(I)
	Residence - No Answer - per month/line	\$4.32	(I)

ISSUED: March 1, 2019

EFFECTIVE: March 1, 2019

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 10 - RATES AND CHARGES (Cont'd)

10.10 CUSTOM CALLING SERVICES (Cont'd)

D. Call Forwarding II (Cont'd)

Business - No Answer - per month/line	\$5.58	(l)
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Residence - Busy/ No Answer	\$5.58	(l)
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Business - Busy/ No Answer	\$8.03	(l)
-------------------------------	--------	-----

E. Three-Way Calling

Residence - per month, per line	\$6.66	(l)
------------------------------------	--------	-----

Business - per month, per line	\$9.93	(l)
-----------------------------------	--------	-----

Residence - per use	\$2.25	(l)
---------------------	--------	-----

Business - per use	\$2.25	(l)
--------------------	--------	-----

F. Speed Calling - 8

Residence - per month, per line	\$5.50	(l)
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Business - per month, per line	\$7.70	(l)
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ISSUED: March 1, 2019

EFFECTIVE: March 1, 2019

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 10 - RATES AND CHARGES (Cont'd)

10.10 CUSTOM CALLING SERVICES (Cont'd)

G.	Speed Calling - 30		
	Residence - per month, per line	\$8.56	(I)
	Business - per month, per line	\$9.65	(I)
H.	Call Waiting + Call Forwarding + Speed Calling 8		
	Residence	\$15.92	(I)
	Business	\$18.40	(I)
I.	Call Forwarding + Speed Calling 30 + 3-Way Calling		
	Residence	\$20.28	(I)
	Business	\$20.65	(I)
J.	Call Waiting + Call Forwarding + 3-Way Calling + Speed Calling 8		
	Residence	\$18.92	(I)
	Business	\$24.57	(I)

ISSUED: March 1, 2019

EFFECTIVE: March 1, 2019

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
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Little Rock, AR 72212

Section 10 - RATES AND CHARGES (Cont'd)

10.10 CUSTOM CALLING SERVICES (Cont'd)

K.	Call Waiting + Call Forwarding + 3-Way Calling + Speed Calling 30		
	Residence	\$20.09	(I)
	Business	\$26.54	(I)
L.	Call Waiting + Call Forwarding + 3-Way Calling		
	Residence	\$15.92	(I)
	Business	\$19.67	(I)
M.	Call Waiting + Call Forwarding + Speed Calling 30		
	Residence	\$18.10	(I)
	Business	\$20.65	(I)
N.	Call Waiting + Call Forwarding + Speed Calling 8		
	Residence	\$15.92	(I)
	Business	\$18.70	(I)

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ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 10 - RATES AND CHARGES (Cont'd)

10.10 CUSTOM CALLING SERVICES (Cont'd)

O.	Call Forwarding + Speed Dial 8		
	Residence	\$10.74	(l)
	Business	\$12.81	(l)
P.	Call Forwarding + 3-Way Calling		
	Residence	\$10.74	(l)
	Business	\$13.79	(l)
Q.	3-Way Calling + Speed Dial 8		
	Residence	\$10.74	(l)
	Business	\$12.81	(l)
R.	Call Waiting + Speed Dial 8		
	Residence	\$10.74	(l)
	Business	\$12.81	(l)
S.	Call Waiting + Call Forwarding		
	Residence	\$10.74	(l)
	Business	\$13.79	(l)
T.	Call Waiting + 3-Way Calling		
	Residence	\$10.74	(l)
	Business	\$13.79	(l)

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ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 10 - RATES AND CHARGES (Cont'd)

10.10 CUSTOM CALLING SERVICES (Cont'd)

U.	Ultra Forward – 1 to 20 numbers (per number)		
	Residence	\$3.77	(I)
	Business	\$4.21	(I)
V.	Ultra Forward – 21 to 40 numbers (per number)		
	Residence	\$3.77	(I)
	Business	\$4.21	(I)
W.	Ultra Forward – 41 + numbers (per number)		
	Residence	\$5.22	(I)
	Business	\$5.22	(I)
X.	Call Manager Package		
	Residence	\$16.50	(I)
	Business	\$16.50	(I)
Y.	Anonymous Call Rejection		
	Residence	\$5.57	(I)
	Business	\$5.30	(I)

ISSUED: March 1, 2019

EFFECTIVE: March 1, 2019

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
King of Prussia, PA 19406

Section 10 - RATES AND CHARGES (Cont'd)

10.11 REMOTE CALL FORWARDING

	<u>Monthly</u>	
Business	\$26.32	(l)
Residence	\$26.32	(l)

ISSUED: March 1, 2019

EFFECTIVE: March 1, 2019

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 10 - RATES AND CHARGES (Cont'd)

10.12 STOP HUNT ARRANGEMENT

As of August 28, 2000, Rate Categories 1 and 2 have been discontinued.

A. Stop Hunt Arrangement

Monthly - per arrangement \$5.29 (T)

10.13 MAKE BUSY ARRANGEMENT

A. Make Busy Arrangement

Monthly - per arrangement \$5.29 (T)

10.14 CURB A CHARGE SERVICE

A. Original Number Screening

Operator Screening
- per mo./line \$0.97 (T)

Direct Dialed Screening
- per m/l \$0.97 (T)

B. Terminating Number Screening

PBX Trunk Line Set-up \$50.00

ISSUED: September 16, 2005

EFFECTIVE: October 18, 2005

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 10 - RATES AND CHARGES (Cont'd)

10.15 DISTINCTIVE RING SERVICE

A.	Service Package 1		
	Residence - monthly	\$6.32	(I)
	Business - monthly	\$11.49	(I)
B.	Service Package 2		
	Residence - monthly	\$8.52	(I)
	Business - monthly	\$13.31	(I)

10.16 OPTIONAL CALLING FEATURES

	<u>Residence</u>	<u>Business</u>	
Account Codes	\$5.00	\$5.00	
Call Return - per month, per line	\$5.84	\$7.48	(I)
Call Return – per use	\$2.50	\$2.50	(I)
Call Trace - per activation	\$5.90	\$7.00	(I)
Call Trace - Case Prep Charge	\$5.00	\$5.00	

ISSUED: March 1, 2019

EFFECTIVE: March 1, 2019

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 10 - RATES AND CHARGES (Cont'd)

10.16 OPTIONAL CALLING FEATURES (Cont'd)

	<u>Residence</u>	<u>Business</u>	
Caller ID - per month, per line	\$9.66	\$12.65	(I)
Caller ID with Name - per month/line	\$10.97	\$13.75	(I)
Caller ID Manager - per month/line	\$8.25	\$9.35	(I)
Caller ID Manager with Name	\$9.84	\$10.29	(I)
Call Waiting ID - per month/line	\$9.11	\$9.93	(I)
Call Waiting ID with Name	\$9.57	\$12.10	(I)
Repeat Dialing - per month/line	\$7.02	\$7.32	(I)
Repeat Dialing - per use	\$2.25	\$2.25	(I)
Repeat Dialing + Call Return	\$9.38	\$11.29	(I)

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ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 10 - RATES AND CHARGES (Cont'd)

10.17 VOICE DIALING SERVICE

As of August 28, 2000, Rate Categories 1 and 2 have been discontinued.

(C)

A. Voice Dialing

Residence - 30 Names -per month/line	\$4.050
Business - 30 Names -per month/line	\$7.200
Residence - 50 Names -per month/line	\$4.950
Business - 50 Names -per month/line	\$8.100

B. Shared Directory

Residence - 30 Names -per month/line	\$4.050
Business - 30 Names -per month/line	\$7.200
Residence - 50 Names -per month/line	\$4.950
Business - 50 Names -per month/line	\$8.100

ISSUED: July 28, 2000

EFFECTIVE: August 28, 2000

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 10 - RATES AND CHARGES (Cont'd)

10.18 (Reserved for Future Use)

10.19 VALUEPACK

A. ValuePack

Monthly, per line \$19.43 (I)

10.20 PAYMENT PLANS

A. Transfer of Service

Non-recurring charge \$104.75

ISSUED: June 23, 2006

EFFECTIVE: July 23, 2006

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 10 - RATES AND CHARGES (Cont'd)

10.21 INTRALATA

A. Eastern MA (LATA 128)

Per Message – Business and Residence \$0.018 (I)

Per Minute

Business \$0.120 (I)

Residence

Day \$0.285 (I)

Evening \$0.235 (I)

Night/Weekend \$0.175 (I)

B. Western MA (413 LATA)

Per Message – Business and Residence \$0.018 (I)

Per Minute

Business \$0.120 (I)

Residence

Peak \$0.235 (I)

Off-Peak \$0.175 (I)

10.22 OTHER PER-USE SERVICES

A. Incremental Charges

Csr Dialed - Collect and Bill to 3rd \$1.25 (I)

Csr Dialed – Collect, Bill to 3rd
Mechanized \$0.73 (I)

Csr Dialed - Person-to-Person \$2.88 (I)

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ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 10 - RATES AND CHARGES (Cont'd)

10.22 [RESERVED FOR FUTURE USE] (D)



10.23 Operator Surcharges (N)

Customer Dialed Calling Card	\$4.99
Operator Must Dial Calling Card	\$4.99
Operator Dial Calling Card	\$5.50
Collect – Automated	\$4.99
Collect – Operator Handled	\$6.50
Third Party – Automated	\$4.99
Third Party – Operator Handled	\$4.99
Sent Paid – Non Coin – Automated	\$4.99
Sent Paid – Non Coin – Operator	\$9.99
Payphone Surcharge	\$3.00
Person-to-Person	\$9.99
Operator Dialed Surcharge	\$2.15
Busy Line Verification	\$9.99
Busy Line Verification Interrupt	\$9.99
General Assistance	\$1.99



10.24 (Reserved for Future Use)

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 Broadview Networks, Inc.
 4001 Rodney Parham Rd.
 Little Rock, AR 72212

Section 10 - RATES AND CHARGES (Cont'd)

10.25 [RESERVED FOR FUTURE USE]

(D)

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Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 10 - RATES AND CHARGES (Cont'd)

10.25 [RESERVED FOR FUTURE USE]

10.26 RESIDENTIAL CALLING PLANS

		Monthly Recurring	
A.	No Limits – Plus (1 st Line)	\$68.10	
	- Additional Lines	\$60.59	(I)
B.	No Limits – Basic (1 st Line)	\$60.10	
	- Additional Lines	\$60.59	(I)
C.	4-Penny Package (One Line)	\$51.60	
	- Two Lines	\$59.60	
	- Three Lines	\$74.60	
D.	No NonCents Residential	\$62.60/month/line	

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ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 10 - RATES AND CHARGES (Cont'd)

10.27 BROADSPEED VOICE T1

A. Non-Recurring Charges:

Per DS1 Facility:

Installation	\$345.00
Service Order	\$40.00
Change Order	\$40.00

B. Monthly Recurring Charges:

	<u>1 Year</u>	<u>3 Year</u>	
DS1 Facility Simplicity Flat Rate Local	\$795.85	\$751.85	(I)
DS1 Facility - Standard:	\$520.85	\$476.85	(I)

DS1 Facility - Mileage Charge (term commitments prior to 2/20/05)
(Less than 20 Miles)

\$165.00	\$132.00
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DS1 Facility - Mileage Charge (term commitments prior to 2/20/05)

- Fixed	\$55.00	\$55.00
- Per Mile	\$5.50	\$5.50

Initial block of 20 numbers:	\$0.00	\$0.00	
Each additional block of 20:	\$14.30	\$14.30	(I)

C. Local Calling Service	<u>1 Year</u>	<u>3 Year</u>	
Per minute:	\$0.073	\$0.069	(I)

D. IntraLATA Toll	<u>1 Year</u>	<u>3 Year</u>	
Per minute:	\$0.100	\$0.089	(I)

E. Intrastate Long Distance	<u>1 Year</u>	<u>3 Year</u>	
Per minute:	\$0.100	\$0.089	(I)

F. Interstate Long Distance	<u>1 Year</u>	<u>3 Year</u>	
Per minute:	\$0.100	\$0.089	(I)

G. Simplicity Flat Rate Local Voice T-1	1 Year		
Per minute:	\$0.062		(I)

ISSUED: March 1, 2019

EFFECTIVE: March 1, 2019

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 10 - RATES AND CHARGES (Cont'd)

10.28 [RESERVED FOR FUTURE USE]

(D)

ISSUED: October 7, 2013

EFFECTIVE: November 6, 2013

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 10 - RATES AND CHARGES (Cont'd)

10.29 BUSINESS SMART

Business-Smart 41			
- Call Waiting, Call Forward, UltraForward, Caller ID	\$16.22		(l)
Business-Smart 42			
- Call Waiting, Call Forward, Three-way Calling, UltraForward	\$14.02		
Business-Smart 53			
- Call Waiting, Call Forward, Three-way Calling, UltraForward, Caller ID	\$18.42		
Business-Smart 44			
- Call Forward, Three-way Calling, UltraForward, Caller ID	\$15.95		
Business-Smart 45			
- Call Waiting, Call Forward, UltraForward, Caller ID w/ Name	\$16.50		
Business-Smart 56			
- Call Waiting, Call Forward, Three-way Calling, UltraForward, Caller ID w/ Name	\$18.70		
Business-Smart 47			
- Call Forward, Three-way Calling, UltraForward, Caller ID w/ Name	\$16.50		
Business-Smart 48			
- Call Waiting, Call Forward, UltraForward, Caller ID w/ Name	\$16.50		
Business-Smart 49			
- Call Waiting, Call Forward, Three-way Calling, UltraForward, Caller ID w/ Name	\$18.70		
Business-Smart 3T			
- Call Waiting, Call Forward, Caller ID w/ Name	\$14.57		
Business-Smart 4U			
- Call Waiting, Call Forward, Three-way Calling, Caller ID w/ Name	\$16.77		
Business-Smart 3V			
- Call Forward, Three-way Calling, Caller ID w/ Name	\$14.30		
Business-Smart 4W			
- Call Waiting, Three-way Calling, Call Forward, Caller ID w/ Name	\$16.77		
Business-Smart 3X			
- Call Waiting, Three-way Calling, Caller ID w/ Name	\$14.57		(l)

ISSUED: March 1, 2019

EFFECTIVE: March 1, 2019

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 10 - RATES AND CHARGES (Cont'd)

10.30 BROADVIEW INTEGRATED T1

A. Non-Recurring Charges (includes first 8 voice lines or trunks and DS1 Facility)

	<u>Month-to-Month</u>	<u>1-Year</u>	<u>3-Year</u>
Per DS1 Facility:			
Installation	\$1,000	\$800.00	\$800.00
Service Order	\$40.00	\$40.00	\$40.00
Change Order	\$40.00	\$40.00	\$40.00
Per Block of 20 DIDs	\$10.00	\$10.00	\$10.00

B. Monthly Recurring Charges

	<u>1 Year</u>	<u>3 Year</u>	<u>Month-to-Month</u>
DS1 facility:	\$0.00	\$0.00	\$0.00
Initial block of 20 numbers:	\$14.00	\$14.00	\$14.00
Each additional block of 20:	\$16.50	\$16.50	\$16.50
Analog Voice (each)	\$12.50	\$11.75	\$14.00
Digital Trunk (each)	\$12.50	\$11.75	\$14.00
PRI Trunk, each	\$35.00	\$30.00	\$40.00
Flat-rate Analog Line, each	\$36.45	\$33.30	\$42.73
Flat-rate Digital Trunk, each	\$36.45	\$33.30	\$42.73
Mileage Charge (term commitments prior to 2/20/05)			
- (0.1-20 mi)	\$165.00	\$132.00	\$198.00
Mileage Charge (term commitments as of 2/20/05)			
- Fixed	\$55.00	\$55.00	\$55.00
- Per Mile	\$5.50	\$5.50	\$5.50
Equipment Rental	\$0.00	\$0.00	\$60.00
Caller ID With Name	\$100.00	\$75.00	N/A

C. Monthly Port Charges

	<u>1 Year</u>	<u>3 Year</u>	<u>Month-to-Month</u>
256 Kbps	\$344.85	\$311.85	\$395.45
384 Kbps	\$407.85	\$377.85	\$474.65
512 Kbps	\$465.85	\$421.85	\$540.65
768 Kbps	\$553.85	\$498.85	\$646.25
1024 Kbps	\$608.85	\$553.85	\$712.25

D. Voice Usage Rates (Per Minute)

	<u>1 Year</u>	<u>3 Year</u>	<u>Month-to-Month</u>
1 Local Calling Service	\$ 0.072	\$ 0.070	\$ 0.075
2 IntraLATA Toll	\$ 0.104	\$ 0.094	\$ 0.114
3 Intra/Interstate Long Distance	\$ 0.104	\$ 0.094	\$ 0.114
4 Inbound Toll Free	\$ 0.104	\$ 0.094	\$ 0.114

ISSUED: March 1, 2019

EFFECTIVE: March 1, 2019

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 10 - RATES AND CHARGES (Cont'd)

10.31 BROADSPEED PRI

A. Non-Recurring Charges:

Per PRI:

Installation	\$1,300.00
Service Order	\$40.00
Change Order	\$40.00

B. Monthly Recurring Charges:

	<u>1 Year</u>	<u>3 Year</u>	
Per PRI Facility Measured Rate- Standard	\$ 737.55	\$ 627.55	(I)
Per PRI Facility Simplicity Flat Rate Local	\$ 1,012.55	\$ 902.55	(I)
PRI Facility - Mileage Charge (term commitments prior to 2/20/05) (Less than 20 Miles)	\$165.00	\$132.00	
PRI Facility - Mileage Charge (term commitments as of 2/20/05)			
- Fixed	\$55.00	\$55.00	
- Per Mile	\$5.50	\$5.50	
Initial block of 20 numbers:	\$0.00	\$0.00	
Each additional block of 20:	\$14.30	\$14.30	(I)
Caller ID With Name	\$100.00	\$75.00	
C. <u>Local Calling Service</u>	<u>1 Year</u>	<u>3 Year</u>	
Per minute:	\$0.073	\$0.069	(I)
D. <u>IntraLATA Toll</u>	<u>1 Year</u>	<u>3 Year</u>	
Per minute:	\$0.100	\$0.089	(I)
E. <u>Intrastate Long Distance</u>	<u>1 Year</u>	<u>3 Year</u>	
Per minute:	\$0.100	\$0.089	(I)
F. <u>Simplicity Flat Rate Local Voice T-1</u>	<u>1 Year</u>		
Per minute:	\$0.062		(I)

ISSUED: March 1, 2019

EFFECTIVE: March 1, 2019

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 10 - RATES AND CHARGES (Cont'd)

10.32 Switched Inbound Service

10.32.1. Active Business Plans

A. Nondiscounted Monthly Recurring Charges

	<u>1 Year Term</u>	<u>3 Year Term</u>	
1 Business 6 Cent, per minute	\$ 0.115		(l)
2 Easy Minute	\$ 0.104	\$ 0.094	(l)
3 No NonCents Local, per minute	\$ 0.114	\$ 0.104	(l)
4 No NonCents/Regional, per minute	\$ 0.114	\$ 0.104	(l)
5 No NonCents Local/Regional/LD, per minute	\$ 0.114	\$ 0.104	(l)
6 Direct Community Max, per minute	\$ 0.169	\$ 0.014	(l)
7 [RESERVED FOR FUTURE USE]			
8 Centra 25, per minute	\$ 0.154	\$ 0.014	(l)
9 Silver Plan, per minute	\$ 0.104	\$ 0.094	(l)
10 Gold Plan, per minute	\$ 0.114	\$ 0.104	(l)
11 Platinum Plan, per minute	\$ 0.114	\$ 0.104	(l)
12 CentraPlus, per minute	\$ 0.104	\$ 0.104	(l)
13 Prestige Plan, per minute	\$ 0.100	\$ 0.089	(l)
	<u>2 Year Term</u>	<u>3 Year Term</u>	
1 Plan X, per minute	\$ 0.104	\$ 0.094	(l)
2 Elite Business Plan, per minute	\$ 0.094	\$ 0.089	(l)

A. Non Recurring Charges

All Plans \$20.50

10.32.2. Active Residential Plans

A. Nondiscounted Monthly Recurring Charges

1 Non NonCents Residential, per minute	\$ 0.104	(l)
2 No Limits Basic, per minute	\$ 0.144	(l)
3 No Limits Plus, per minute	\$ 0.144	(l)
4 4 Penny Package, per minute	\$ 0.109	(l)

B. Non Recurring Charges

All Plans \$20.50

ISSUED: March 1, 2019

EFFECTIVE: March 1, 2019

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 10 - RATES AND CHARGES (Cont'd)

10.33 SIMPLICITY ULTRA VOICE T1

A. Non-Recurring Charges:

Per DS1 Facility:

Installation	\$800.00
Service Order	\$40.00
Change Order	\$40.00

B.	Monthly Recurring Charges:	<u>1 Year</u>	<u>3 Year</u>	
	Plan A	\$ 1,180.85	\$ 1,081.85	(I)
	Plan B	\$ 1,345.85	\$ 1,169.85	(I)
	Plan C	\$ 1,675.85	\$ 1,301.85	(I)
	Plan D	\$ 2,500.85	\$ 1,741.85	(I)
	Plan E	\$ 2,995.85	\$ 2,126.85	(I)
	Initial block of 20 numbers:	\$ -	\$ -	
	Each additional block of 20:	\$ 16.50	\$ 16.50	(I)
C.	IntraLATA Toll	<u>1 Year</u>	<u>3 Year</u>	
	Per minute:	\$0.100	\$0.089	(I)
D.	Intrastate Long Distance	<u>1 Year</u>	<u>3 Year</u>	
	Per minute:	\$0.100	\$0.089	(I)
E.	Interstate Long Distance	<u>1 Year</u>	<u>3 Year</u>	
	Per minute:	\$0.100	\$0.089	(I)
F.	Local Usage			
	Per minute:	\$ 0.062		(I)

ISSUED: March 1, 2019

EFFECTIVE: March 1, 2019

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 10 - RATES AND CHARGES (Cont'd)

10.34 SIMPLICITY ULTRA PRI

A. Non-Recurring Charges:

Per PRI:

Installation	\$1,300.00
Service Order	\$40.00
Change Order	\$40.00

B. Monthly Recurring Charges:

	<u>1 Year</u>	<u>3 Year</u>	
Plan A	\$ 1,390.95	\$ 1,225.95	(I)
Plan B	\$ 1,555.95	\$ 1,313.95	(I)
Plan C	\$ 1,885.95	\$ 1,445.95	(I)
Plan D	\$ 2,710.95	\$ 1,874.95	(I)
Plan E	\$ 3,205.95	\$ 1,390.95	(I)

Initial block of 20 numbers:	\$ 0	\$ 0	
Each additional block of 20:	\$ 14.30	\$ 14.30	(I)

Caller ID With Name	\$100.00	\$75.00	
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C. IntraLATA Toll

	<u>1 Year</u>	<u>3 Year</u>	
Per minute:	\$0.100	\$0.089	(I)

D. Intrastate Long Distance

	<u>1 Year</u>	<u>3 Year</u>	
Per minute:	\$0.100	\$0.089	(I)

E. Interstate Long Distance

	<u>1 Year</u>	<u>3 Year</u>	
Per minute:	\$0.100	\$0.089	(I)

F. Local Usage

Per minute:	\$ 0.062		(I)
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ISSUED: March 1, 2019

EFFECTIVE: March 1, 2019

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 10 - RATES AND CHARGES (Cont'd)

10.35 INTEGRATED T1 COMPLETE

A. Non-Recurring Charges

	<u>1 Year</u>	<u>3-Year</u>	<u>Month to Month</u>
Per DS1 Facility:			
Installation	\$800.00	\$800.00	\$1,000.00
Service Order	\$40.00	\$40.00	\$40.00
Change Order	\$40.00	\$40.00	\$40.00
Per Block of 20 DIDs	\$13.00	\$13.00	\$13.00

B. Monthly Recurring Charges

	<u>1 Year</u>	<u>3 Year</u>	<u>Month to Month</u>
DS1 facility:	\$0.00	\$0.00	\$0.00
Initial block of 20 numbers:	\$14.00	\$14.00	\$14.00
Each additional block of 20:	\$16.50	\$16.50	\$16.50 (I)
Analog Voice (each)	\$0.00	\$0.00	\$0.00
Digital Trunk (each)	\$0.00	\$0.00	\$0.00
PRI Trunk, each	\$11.00	\$11.00	\$11.00
Mileage Charge			
- Fixed	\$55.00	\$55.00	\$55.00
- Per Mile	\$5.50	\$5.50	\$5.50
Equipment Rental	\$0.00	\$0.00	\$60.00
Caller ID With Name	\$100.00	\$75.00	N/A

ISSUED: March 1, 2019

EFFECTIVE: March 1, 2019

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
King of Prussia, PA 19406

Section 10 - RATES AND CHARGES (Cont'd)

10.35 INTEGRATED T1 COMPLETE

C. Usage Plans

	<u>1 Year</u>	<u>3 Year</u>	<u>Month to Month</u>	
Low Plan	\$835.45	\$749.65	\$983.95	(I)
Medium Plan	\$945.45	\$857.45	\$1,115.95	(I)
High Plan	\$1,165.45	\$1,055.45	\$1,379.95	(I)

D. Per Minute Rates

	<u>1 Year</u>	<u>3 Year</u>	<u>Month to Month</u>	
Local Calling Service				
Per minute:	\$0.080	\$0.075	\$0.085	(I)
IntraLATA Toll				
Per minute:	\$0.124	\$0.114	\$0.135	(I)
Intrastate/Interstate Long Distance				
Per minute:	\$0.124	\$0.114	\$0.135	(I)
Inbound Toll Free				
Per minute:	\$0.111	\$0.094	\$0.135	(I)

ISSUED: March 1, 2019

EFFECTIVE: March 1, 2019

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 10 - RATES AND CHARGES (Cont'd)

10.36 SYNERGY FLEX

A. Non-Recurring Charges

	<u>1-Year</u>	<u>2-Year</u>	<u>3-Year</u>
Per DS1 Facility:			
Installation	\$345.00	\$345.00	\$345.00
Service Order	\$40.00	\$40.00	\$40.00
Change Order	\$40.00	\$40.00	\$40.00

B. Monthly Recurring Charges

	<u>1-Year</u>	<u>2-Year</u>	<u>3-Year</u>	
Synergy Flex Measured Rate	\$586.85	\$476.85	\$421.85	(l)
Synergy Flex Unlimited	\$696.85	\$586.85	\$541.85	(l)
Synergy Flex Plus Measured Rate	\$696.85	\$531.85	\$472.45	(l)
Synergy Flex Plus Unlimited	\$806.85	\$641.85	\$582.45	(l)
Measured Rate Voice Line				
-Each Additional	\$24.95	\$23.95	\$21.95	
Unlimited Voice Line				
-Each Additional	\$60.45	\$55.45	\$50.45	

ISSUED: March 1, 2019

EFFECTIVE: March 1, 2019

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 10 - RATES AND CHARGES (Cont'd)

10.36 SYNERGY FLEX

B. Monthly Recurring Charges (Cont'd)

	<u>1-Year</u>	<u>2-Year</u>	<u>3-Year</u>	
DS1 facility				
- Per DS1	\$0.00	\$0.00	\$0.00	
DS1 facility – Mileage Charge				
- Fixed	\$55	\$55	\$55	
- Per Mile	\$5.50	\$5.50	\$5.50	
Equipment Rental	\$49.95	\$24.95	\$19.95	
Initial block of 20 numbers:	\$0.00	\$0.00	\$0.00	
Each additional block of 20:	\$14.30	\$14.30	\$14.30	(I)

C. Per Minute Charges

	<u>1-Year</u>	<u>2-Year</u>	<u>3-Year</u>	
Local Calling Service				
Per minute:	\$ 0.073	\$ 0.070	\$ 0.068	(I)
IntraLATA Toll				
Per minute:	\$ 0.104	\$ 0.094	\$ 0.084	(I)
Intrastate/Interstate Long Distance				
Per minute:	\$ 0.104	\$ 0.094	\$ 0.084	(I)
Inbound Toll Free				
Per minute:	\$ 0.104	\$ 0.094	\$ 0.084	(I)

ISSUED: March 1, 2019

EFFECTIVE: March 1, 2019

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 10 - RATES AND CHARGES (Cont'd)

10.37 BROADSPEED VOICE T1 II

	<u>One Year Term</u>	<u>Two Year Term</u>	<u>Three Year Term</u>	
A. <u>Non-Recurring Charges:</u>				
Per DS1 Facility:				
Installation	\$800.00	\$800.00	\$800.00	
Service Order	\$40.00	\$40.00	\$40.00	
Change Order	\$40.00	\$40.00	\$40.00	
Additional DID Number Blocks	\$6.00	\$6.00	\$6.00	
Denied/Missed Site Survey Appointment, per Occurrence	\$99.00	\$99.00	\$99.00	
Long Distance Acct. Codes, Per Account	\$25.00	\$25.00	\$25.00	
B. <u>Monthly Recurring Charges (includes port, facility, trunks and 1st 20 DID):</u>				
	<u>One Year Term</u>	<u>Two Year Term</u>	<u>Three Year Term</u>	
DS1 Facility	\$806.85	\$586.85	\$531.85	(l)
DS1 Facility - Mileage Charge				
Fixed	\$55.00	\$55.00	\$55.00	
Per Mile	\$5.50	\$5.50	\$5.50	
Toll Free Numbers, each	\$15.00	\$15.00	\$15.00	
Initial block of 20 numbers:	\$0.00	\$0.00	\$0.00	
Each additional block of 20:	\$13.75	\$13.75	\$13.75	(l)

ISSUED: March 1, 2019

EFFECTIVE: March 1, 2019

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 10 - RATES AND CHARGES (Cont'd)

10.37 BROADSPEED VOICE T1 II (Cont'd)

B. Monthly Recurring Charges (Cont'd)

	<u>One Year Term</u>	<u>Two Year Term</u>	<u>Three Year Term</u>
Call Re-Direct	\$50.00	\$50.00	\$50.00
Measured Plan	\$38.50	\$38.50	\$38.50
Flat Rate Local Plan	\$257.00	\$257.00	\$257.00
10k Plan	\$172.00	\$152.00	\$137.00
25k Plan	\$437.00	\$397.00	\$387.00
50k Plan	\$717.00	\$637.00	\$587.00
100k Plan	\$1,022.00	\$927.00	\$827.00

C. Per Minute Charges

	<u>One Year Term</u>	<u>Two Year Term</u>	<u>Three Year Term</u>	
<u>Local Calls</u>				
Per Minute	\$ 0.073	\$ 0.070	\$ 0.068	(I)
<u>IntraLATA/Long Distance Calls</u>				
Per Minute	\$ 0.100	\$ 0.084	\$ 0.079	(I)
<u>Toll Free Inbound Calls</u>				
Per Minute	\$ 0.100	\$ 0.084	\$ 0.079	(I)
<u>Local Calls – Overage</u>				
Per Minute	\$ 0.064	\$ 0.064	\$ 0.064	(I)
<u>IntraLATA/Long Distance Calls - Overage</u>				
Per Minute	\$ 0.099	\$ 0.083	\$ 0.078	(I)
<u>Flat Rate Local Plan</u>				
Per Minute	\$ 0.062			(I)

ISSUED: March 1, 2019

EFFECTIVE: March 1, 2019

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 10 - RATES AND CHARGES (Cont'd)

10.38 BROADSPEED PRI II

	<u>One Year Term</u>	<u>Two Year Term</u>	<u>Three Year Term</u>	
A. <u>Non-Recurring Charges:</u>				
Per PRI:				
Installation	\$800.00	\$800.00	\$800.00	
Service Order	\$40.00	\$40.00	\$40.00	
Change Order	\$40.00	\$40.00	\$40.00	
Additional DID Number Blocks	\$9.90	\$9.90	\$9.90	(l)
Denied/Missed Site Survey				
Appointment, per Occurrence	\$99.00	\$99.00	\$99.00	
Long Distance Account				
Codes, per Acct	\$25.00	\$25.00	\$25.00	

ISSUED: March 1, 2019

EFFECTIVE: March 1, 2019

ISSUED BY: Steve Bogdan, Regulatory Manager
Broadview Networks, Inc.
4001 Rodney Parham Rd
King of Prussia, PA 19406

Section 10 - RATES AND CHARGES (Cont'd)

10.38 BROADSPEED PRI II (Cont'd)

B. Monthly Recurring Charges (includes port, facility, trunks and 1st 20 DID's):

	<u>One Year Term</u>	<u>Two Year Term</u>	<u>Three Year Term</u>	
Per PRI Facility	\$ 776.05	\$ 556.05	\$ 501.05	(l)
PRI Facility - Mileage Charge				
Fixed	\$ 50.00	\$ 50.00	\$ 50.00	
Per Mile	\$ 5.00	\$ 5.00	\$ 5.00	
Toll Free Numbers, each	\$ 15.00	\$ 15.00	\$ 15.00	
Initial block of 20 numbers:	\$ 0.00	\$ 0.00	\$ 0.00	
Each additional block of 20:	\$ 13.75	\$ 13.75	\$ 13.75	(l)
Caller ID With Name	\$ 100.00	\$ 100.00	\$ 100.00	
Call Re-Direct	\$ 50.00	\$ 50.00	\$ 50.00	

ISSUED: March 1, 2019

EFFECTIVE: March 1, 2019

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 10 - RATES AND CHARGES (Cont'd)

10.38 BROADSPEED PRI II (Cont'd)

B. Monthly Recurring Charges (Cont'd)

	<u>One Year Term</u>	<u>Two Year Term</u>	<u>Three Year Term</u>
Measured Plan	\$38.50	\$38.50	\$38.50
Flat Rate Local Plan	\$250.00	\$250.00	\$250.00
10k Plan	\$160.00	\$140.00	\$125.00
25k Plan	\$425.00	\$385.00	\$375.00
50k Plan	\$705.00	\$625.00	\$575.00
100k Plan	\$1,020.00	\$915.00	\$815.00

C. Per Minute Charges

	<u>1-Year</u>	<u>2-Year</u>	<u>3-Year</u>	
Local Calls				
Per minute:	\$ 0.073	\$ 0.070	\$ 0.070	(I)
IntraLATA/ Long Distance Calls				
Per minute:	\$ 0.098	\$ 0.082	\$ 0.077	(I)
Toll Free Inbound Calls				
Per minute:	\$ 0.098	\$ 0.082	\$ 0.077	(I)
Local Calls – Overage				
Per minute:	\$ 0.062	\$ 0.062	\$ 0.062	(I)
IntraLATA/ Long Distance Calls – Overage				
Per minute:	\$ 0.097	\$ 0.081	\$ 0.078	(I)
Flat Rate Local Plan				
Per minute:	0.062			(I)

ISSUED: March 1, 2019

EFFECTIVE: March 1, 2019

ISSUED BY: Steve Bogdan, Regulatory Manager
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 10 - RATES AND CHARGES (Cont'd)

10.39 BROADSPEED INTEGRATED T1

A. <u>Non-Recurring Charges</u>	<u>Two Year Term</u>	<u>Three Year Term</u>	
Per DS1 Facility:			
Installation	\$800.00	\$800.00	
Service Order	\$40.00	\$40.00	
Change Order	\$40.00	\$40.00	
Missed Appointment Fee	\$99.00	\$99.00	
Long Distance Account Codes - Per account	\$25.00	\$25.00	
Per Block of 20 DIDs	\$13.00	\$13.00	
B. <u>Monthly Recurring Charges:</u>			
DS1 facility:	\$0.00	\$0.00	
Initial block of 20 numbers:	\$12.50	\$12.50	
Each additional block of 20:	\$13.75	\$13.75	(I)
Monthly Mileage Charge			
- Fixed	\$55.00	\$55.00	
- Per Mile	\$5.50	\$5.50	
Equipment Rental	\$0.00	\$0.00	
Caller ID With Name	\$100.00	\$100.00	
Call Re-Direct	\$50.00	\$50.00	
<u>Monthly Port Charges</u>			
256 Kbps	\$377.85	\$267.85	(I)
384 Kbps	\$410.85	\$300.85	(I)
512 Kbps	\$443.85	\$333.85	(I)
768 Kbps	\$487.85	\$377.85	(I)
1024 Kbps	\$531.85	\$421.85	(I)

ISSUED: March 1, 2019

EFFECTIVE: March 1, 2019

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 10 - RATES AND CHARGES (Cont'd)

10.39 BROADSPEED INTEGRATED T1 (Cont'd)

B. Monthly Recurring Charges: (Con'td)

	<u>Two Year Term</u>	<u>Three Year Term</u>
Analog Voice Channel		
- each	\$18.45	\$17.45
Digital Trunk, each	\$24.95	\$23.95
PRI Trunk, each	\$24.95	\$23.95
Flat-rate Analog Line, each	\$41.95	\$40.95
Flat-rate Digital Trunk, each	\$44.95	\$43.95
Flat-rate PRI Trunk, each	\$44.95	\$43.95
Toll Free Numbers, each	\$15.00	\$15.00

C. Per Minute Charges

Local Calls			
Per Minute	\$0.067	\$ 0.068	(l)
IntraLATA/Long Distance Calls			
Per Minute	\$0.084	\$ 0.079	(l)
Toll Free Inbound Calls			
Per Minute	\$0.084	\$ 0.079	(l)

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ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 10 - RATES AND CHARGES (Cont'd)

10.39 BROADSPEED DYNAMIC IP

A. Non-Recurring Charges

	<u>One Year Term</u>	<u>Two Year Term</u>	<u>Three Year Term</u>
Per DS1 Facility:			
Installation	\$800.00	\$800.00	\$800.00
Service Order	\$40.00	\$40.00	\$40.00
Change Order	\$40.00	\$40.00	\$40.00
Missed Appointment Fee	\$99.00	\$99.00	\$99.00
Long Distance Account Codes - Per account	\$25.00	\$25.00	\$25.00
Per Block of 20 DIDs	\$13.00	\$13.00	\$13.00

B. Monthly Recurring ChargesMeasured Rate

(Term commitments prior to July 12, 2009)	\$774.40	\$609.40	\$581.90	(I)
(Term commitments after July 12, 2009)	\$950.40	\$746.90	\$691.90	(I)
Additional Measured Rate Voice Lines, each	\$24.45	\$23.45	\$21.75	
10k Plan (Term commitments prior to July 12, 2009)	\$829.40	\$647.90	\$609.40	(I)
10k Plan (Term commitments after July 12, 2009)	\$889.00	\$704.00	\$654.00	(I)

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ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
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Little Rock, AR 72212

Section 10 - RATES AND CHARGES (Cont'd)

10.39 BROADSPEED DYNAMIC IP (Cont'd)

B. Monthly Recurring Charges (Cont'd)

	<u>One Year Term</u>	<u>Two Year Term</u>	<u>Three Year Term</u>	
25k Plan (Term commitments prior to July 12, 2009)	\$1,093.40	\$889.90	\$823.90	(I)
25k Plan (Term commitments after July 12, 2009)	\$1,269.40	\$1,043.90	\$961.40	(I)
50k Plan	\$1,608.20	\$1,346.40	\$1,225.40	(I)
100k Plan (Term commitments prior to July 12, 2009)	\$1,747.90	\$1,472.90	\$1,340.90	(I)
100k Plan (Term commitments after July 12, 2009)	\$1,923.90	\$1,626.90	\$1,478.40	(I)

ISSUED: March 1, 2019

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ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
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Section 10 - RATES AND CHARGES (Cont'd)

10.39 BROADSPEED DYNAMIC IP (Cont'd)

B. Monthly Recurring Charges (Cont'd)

	<u>One Year Term</u>	<u>Two Year Term</u>	<u>Three Year Term</u>	
Additional Voice Lines (10k Plan, 25k Plan, 50k Plan and 100k Plan), each	\$34.92	\$31.95	\$30.95	
Toll Free Numbers, each	\$15.00	\$15.00	\$15.00	
PRI Trunk Surcharge, per trunk	\$10.00	\$10.00	\$10.00	
DS1 facility				
- Per DS1	\$0.00	\$0.00	\$0.00	
DS1 facility – Mileage Charge				
- Fixed	\$55.00	\$55.00	\$55.00	
- Per Mile	\$5.50	\$5.50	\$5.50	
Equipment Rental	\$0.00	\$0.00	\$0.00	
Initial block of 20 numbers:	\$12.50	\$12.50	\$12.50	
Each additional block of 20:	\$13.75	\$13.75	\$13.75	(l)
2,000 Minutes of Use Plan				
- 1.5 Mbps	\$902	\$715.00	\$664.40	(l)
- 3 Mbps	\$1,247.40	\$1,060.40	\$1,012.00	(l)
- 4.5 Mbps	\$1,595.00	\$1,408.00	\$1,357.40	(l)
- 5 Mbps (EFM)	\$1,402.50	\$1,215.50	\$1,116.50	(l)
- 6 Mbps	\$1,941.50	\$1,754.50	\$1,705.00	(l)
- 10 Mbps (EFM)	\$1,655.50	\$1,468.50	\$1,368.40	(l)
- 15 Mbps (EFM)	\$1,905.20	\$1,720.40	\$1,621.40	(l)
- 20 Mbps (EFM)	\$2,160.40	\$1,973.40	\$1,870.00	(l)
- 30 Mbps (EFM)	\$2,662.00	\$2,479.40	\$2,376.00	(l)

ISSUED: March 1, 2019

EFFECTIVE: March 1, 2019

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 10 - RATES AND CHARGES (Cont'd)

10.39 BROADSPEED DYNAMIC IP (Cont'd)

B. Monthly Recurring Charges (Cont'd)

	<u>One Year Term</u>	<u>Two Year Term</u>	<u>Three Year Term</u>	
10,000 Minutes of Use Plan				
- 1.5 Mbps	\$1,072.50	\$852.50	\$774.40	(I)
- 3 Mbps	\$1,417.90	\$1,197.90	\$1,122.00	(I)
- 4.5 Mbps	\$1,787.50	\$1,545.50	\$1,467.40	(I)
- 5 Mbps (EFM)	\$1,595.00	\$1,353.00	\$1,226.50	(I)
- 6 Mbps	\$2,134.00	\$1,892.00	\$1,815.00	(I)
- 10 Mbps (EFM)	\$1,848.00	\$1,606.00	\$1,478.40	(I)
- 15 Mbps (EFM)	\$2,099.90	\$1,857.90	\$1,731.40	(I)
- 20 Mbps (EFM)	\$2,352.90	\$2,110.90	\$1,980.00	(I)
- 30 Mbps (EFM)	\$2,854.50	\$2,616.90	\$2,486.00	(I)
25,000 Minutes of Use Plan				
- 1.5 Mbps	\$1,358.50	\$1,100.00	\$994.40	(I)
- 3 Mbps	\$1,703.90	\$1,455.40	\$1,342.00	(I)
- 4.5 Mbps	\$2,051.50	\$1,793.00	\$1,687.40	(I)
- 5 Mbps (EFM)	\$1,859.00	\$1,600.50	\$1,446.50	(I)
- 6 Mbps	\$2,398.00	\$2,139.50	\$2,035.00	(I)
- 10 Mbps (EFM)	\$2,112.00	\$1,853.50	\$1,698.40	(I)
- 15 Mbps (EFM)	\$2,363.90	\$2,105.40	\$1,951.40	(I)
- 20 Mbps (EFM)	\$2,616.90	\$2,358.40	\$2,200.00	(I)
- 30 Mbps (EFM)	\$3,118.50	\$2,864.40	\$2,706.00	(I)
50,000 Minutes of Use Plan				
- 1.5 Mbps	\$1,661.00	\$1,375.00	\$1,236.40	(I)
- 3 Mbps	\$2,016.40	\$1,720.40	\$1,584.00	(I)
- 4.5 Mbps	\$2,354.00	\$2,068.00	\$1,929.40	(I)
- 5 Mbps (EFM)	\$2,161.50	\$1,875.50	\$1,688.50	(I)
- 6 Mbps	\$2,700.50	\$2,414.50	\$2,277.00	(I)
- 10 Mbps (EFM)	\$2,414.50	\$2,128.50	\$1,940.40	(I)
- 15 Mbps (EFM)	\$2,666.40	\$2,380.40	\$2,193.40	(I)
- 20 Mbps (EFM)	\$2,919.40	\$2,633.40	\$2,420.00	(I)
- 30 Mbps (EFM)	\$3,421.00	\$3,139.40	\$2,948.00	(I)

ISSUED: March 1, 2019

EFFECTIVE: March 1, 2019

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
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Section 10 - RATES AND CHARGES (Cont'd)

10.39 BROADSPEED DYNAMIC IP (Cont'd)

B. Monthly Recurring Charges (Cont'd)

	<u>One Year Term</u>	<u>Two Year Term</u>	<u>Three Year Term</u>	
100,000 Minutes of Use Plan				
- 1.5 Mbps	\$1,947.00	\$1,633.50	\$1,467.40	(I)
- 3 Mbps	\$2,292.40	\$1,978.90	\$1,815.00	(I)
- 4.5 Mbps	\$2,640.00	\$2,326.50	\$2,160.40	(I)
- 5 Mbps (EFM)	\$2,447.50	\$2,134.00	\$1,919.50	(I)
- 6 Mbps	\$2,986.50	\$2,673.00	\$2,508.00	(I)
- 10 Mbps (EFM)	\$2,700.50	\$2,387.00	\$2,171.40	(I)
- 15 Mbps (EFM)	\$2,952.40	\$2,638.90	\$2,424.40	(I)
- 20 Mbps (EFM)	\$3,205.40	\$2,891.90	\$2,673.00	(I)
- 30 Mbps (EFM)	\$3,707.00	\$3,397.90	\$3,179.00	(I)
Additional Voice Lines				
(All Minutes of Use Plans), each	\$36.95	\$33.95	\$24.95	

C. Per Minute Charges

Local Calls				
Per minute:	\$0.065	\$0.058	\$0.056	(I)
IntraLATA/ Long Distance Calls				
Per minute:	\$0.098	\$0.082	\$0.077	(I)
Toll Free Inbound Calls				
Per minute:	\$0.098	\$0.082	\$0.077	(I)
Local Calls – Overage				
Per minute:	\$0.098	\$0.082	\$0.077	(I)
IntraLATA/ Long Distance Calls – Overage				
Per minute:	\$0.098	\$0.082	\$0.077	(I)

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ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 10 - RATES AND CHARGES (Cont'd)

10.40 BROADSPEED DIA WITH VOICE

A. Non-Recurring Charges

	<u>One Year Term</u>	<u>Two Year Term</u>	<u>Three Year Term</u>
Per DS1 Facility:			
Installation	\$800.00	\$800.00	\$800.00
Service Order	\$40.00	\$40.00	\$40.00
Change Order	\$40.00	\$40.00	\$40.00
Missed Appointment Fee	\$99.00	\$99.00	\$99.00
Long Distance Account Codes - Per account	\$25.00	\$25.00	\$25.00
Per Block of 20 DIDs	\$13.00	\$13.00	\$13.00

B. Monthly Recurring Charges

Base Package (Includes 1.544 Mbps Internet Access port and two analog voice lines)	\$725.45	\$670.45	\$597.85	(I)
Additional Voice Lines, each	\$42.50	\$42.50	\$42.50	
Toll Free Numbers, each	\$15.00	\$15.00	\$15.00	
DS1 facility - Per DS1	\$0.00	\$0.00	\$0.00	
DS1 facility – Mileage Charge - Fixed	\$55.00	\$55.00	\$55.00	
- Per Mile	\$22.00	\$22.00	\$22.00	
Equipment Rental	\$20.00	\$20.00	\$20.00	
Initial block of 20 numbers:	\$12.50	\$12.50	\$12.50	
Each additional block of 20:	\$13.75	\$13.75	\$13.75	(I)

ISSUED: March 1, 2019

EFFECTIVE: March 1, 2019

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 10 - RATES AND CHARGES (Cont'd)

10.40 BROADSPEED DIA WITH VOICE (Cont'd)

C. <u>Per Minute Charges</u>	<u>One Year Term</u>	<u>Two Year Term</u>	<u>Three Year Term</u>	
Local Calls - Per Minute	\$0.081	\$0.078	\$0.076	(l)
IntraLATA Toll Calls - Per Minute	\$0.108	\$0.093	\$0.087	(l)
Long Distance Calls - Per Minute	\$0.108	\$0.093	\$0.087	(l)

ISSUED: March 1, 2019

EFFECTIVE: March 1, 2019

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 10 - RATES AND CHARGES (Cont'd)

10.41 BROADSPEED VOICE CHANNEL BANK

	<u>One Year Term</u>	<u>Two Year Term</u>	<u>Three Year Term</u>	
A. <u>Non-Recurring Charges:</u>				
Per DS1 Facility:				
Installation	\$800.00	\$800.00	\$800.00	
Service Order	\$40.00	\$40.00	\$40.00	
Change Order	\$40.00	\$40.00	\$40.00	
Denied/Missed Site Survey Appointment, per Occurrence	\$99.00	\$99.00	\$99.00	
Long Distance Acct. Codes, Per Account	\$25.00	\$25.00	\$25.00	
B. <u>Monthly Recurring Charges:</u>				
DS1 Facility (Includes eleven voice lines with Measured Calling Plan)	\$537.35	\$360.25	\$333.85	(I)
DS1 Facility - Mileage Charge, UNE Loops				
Fixed	\$49.50	\$49.50	\$49.50	
Per Mile	\$5.50	\$5.50	\$5.50	
DS1 Facility - Mileage Charge, Special Access Loops				
Fixed	\$49.50	\$49.50	\$49.50	
Per Mile	\$22.00	\$22.00	\$22.00	
10k Plan	\$160.00	\$140.00	\$125.00	
25k Plan	\$425.00	\$385.00	\$375.00	
100k Plan	\$1,020.00	\$915.00	\$815.00	
Additional Voice Lines	\$32.50	\$29.50	\$27.50	
Call Forward Busy Line	\$2.50	\$2.50	\$2.50	

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EFFECTIVE: March 1, 2019

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 10 - RATES AND CHARGES (Cont'd)

10.41 BROADSPEED VOICE CHANNEL BANK (Cont'd)

A. Monthly Recurring Charges (Cont'd)

	<u>One Year Term</u>	<u>Two Year Term</u>	<u>Three Year Term</u>	
Call Forward Don't Answer	\$2.75	\$2.75	\$2.75	(l)
Ultra Call Forward	\$2.20	\$2.20	\$2.20	(l)
Speed Dial 8	\$2.20	\$2.20	\$2.20	(l)
Speed Dial 30	\$2.20	\$2.20	\$2.20	(l)
Caller ID	\$6.05	\$6.05	\$6.05	(l)
Call Waiting ID	\$7.70	\$7.70	\$7.70	(l)
Repeat Dial, per use	\$1.25	\$1.25	\$1.25	(l)
Call Return, per use	\$1.75	\$1.75	\$1.75	(l)
Call Trace, per use	\$1.50	\$1.50	\$1.50	(l)
Call ID Deluxe	\$8.25	\$8.25	\$8.25	(l)
Call Waiting ID Deluxe	\$9.90	\$9.90	\$9.90	(l)
Voice Mail, per mailbox	\$10.00	\$10.00	\$10.00	
Feature Package 1	\$7.15	\$7.15	\$7.15	(l)
Feature Package 2	\$11.55	\$11.55	\$11.55	(l)
Call Forward	\$2.75	\$2.75	\$2.75	(l)
Remote Call Forward	\$17.97	\$17.97	\$17.97	(l)

ISSUED: March 1, 2019

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ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 10 - RATES AND CHARGES (Cont'd)

10.41 BROADSPEED VOICE CHANNEL BANK (Cont'd)

B. Monthly Recurring Charges (Cont'd)

	<u>One Year Term</u>	<u>Two Year Term</u>	<u>Three Year Term</u>	
Call Waiting	\$2.20	\$2.20	\$2.20	(l)
Three Way Calling	\$2.20	\$2.20	\$2.20	(l)

C. Per Minute Charges:

	<u>One Year Term</u>	<u>Two Year Term</u>	<u>Three Year Term</u>	
Local Calls				
Per Minute	\$0.070	\$0.067	\$0.065	(l)
IntraLATA/Long Distance Calls				
Per Minute	\$0.097	\$0.081	\$0.076	(l)
Local/IntraLATA/Long Distance Calls - Overage				
Per Minute	\$0.097	\$0.081	\$0.076	(l)

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EFFECTIVE: March 1, 2019

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
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Section 10 - RATES AND CHARGES (Cont'd)

10.42 Elite Unlimited Complete

A. Monthly Recurring Line Charge:

(Includes all local, intraLATA toll, interstate and intrastate long distance calls)

Zone 1	\$55.35
Zone 2	\$55.35
Zone 3	\$64.35
Zone 4	N/A

10.43 IntraLATA Private Line Service

	<u>One Year Term</u>	<u>Two Year Term</u>	<u>Three Year Term</u>
<u>DS1</u>			
Local Distribution Channel			
- Channel Termination	\$797.26	\$664.16	\$597.61
- Fixed	\$59.89	\$59.89	\$59.89
- Per Mile	\$26.62	\$26.62	\$26.62
Interoffice Channel			
- Per Mile	\$26.62	\$26.62	\$26.62
<u>DS3</u>			
Local Distribution Channel			
- Channel Termination	\$3,726.80	\$3,726.80	\$3,327.50
- Fixed	\$1,397.55	\$1,397.55	\$1,264.45
- Per Mile	\$239.58	\$239.58	\$212.96
Interoffice Channel			
- Per Mile	\$239.58	\$239.58	\$212.96

(I) | (I)

ISSUED: March 1, 2019

EFFECTIVE: March 1, 2019

ISSUED BY: Sr. Regulatory Counsel
 Broadview Networks, Inc.
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Section 11 - SPECIAL PROMOTIONS

11.1 SERVICE AND PROMOTIONAL TRIALS

A. General

The Company may establish temporary promotional programs wherein it may waive or reduce nonrecurring or recurring charges, to introduce a present or potential customer to a service not previously subscribed to by the customer. Such promotional service offerings will be filed with the Department for Price Guide approval and will have a stated ending date.

B. Regulations

1. Appropriate notification of the Trial will be made to all eligible customers and to the Department. Appropriate notification may include direct mail, bill inserts, broadcast or print media, direct contact or other comparable means of notification.
2. During a Service Trial, the service(s) is provided automatically to all eligible customers, except those customers who choose not to participate. Customers will be offered the opportunity to decline the trial service both in advance and during the trial. A customer can request that the designated service be removed at any time during the trial and not be billed a recurring charge for the period that the feature was in place. At the end of the trial, customers that do not contact the Company to indicate they wish to retain the service will be disconnected from the service at no charge.

ISSUED: October 1, 1999

EFFECTIVE: October 31, 1999

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
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Little Rock, AR 72212

Section 11 - SPECIAL PROMOTIONS (Cont'd)

11.1 SERVICE AND PROMOTIONAL TRIALS (Cont'd)

B. Regulations (Cont'd)

3. During a Promotional Trial, the service is provided to all eligible customers who ask to participate. Customers will be notified in advance of the opportunity to receive the service in the trial for free. A customer can request that the service be removed at any time during the trial and not be billed a recurring charge for the period that the service was in place. At the end of the trial, customers that do not contact the Company will be disconnected from the service.
4. Customers can subscribe to any service listed as part of a Promotional Trial and not be billed the normal Connection Charge. The offering of this trial period option is limited in that a service may be tried only once per customer, per premises.
5. The Company retains the right to limit the size and scope of a Promotional Trial.

ISSUED: October 1, 1999

EFFECTIVE: October 31, 1999

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
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Little Rock, AR 72212

Section 11 - SPECIAL PROMOTIONS (Cont'd)

11.2 "Seasonal Lite" Promotional Program

(N)

Effective through March 31, 2001, the following promotional rates will be in effect.

A. Program Description

New business customers with 2 to 5 lines acquired under this program will receive a "free month of usage" after being both a BNI Local and Long Distance customer for 12 consecutive months.

The "free month of usage" will appear as a credit on the customer's 1st and 13th month's bill. The credit will be calculated as an average of the customer's previous 12 months usage. All "Usage" items on all lines in the account are included. Items billed in "Access, Features and Charges" and "Taxes and Surcharges" portions of the customer's bill do not count toward calculation of the 1st and 13th month's credit amount.

(N)

ISSUED: December 13, 2000

EFFECTIVE: December 27, 2000

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
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Little Rock, AR 72212

Section 11 - SPECIAL PROMOTIONS (Cont'd)

11.3 "Annual Bonus" Promotional Program

Effective through March 31, 2001 the following promotional rates will be in effect. (C)

A. Program Description

New business customers with 2 or more lines acquired under this program will receive a "free month of usage" after being both a BNI Local and Long Distance customer for 12 consecutive months. (C)

The "free month of usage" will appear as a credit on the customer's 13th month bill. The credit will be calculated as an average of the customer's previous 12 months usage. All "Usage" items on all lines in the account are included. Items billed in "Access, Features and Charges" and "Taxes and Surcharges" portions of the customer's bill do not count toward calculation of the 13th month credit amount.

This promotional program is only available where facilities permit. (N)

ISSUED: December 13, 2000

EFFECTIVE: December 27, 2000

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
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Little Rock, AR 72212

Section 11 - SPECIAL PROMOTIONS

11.5 "Seasonal Plus" Promotional Program

(N)

Effective through March 31, 2001 the following promotional rates will be in effect.

A. Program Description

New business customers with 6 or more lines acquired under this program will receive a "free month of usage" after being both a BNI Local and Long Distance customer for 18 consecutive months.

The "free month of usage" will appear as a credit on the customer's 1st, 13th, and 18th month's bill. The credit will be calculated as an average of the customer's previous 12 months usage. All "Usage" items on all lines in the account are included. Items billed in "Access, Features and Charges" and "Taxes and Surcharges" portions of the customer's bill do not count toward calculation of the 1st, 13th and 18th month's credit amount.

(N)

ISSUED: December 13, 2000

EFFECTIVE: December 27, 2000

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
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Little Rock, AR 72212

Section 11 - SPECIAL PROMOTIONS

All material on this page is new.

(N)

11.6 "Broadspeed Voice T1" Promotional Program

Beginning June 27, 2001 until October 1, 2001, new customers who subscribe to the Company's Broadspeed Voice T1 service and sign a 1 year term commitment, will receive the following promotional rates:

Monthly Recurring Charges:

Per DS1: \$380

Usage:

Local Calling Service: \$0.018/minute

IntraLATA Toll: \$0.045/minute

IntraLATA Long Distance: \$0.045/minute

Interstate Long Distance: \$0.045/minute

This promotional program is only available where facilities permit and it is not valid with any other Company promotional program. If the Customer terminates service before the end of the commitment period, the Customer will be responsible for paying any charges waived under this program. The Customer will also be charged early termination charges equal to the facilities charge times the remaining months of the Customer's term commitment.

ISSUED: June 13, 2001

EFFECTIVE: June 27, 2001

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 11 - SPECIAL PROMOTIONS

All material on this page is new.

(N)

11.7 Easy Minute Promotional Program

Beginning December 15, 2004 until February 15, 2004, new and existing customers who subscribe to the Company's Easy Minute Plan and sign a 2-year term commitment will receive the following promotional rates for the duration of the 2-year commitment:

\$12.00 monthly recurring line charges

\$0.020 per minute local

\$0.049 per minute regional, intrastate and interstate long distance

To qualify for the Easy Minute Promotion, subscriber's service must be provisioned via Company facilities. The Easy Minute Promotion is for accounts with ten (10) or more lines only.

ISSUED: November 15, 2004

EFFECTIVE: December 15, 2004

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
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Little Rock, AR 72212

Section 11 - SPECIAL PROMOTIONS

11.8 Broadspeed Voice T1 Promotion

The Company will offer the following promotion to new or existing Broadspeed Voice T1 subscribers from July 23, 2006 through August 31, 2006, in accordance with the Broadspeed Voice T1 Price Guide as specified in Broadview Networks, Inc. Broadview Local Price Guide No. 1, Section 6.7. Subscribers signing up for new Broadspeed Voice T1 service between July 23, 2006 and August 31, 2006 and agreeing to a one, two or three year term commitment, will receive the promotional pricing in this section for the duration of the term.

(C)

Non-Recurring Charges:

Per DS1 Facility:

Installation	\$345.00
Service Order	\$40.00
Change Order	\$40.00

Per Hour

Inside Wire	\$110.00
-------------	----------

Monthly Recurring Charges:

	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
Facility Measured Rate – Fixed	\$599.00	\$399.00	\$349.00
Facility Flat Rate Local – Fixed	\$849.00	\$649.00	\$599.00
DS1 Facility - Mileage Charge			
Fixed	\$50.00	\$50.00	\$50.00
Per Mile	\$5.00	\$5.00	\$5.00
Initial block of 20 numbers:	\$0.00	\$0.00	\$0.00
Each additional block of 20:	\$10.00	\$10.00	\$10.00

Per Minute Rates:

	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
Local Calling Service	\$0.018	\$0.015	\$0.010
IntraLATA Toll	\$0.045	\$0.029	\$0.024
Intrastate Long Distance	\$0.045	\$0.029	\$0.024
Interstate Long Distance	\$0.045	\$0.029	\$0.024

ISSUED: June 23, 2006

EFFECTIVE: July 23, 2006

ISSUED BY: Sr. Regulatory Counsel
 Broadview Networks, Inc.
 4001 Rodney Parham Rd
 Little Rock, AR 72212

Section 11 - SPECIAL PROMOTIONS

11.9 Broadspeed PRI Promotion

The Company will offer the following promotion to new or existing Broadspeed PRI subscribers from July 23, 2006 through August 31, 2006, in accordance with the Broadspeed PRI Price Guide as specified in Broadview Networks, Inc. Broadview Local Price Guide No. 1, Section 6.9. Subscribers signing up for new Broadspeed PRI service between July 23, 2006 and August 31, 2006 and agreeing to a one, two or three year term commitment, will receive the promotional pricing in this section for the duration of the term.

(C)

Non-Recurring Charges:

Per DS1 Facility:

Installation	\$345.00
Service Order	\$40.00
Change Order	\$40.00

Per Hour

Inside Wire	\$110.00
-------------	----------

Monthly Recurring Charges:

	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
Facility Measured Rate – Fixed	\$599.00	\$399.00	\$349.00
Facility Flat Rate Local – Fixed	\$849.00	\$649.00	\$599.00
DS1 Facility - Mileage Charge			
Fixed	\$50.00	\$50.00	\$50.00
Per Mile	\$5.00	\$5.00	\$5.00
Initial block of 20 numbers:	\$0.00	\$0.00	\$0.00
Each additional block of 20:	\$10.00	\$10.00	\$10.00

Per Minute Rates:

	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
Local Calling Service	\$0.018	\$0.015	\$0.010
IntraLATA Toll	\$0.045	\$0.029	\$0.024
Intrastate Long Distance	\$0.045	\$0.029	\$0.024
Interstate Long Distance	\$0.045	\$0.029	\$0.024

ISSUED: June 23, 2006

EFFECTIVE: July 23, 2006

ISSUED BY: Sr. Regulatory Counsel
 Broadview Networks, Inc.
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Section 11 - SPECIAL PROMOTIONS

11.10 Elite Promotional Plan

The Company will offer the following promotion to new or existing Business Network Switched Service subscribers from July 23, 2006 through August 31, 2006, in accordance with the Basic Exchange Service Price Guide as specified in Broadview Networks, Inc. Broadview Local Price Guide No. 1, Section 6. Subscribers signing up for the Elite Promotional Plan between July 23, 2006 and August 31, 2006 and agreeing to a two or three year term commitment, will receive the promotional pricing in this section for the duration of the term.

(C)

Two Year Term:

\$12.95 Line Charge
\$0.019 Per Minute Local Usage
\$0.039 Per Minute Regional Usage
\$0.039 Per Minute Interstate and Intrastate Long Distance

Three Year Term:

\$9.95 Line Charge
\$0.016 Per Minute Local Usage
\$0.034 Per Minute Regional Usage
\$0.034 Per Minute Interstate and Intrastate Long Distance

ISSUED: June 23, 2006

EFFECTIVE: July 23, 2006

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
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Little Rock, AR 72212

Section 11 - SPECIAL PROMOTIONS

11.11 Broadview Synergy T1

A. Description

The Company will offer the following promotion from July 23, 2006 through August 31, 2006. Subscribers signing up for new Broadview Synergy T1 service between July 23, 2006 and August 31, 2006 and agreeing to a one, two or three year term commitment, will receive the terms and conditions and the promotional pricing in this section for the duration of the term. (C)

Broadview Synergy T1 service provides a high capacity DS1 (1.544 Mbps) transmission link from an end user's premises to Broadview Networks' switching center. Broadview Synergy T1 service allows customers to integrate voice and data on the same circuit or facility. The minimum configuration of a Synergy T1 is one of the three following configurations: 1) 8 lines of voice service and 256k Internet access port; 2) 6 lines of voice service and 384k Internet access port; or 3) 4 lines of voice service and 512k Internet access port. At no time is the configuration permitted to be below one of these minimum configurations.

Broadview Synergy T1 offers customers the capabilities for local, intraLATA toll, long distance, 411, 911, dial around and toll-free calls. Customers must select Broadview as their carrier for local, intraLATA toll and long distance calling. Broadview Synergy T1 also offers customers the capabilities for incoming calls only (DID). Direct Inward Dialing permits calls to terminate directly to a number behind a PBX or DS1-capable system, without the aid of an attendant.

Customers are initially given the opportunity to subscribe to the Company's services for 1-year, 2-year or 3-year term commitments, with a 1-year term being the minimum contractual obligation. At the expiration of the term contract, Customers contracts are automatically renewed for a twelve-month term at 1-year term rates.

A measured-rate price plan has a monthly fee for each voice line and usage charges for local, intraLATA toll, and domestic and international Long Distance based on a cost per minute. Calls are metered and charges are determined by the duration of the call times the cost per minute.

If the Customer discontinues its term commitment prior to the expiration of the agreed upon contract or requires their configuration of voice and data lines to fall below the minimum thresholds, the termination liability will be equal to \$400 multiplied by the number of months remaining on the contract.

ISSUED: June 23, 2006

EFFECTIVE: July 23, 2006

ISSUED BY: Sr. Regulatory Counsel
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Little Rock, AR 72212

Section 11 - SPECIAL PROMOTIONS

All material on this page is new.

(N)

11.11 Broadview Synergy T1 (Cont'd)**B. Non-Recurring Charges**

Broadview Synergy T1 service is subject to the non-recurring charges below.

Installation: A non-recurring Installation charge is applicable for each Synergy T1 facility. Billing will commence at the earlier of: 1) the date on which installation is complete and services are turned up; or 2) 15 days after written notification to Customer of Broadview's readiness to schedule service turn up.

Service Order: A non-recurring Service Order charge is applicable for each Synergy T1 facility.

Change Order: A non-recurring Change Order charge is applicable for each Synergy T1 facility where after initial installation, the Customer requests changing telecommunications services associated with Broadview Synergy T1.

Inside Wire: A non-recurring Inside Wire charge is applicable for Synergy T1 service. The charge is billed on an hourly basis, with a minimum charge of two hours.

C. Monthly Recurring Charges

Broadview Synergy T1 service is subject to monthly recurring charges on a per facility basis.

DS1 Facility: A monthly recurring fee applies for each DS1 facility provisioned. In addition to the DS1 facility fee, a mileage fee is added to those circuits that are greater than 0.1 miles and less than 20 miles from a Broadview Synergy T1 service collocation. No services are provisioned beyond 20 miles from a Broadview Networks Synergy T1 collocation. Broadview Synergy T1 subscribers will be subject to a fixed monthly recurring mileage component and a per mile component. DS1 facility mileage calculated at .5 or less will be rounded down. DS1 facility mileage calculated at .6 or higher will be rounded up (Example - If DS1 facility mileage equals 1.5 miles, the per mile component of the monthly recurring mileage would equal 1 mile. If DS1 facility mileage equals 1.6 miles, the per mile component of the monthly recurring mileage would equal 2 miles).

ISSUED: January 11, 2006

EFFECTIVE: February 11, 2006

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
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Little Rock, AR 72212

Section 11 - SPECIAL PROMOTIONS

All material on this page is new.

(N)

11.11 Broadview Synergy T1 (Cont'd)**C. Monthly Recurring Charges (cont'd)**

Internet Access Port: Customers must select one of five (5) discrete bandwidth choices for Internet access.

Equipment Rental: A fee for rental of a Broadview-provided Integrated Access Device that will reside at the customer's premises for the duration of the service period. The equipment remains the property of Broadview Networks and must be returned upon service disconnection else Customer will be levied a fee up to \$1000.

Voice Lines: Customers may opt for analog voice lines, digital trunks or PRI trunks. Fees are per working voice channel.

A PRI trunk type is available for purchase under the measured rate calling plan. When a customer selects any number of lines as PRI trunk type, the following conditions apply:

- One DS0 channel on the DS1 facility is reserved as the data channel or "D-channel" of the PRI arrangement for purposes of providing signaling for up to 19 other DS0's provisioned as bearer channels or B-channels on that same facility.
- The Customer is not charged for the D-channel, nor does the D-channel count toward the minimum configuration requirements defined earlier in this section.
- Each B-channel is levied monthly recurring line charges described as "PRI Trunk" in this section.
- PRI Trunk types may not be provisioned with Digital Trunk types on the same DS1 facility.
- Each PRI Trunk includes Call ID (Number Only) at no additional charge.
- Customer's PBX must support NI-1 protocol. The PRI Trunk type supports NI-1 or 5ESS simulation only. It will not support NI-2 protocol.

ISSUED: January 11, 2006

EFFECTIVE: February 11, 2006

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 11 - SPECIAL PROMOTIONS

All material on this page is new.

11.11 Broadview Synergy T1 (Cont'd)

D. Local Calls

Broadview Synergy T1 provides Local Calling Service. Local usage is non-time-of-day sensitive and is billed on per minute basis. All local calls originating and terminating at Broadview Network's On-Net customer locations are provided free of charge.

Broadview Networks concurs with the local exchange and local service areas defined by the incumbent local exchange company.

E. IntraLATA Toll Calls

Broadview Synergy T1 provides IntraLATA Toll Calling Service which is furnished for communications between different local calling areas within a LATA. A LATA is an area defined in the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0191. A call that terminates within the same LATA but outside the local calling area is considered an IntraLATA Toll Service call. IntraLATA Toll usage is non-time-of-day sensitive and is billed on a per minute basis.

Broadview concurs with the standard intraLATA boundaries defined by the incumbent local exchange company.

F. Long Distance Calls

Broadview Synergy T1 provides intrastate and interstate long distance calling service. Long distance usage is non-time-of-day sensitive. Long distance usage is billed in sixty (60) second increments.

(T)

ISSUED: February 1, 2016

EFFECTIVE: March 3, 2016

ISSUED BY: Sr. Regulatory Counsel
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Little Rock, AR 72212

Section 11 - SPECIAL PROMOTIONS

All material on this page is new.

(N)

11.11 Broadview Synergy T1 (Cont'd)

G. Rates

Non-Recurring Charges:

	<u>1-Year</u>	<u>2-Year</u>	<u>3-Year</u>
Per T1 Facility:			
Installation	\$399.00	\$399.00	\$399.00
Service Order	\$40.00	\$40.00	\$40.00
Change Order	\$40.00	\$40.00	\$40.00
Inside Wire	\$110.00	\$110.00	\$110.00

Monthly Recurring Charges:

	<u>1-Year</u>	<u>2-Year</u>	<u>3-Year</u>
DS1 facility			
- Per T1	\$0.00	\$0.00	\$0.00
Equipment Rental	\$0.00	\$0.00	\$0.00
Initial block of 20 numbers:	\$10.00	\$10.00	\$10.00
Each additional block of 20:	\$10.00	\$10.00	\$10.00
Analog Voice Line, each	\$10.50	\$9.75	\$7.95
Digital Trunk, each	\$10.50	\$9.75	\$7.95
PRI Trunk, each	\$20.50	\$19.75	\$17.95
DS1 facility – Mileage Charge			
- Fixed	\$50	\$50	\$50
- Per Mile	\$5	\$5	\$5

ISSUED: January 11, 2006

EFFECTIVE: February 11, 2006

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
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Little Rock, AR 72212

Section 11 - SPECIAL PROMOTIONS

All material on this page is new.

11.11 Broadview Synergy T1 (Cont'd)

G. Rates (Cont'd)

Monthly Port Charges

	<u>1-Year</u>	<u>2-Year</u>	<u>3-Year</u>
256 Kbps	\$259.00	\$209.00	\$99.00
384 Kbps	\$289.00	\$239.00	\$129.00
512 Kbps	\$319.00	\$269.00	\$159.00
768 Kbps	\$359.00	\$309.00	\$199.00
1024 Kbps	\$399.00	\$349.00	\$239.00

Local Calling Service

	<u>1-Year</u>	<u>2-Year</u>	<u>3-Year</u>
Per minute:	\$0.018	\$0.015	\$0.013

IntraLATA Toll

	<u>1-Year</u>	<u>2-Year</u>	<u>3-Year</u>
Per minute:	\$0.049	\$0.039	\$0.029

Intrastate and Interstate Long Distance

	<u>1-Year</u>	<u>2-Year</u>	<u>3-Year</u>
Per minute:	\$0.049	\$0.039	\$0.029

Toll-Free Inbound

	<u>1-Year</u>	<u>2-Year</u>	<u>3-Year</u>
Per minute:	\$0.049	\$0.039	\$0.029

ISSUED: January 11, 2006

EFFECTIVE: February 11, 2006

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 12 – SUPPLEMENTAL SERVICES

12.1 RESIDENTIAL CALLING PLANS

A. No Limits – Basic

The Company will offer residential customers with existing or new* Exchange Access Lines a package consisting of the following product bundle:

- Dialtone
- 500 free local calls; calls exceeding the cap will be charged at 11.9 cents/call (l)
- 300 minutes/month/line of regional calls; additional minutes are charged at 10.1 cents/minute (l)
- 12.4 cents/minute state-to-state long distance calls (l)
- 13.6 cents/minute in-state long distance calls (l)
- Unlimited Internet access and usage**
- Feature pricing at Section 10, Rate 3 rates
- Access to Directory Assistance and Operator Services

This offering is contingent on customers subscribing to the Company's interstate long distance and Internet services subject to the terms and conditions of applicable Price Guides and service offerings. To the extent that free minutes go unused in the period offered, they will expire and no additional credit will be given.

The monthly rate for this plan is located in Section 10.26 of this Price Guide.

* Establishment of a new Exchange Access Line is subject to additional charges contained herein.

** Internet services are not regulated by the MA D.T.E. and are included in this Price Guide for informational purposes.

ISSUED: March 1, 2019

EFFECTIVE: March 1, 2019

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 12 – SUPPLEMENTAL SERVICES (Cont'd)**12.1 RESIDENTIAL CALLING PLANS (Cont'd)****B. No Limits - Plus**

The Company will offer residential customers with existing or new* Exchange Access Lines a package consisting of the following product bundle:

- Dialtone
- 500 free local calls; calls exceeding the cap will be charged at 11.9 cents/call (l)
- 300 minutes/month/line of regional calls; additional minutes are charged at 10.3 cents/minute (l)
- 300 minutes/month/line of long distance calls (in-state and state-to-state calls included); additional minutes are charges at 12.3 cents/minute for state-to-state long distance calls and 14.0 cents/minute for in-state calls (l)
- Unlimited Internet access and usage** (l)
- Feature pricing at Section 10, Rate 3 rates
- Access to Directory Assistance and Operator Services

This offering is contingent on customers subscribing to the Company's interstate long distance and Internet services subject to the terms and conditions of applicable Price Guides and service offerings. To the extent that free minutes go unused in the period offered, they will expire and no additional credit will be given.

The monthly rate for this plan is located in Section 10.26 of this Price Guide.

* Establishment of a new Exchange Access Line is subject to additional charges contained herein.

** Internet services are not regulated by the MA D.T.E. and are included in this Price Guide for informational purposes.

ISSUED: March 1, 2019

EFFECTIVE: March 1, 2019

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 12 – SUPPLEMENTAL SERVICES (Cont'd)

12.1 RESIDENTIAL CALLING PLANS (Cont'd)

C. 4-PENNY PACKAGE

- Standard Access Line
- 500 free local calls; calls exceeding 500 will be charged at 12.3 cents/call thereafter. (I)
- 300 minutes/month/line of MTS IntraLATA toll; additional minutes at 10.1 cents/minute. (I)
- \$.094 per minute long distance (in-state and state-to-state calls). (I)
- 10% discount on monthly recurring charges for optional calling features and custom calling services.

D. NoNonCents RESIDENTIAL

- Standard Access Line
- Unlimited Local, Regional and Domestic LD for direct dialed outbound calls within the Continental United States.

Customers must sign a 1 year term commitment and must take the complete Broadview Networks bundle of local, toll and long distance to qualify for this offer. Included local usage applies to direct dial domestic calls only. Service cannot be used with autodialer, toll free service, call center or certain automated switching equipment and is for voice use only. Broadview Networks reserves the right to change the calling plan of Customers with inappropriate usage or who are not in compliance with the restrictions set forth in this Price Guide.

E. Residential 1

- 10% discount on Dialtone
- 10% discount on all local usage
- \$.104 per minute regional and in-state long distance (I)
- \$.114 per minute state-to-state long distance (I)

ISSUED: March 1, 2019

EFFECTIVE: March 1, 2019

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 12 – SUPPLEMENTAL SERVICES (Cont'd)

12.2 BUSINESS CALLING PLANS

A. Business Bonanza Business Plan

The plan offers business Customers with 6 or more lines the following discounts:

- 15% discount on monthly recurring line charges, local usage and intraLATA toll charges
- 10% discount on monthly recurring charges for optional calling features and custom calling services
- 13.4 cents/minute for all intrastate and 9 cents/minute for all interstate long distance calls (l)

Customers must sign a 1 year term commitment and must take the complete Broadview Networks bundle of local, toll and long distance to qualify for this offer.

ISSUED: March 1, 2019

EFFECTIVE: March 1, 2019

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 12 – SUPPLEMENTAL SERVICES (Cont'd)

12.2 BUSINESS CALLING PLANS (Cont'd)

B. Business Five Cent Plan

The plan offers business customers the following discounts:

- \$44.01 monthly recurring line charges (I)
- 10% discount for local call charges
- 10% discount on monthly recurring charges for optional calling features and custom calling services.
- \$0.114 per minute for all toll calls (I)
- \$0.114 per minute for all interstate long distance calls (I)
- \$0.114 per minute for all intrastate long distance calls (I)

Customers must sign a 1 year term commitment and must take the complete Broadview Networks bundle of local, toll and long distance to qualify for this offer.

C. Easy Minute Plan

The plan offers business Customers the following rates:

One Year Term Plan

- \$45.64 monthly recurring line charges. (I)
- \$0.075 per minute local (I)
- \$0.104 per minute regional (I)
- \$0.104 per minute interstate and intrastate long distance (I)
- 10% discount on monthly recurring charges for optional calling features and custom calling services.

Three Year Term Plan

- \$44.07 monthly recurring line charges. (I)
- \$0.073 per minute local (I)
- \$0.094 per minute regional (I)
- \$0.094 per minute interstate and intrastate long distance (I)
- 10% discount on monthly recurring charges for optional calling features and custom calling services.

There are no monthly charges or minimum usage associated with the Long Distance rate. Customers must sign a term commitment and must take the complete Broadview Networks bundle or local, toll and long distance to qualify for this offer.

Easy Minute Plan is not available to new subscribers as of February 1, 2007.

ISSUED: March 1, 2019

EFFECTIVE: March 1, 2019

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 12 – SUPPLEMENTAL SERVICES (Cont'd)

12.2 BUSINESS CALLING PLANS (Cont'd)

D. Business 6-Cent Plan

- \$53.76 monthly recurring line charge (I)
- 10% off local usage charges
- 10% discount on monthly recurring charges for optional calling features and custom calling services
- \$0.124 per minute for all regional, interstate and intrastate long distance calls (I)

There are no monthly charges or minimum usage associated with the Long Distance rate. Customers must sign a 1 year term commitment and must take the complete Broadview Networks bundle of local, toll and long distance to qualify for this offer.

ISSUED: March 1, 2019

EFFECTIVE: March 1, 2019

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
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Section 12 – SUPPLEMENTAL SERVICES (Cont'd)

12.2 BUSINESS CALLING PLANS (Cont'd)

E. No NonCents Unlimited Local:

The plan offers business Customers the following rates:

One Year Term Plan

- \$52.10 monthly recurring line charge
- Unlimited Local Usage
- \$0.104 per minute for all regional, interstate and intrastate long distance calls. (l)

Three Year Term Plan

- \$56.65 monthly recurring line charge
- Unlimited Local Usage
- \$0.094 per minute for all regional, interstate and intrastate long distance calls. (l)

There are no monthly charges or minimum usage associated with the Long Distance rate. Customers must sign a term commitment and must take the complete Broadview Networks bundle of local, toll and long distance to qualify for this offer. Usage for Toll Free Numbers is not included with this plan. Unlimited usage applies to outbound direct dialed calls only. Service cannot be used with autodialer, call center or certain automated switching equipment. Available only to business customers and for voice use only. Broadview Networks reserves the right to change the calling plan of customers with inappropriate usage or who are not in compliance with the restrictions set forth in this Price Guide.

NoNonCents Unlimited Local is not available to new subscribers as of February 1, 2007.

ISSUED: March 1, 2019

EFFECTIVE: March 1, 2019

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 12 – SUPPLEMENTAL SERVICES (Cont'd)

12.2 BUSINESS CALLING PLANS (Cont'd) (T)

F. No NonCents Business Unlimited Local & Regional:

The plan offers business Customers the following rates:

One Year Term Plan

- \$61.60 monthly recurring line charge
- Unlimited Local and Regional Usage
- \$0.103 per minute for all interstate and intrastate long distance calls. (l)

Three Year Term Plan

- \$58.15 monthly recurring line charge
- Unlimited Local and Regional Usage
- \$0.103 per minute for all interstate and intrastate long distance calls. (l)

There are no monthly charges or minimum usage associated with the Long Distance rate. Customers must sign a term commitment and must take the complete Broadview Networks bundle of local, toll and long distance to qualify for this offer. Usage for Toll Free Numbers is not included with this plan. Unlimited usage applies to outbound direct dialed calls only.. Service cannot be used with autodialer, call center or certain automated switching equipment. Available only to business customers and for voice use only. Broadview Networks reserves the right to change the calling plan of customers with inappropriate usage or who are not in compliance with the restrictions set forth in this Price Guide.

NoNonCents Business Unlimited Local & Regional is not available to new subscribers as of February 1, 2007.

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EFFECTIVE: March 1, 2019

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 12 – SUPPLEMENTAL SERVICES (Cont'd)

12.2 BUSINESS CALLING PLANS (Cont'd)

G. No NonCents Business Unlimited Usage:

The plan offers business Customers the following rates:

One Year Term Plan

- \$64.60 monthly recurring line charge (I)
- Unlimited Local, Regional and Domestic Long Distance Usage

Three Year Term Plan

- \$60.15 monthly recurring line charge (I)
- Unlimited Local, Regional and Domestic Long Distance Usage

Customers must sign a term commitment and must take the complete Broadview Networks bundle of local, toll and long distance to qualify for this offer. For Long Distance, only direct dial domestic calls are included in the unlimited offer. Usage for Toll Free Numbers is not included with this plan. Unlimited usage applies to outbound direct dialed calls only. Service cannot be used with autodialer, call center or certain automated switching equipment. Available only to business customers and for voice use only. Broadview Networks reserves the right to change the calling plan of customers with inappropriate usage or who are not in compliance with the restrictions set forth in this Price Guide.

NoNonCents Business Unlimited Usage is not available to new subscribers as of February 1, 2007.

ISSUED: July 22, 2015

EFFECTIVE: August 21, 2015

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 12 – SUPPLEMENTAL SERVICES (Cont'd)

12.2 BUSINESS CALLING PLANS (Cont'd)

H. Centra 25

With the Centra 25 package, the customer may receive a discount of 20% off the monthly Standard Access Line rate and 10% off all local and regional toll usage.

- Standard Access Line
- \$0.154 per minute for intrastate long distance - Intrastate billed in sixty (60) second increments. (I)
- \$0.134 per minute for interstate long distance - Billed in sixty (60) second increments. (I)

Customers must sign a 1-year term commitment and must take the complete Broadview Networks bundle of local, toll and long distance to qualify for this offer. There are no monthly charges or minimum usage associated with the Long Distance rates.

I. Direct Community Max:

With the Direct Community Max package, the customer may receive a discount of 10% off their monthly standard access line rate and 10% off all local and MTS intraLATA toll rates.

- Standard Access Line
- \$0.164 cents per minute for intrastate long distance - billed in sixty (60) second increments. (I)
- \$0.144 cents per minute for interstate long distance - (Billed in sixty (60) second increments. (I)

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ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
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Little Rock, AR 72212

Section 12 – SUPPLEMENTAL SERVICES (Cont'd)

12.2 BUSINESS CALLING PLANS (Cont'd)

J. Silver Plan

Silver Plan offers subscribers five different bundled options depending on the customer's data service requirements. There are no monthly charges or minimum usage associated with intraLATA toll, interstate and intrastate rates. Customers must sign a term commitment and must take the complete Broadview Networks bundle of local, toll, long distance and Internet access to qualify for this offer. This service is subject to the availability of facilities. All components of the Silver Plan must be provisioned to the same location and service address. If the data portion (SDSL or Dedicated T1) is disconnected, local exchange lines revert to standard pricing. Silver Plan subscribers may subscribe to a maximum of ten local exchange lines.

	<u>1 Year Term</u>	<u>3 Year Term</u>	
<u>Option # 1</u>			
Monthly recurring line charges-Measured, per line	\$ 43.58	\$42.00	(I)
Rate per minute local	\$ 0.072	\$0.073	(I)
Rate per minute intraLATA toll	\$ 0.104	\$0.094	(I)
Rate per minute interstate/intrastate long distance	\$ 0.104	\$0.094	(I)
Monthly recurring SDSL 384kb, On-Net	\$119.90	\$108.90	
Monthly recurring SDSL 384kb, Off-Net	\$185.90	\$165.00	
 <u>Option # 2</u>			
Monthly recurring line charges-Measured, per line	\$ 42.50	\$41.44	(I)
Rate per minute local	\$ 0.75	\$0.073	(I)
Rate per minute intraLATA toll	\$ 0.104	\$0.094	(I)
Rate per minute interstate/intrastate long distance	\$ 0.104	\$0.094	(I)
Monthly recurring SDSL 768kb, On-Net	\$163.90	\$148.50	
Monthly recurring SDSL 768kb, Off-Net	\$229.90	\$207.90	

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Section 12 – SUPPLEMENTAL SERVICES (Cont'd)

12.2 BUSINESS CALLING PLANS (Cont'd)

J. Silver Plan (Cont'd)

	<u>1 Year Term</u>	<u>3 Year Term</u>	
<u>Option # 3</u>			
Monthly recurring line charges-Measured, per line	\$41.44	\$41.16	(I)
Rate per minute local	\$0.075	\$0.073	(I)
Rate per minute intraLATA toll	\$0.104	\$0.094	(I)
Rate per minute interstate/intrastate long distance	\$0.104	\$0.094	(I)
Monthly recurring SDSL 1.1mbps, On-Net	\$207.90	\$187.00	
Monthly recurring SDSL 1.1mbps, Off-Net	\$273.90	\$247.50	
<u>Option # 4</u>			
Monthly recurring line charges-Measured, per line	\$41.16	\$40.04	(I)
Rate per minute local	\$0.075	\$0.073	(I)
Rate per minute intraLATA toll	\$0.104	\$0.094	(I)
Rate per minute interstate/intrastate long distance	\$0.104	\$0.094	(I)
Monthly recurring SDSL 1.5mbps, On-Net	\$251.90	\$226.60	
Monthly recurring SDSL 1.5mbps, Off-Net	\$328.90	\$295.90	
<u>Option # 5</u>			
Monthly recurring line charges-Measured, per line	\$41.16	\$40.04	(I)
Rate per minute local	\$0.075	\$0.073	(I)
Rate per minute intraLATA toll	\$0.104	\$0.094	(I)
Rate per minute interstate/intrastate long distance	\$0.104	\$0.094	(I)
Monthly recurring On-Net IP T1 (1.5mbps)	\$709.5	\$654.50	(I)

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Section 12 – SUPPLEMENTAL SERVICES (Cont'd)

12.2 BUSINESS CALLING PLANS (Cont'd)

K. Gold Plan

Gold Plan offers subscribers five different bundled options depending on the customer's data service requirements. Gold Plan also offers subscribers the option of subscribing to Measured local exchange service in addition to Unlimited local exchange service. Customers must subscribe to a minimum of one Unlimited local exchange line. Each Unlimited line includes local, intraLATA toll, intrastate long distance and interstate long distance at no additional charge.

There are no monthly charges or minimum usage associated with intraLATA toll, interstate and intrastate rates. Customers must sign a term commitment and must take the complete Broadview Networks bundle of local, toll, long distance and Internet access to qualify for this offer. This service is subject to the availability of facilities. All components of the Gold Plan must be provisioned to the same location and service address. If the data portion (SDSL or Dedicated T1) is disconnected, local exchange lines revert to standard pricing. Gold Plan subscribers may subscribe to a maximum of ten local exchange lines.

<u>Option # 1</u>	<u>1 Year Term</u>	<u>3 Year Term</u>	
Monthly recurring line charges-Unlimited, per line	\$60.15	\$63.65	
Monthly recurring line charges-Measured, per line	\$43.40	\$42.28	(l)
Rate per minute local	\$0.075	\$0.073	(l)
Rate per minute intraLATA toll	\$0.104	\$0.094	(l)
Rate per minute interstate/intrastate long distance	\$0.104	\$0.094	(l)
Monthly recurring SDSL 384kb, On-Net	\$119.90	\$108.90	
Monthly recurring SDSL 384kb, Off-Net	\$185.90	\$165.00	

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Section 12 – SUPPLEMENTAL SERVICES (Cont'd)

12.2 BUSINESS CALLING PLANS (Cont'd)

K. Gold Plan (Cont'd)

	<u>1 Year Term</u>	<u>3 Year Term</u>	
<u>Option # 2</u>			
Monthly recurring line charges-Unlimited, per line	\$59.15	\$62.15	
Monthly recurring line charges-Measured, per line	\$42.28	\$41.44	(I)
Rate per minute local	\$0.075	\$0.073	(I)
Rate per minute intraLATA toll	\$0.104	\$0.094	(I)
Rate per minute interstate/intrastate long distance	\$0.104	\$0.094	(I)
Monthly recurring SDSL 768kb, On-Net	\$163.90	\$148.50	
Monthly recurring SDSL 768kb, Off-Net	\$229.90	\$207.90	
<u>Option # 3</u>			
Monthly recurring line charges-Unlimited, per line	\$58.15	\$61.17	
Monthly recurring line charges-Measured, per line	\$41.44	\$41.16	(I)
Rate per minute local	\$0.075	\$0.073	(I)
Rate per minute intraLATA toll	\$0.104	\$0.094	(I)
Rate per minute interstate/intrastate long distance	\$0.104	\$0.094	(I)
Monthly recurring SDSL 1.1mbps, On-Net	\$207.90	\$187.00	
Monthly recurring SDSL 1.1mbps, Off-Net	\$273.90	\$247.50	

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Section 12 – SUPPLEMENTAL SERVICES (Cont'd)

12.2 BUSINESS CALLING PLANS (Cont'd)

K. Gold Plan (Cont'd)

	<u>1 Year Term</u>	<u>3 Year Term</u>	
<u>Option # 4</u>			
Monthly recurring line charges-Unlimited, per line	\$57.15	\$60.15	
Monthly recurring line charges-Measured, per line	\$41.16	\$40.04	(I)
Rate per minute local	\$0.075	\$0.073	(I)
Rate per minute intraLATA toll	\$0.104	\$0.094	(I)
Rate per minute interstate/intrastate long distance	\$0.104	\$0.094	(I)
Monthly recurring SDSL 1.5mbps, On-Net	\$251.90	\$226.60	
Monthly recurring SDSL 1.5mbps, Off-Net	\$328.90	\$295.90	
<u>Option # 5</u>			
Monthly recurring line charges-Unlimited, per line	\$57.15	\$60.15	
Monthly recurring line charges-Measured, per line	\$41.16	\$40.04	(I)
Rate per minute local	\$0.075	\$0.073	(I)
Rate per minute intraLATA toll	\$0.104	\$0.094	(I)
Rate per minute interstate/intrastate long distance	\$0.104	\$0.094	(I)
Monthly recurring On-Net IP T1 (1.5mbps)	\$709.50	\$654.50	(I)

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Section 12 – SUPPLEMENTAL SERVICES (Cont'd)

12.2 BUSINESS CALLING PLANS (Cont'd)

L. Platinum Plan

Platinum Plan offers subscribers five different bundled options depending on the customer's data service requirements. Each Unlimited local exchange line includes local, intraLATA toll, intrastate long distance and interstate long distance at no additional charge. Customers must sign a term commitment and must take the complete Broadview Networks bundle of local, toll, long distance and Internet access to qualify for this offer. This service is subject to the availability of facilities. All components of the Platinum Plan must be provisioned to the same location and service address. If the data portion (SDSL or Dedicated T1) is disconnected, local exchange lines revert to standard pricing. Platinum Plan subscribers may subscribe to a maximum of ten local exchange lines.

	<u>1 Year Term</u>	<u>3 Year Term</u>	
<u>Option # 1</u>			
Monthly recurring line charges-Unlimited, per line	\$60.15	\$63.15	(I)
Monthly recurring SDSL 384kb, On-Net	\$108.90	\$97.90	
Monthly recurring SDSL 384kb, Off-Net	\$165.00	\$148.50	
 <u>Option # 2</u>			
Monthly recurring line charges-Unlimited, per line	\$59.15	\$62.15	(I)
Monthly recurring SDSL 768kb, On-Net	\$148.50	\$132.00	
Monthly recurring SDSL 768kb, Off-Net	\$207.90	\$187.00	

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Section 12 – SUPPLEMENTAL SERVICES (Cont'd)

12.2 BUSINESS CALLING PLANS (Cont'd)

L. Platinum Plan (Cont'd)

	<u>1 Year Term</u>	<u>3 Year Term</u>	
<u>Option # 3</u>			
Monthly recurring line charges-Unlimited, per line	\$58.15	\$61.15	
Monthly recurring SDSL 1.1mbps, On-Net	\$187.00	\$168.30	
Monthly recurring SDSL 1.1 mbps, Off-Net	\$247.50	\$222.20	
 <u>Option # 4</u>			
Monthly recurring line charges-Unlimited, per line	\$57.15	\$60.15	
Monthly recurring SDSL 1.5mbps, On-Net	\$226.60	\$203.50	
Monthly recurring SDSL 1.5mbps, Off-Net	\$295.90	\$267.30	
 <u>Option # 5</u>			
Monthly recurring line charges-Unlimited, per line	\$57.15	\$60.15	
Monthly recurring On-Net IP T1 (1.5mbps)	\$643.50	\$594.00	(I)

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Section 12 – SUPPLEMENTAL SERVICES (Cont'd)

12.2 BUSINESS CALLING PLANS (Cont'd)

M. CentraPlus

CentraPlus offers business Customers a bundled package of local, regional toll and long distance service. There are no monthly charges or minimum usage associated with the long distance rates. Customers must sign a term commitment and must take the complete Broadview Networks bundle of local, toll and long distance to qualify for this offer.

CentraPlus features included with each CentraPlus line include:

Assume Dial 9 - Allows station line user with Centrex functionality to place outgoing calls without dialing 9 first.

Call Hold - Enables a station line user to place a call on hold for any period of time provided neither party hangs up. This feature is required on all Centrex lines.

Call Pick-Up Groups - Permits a line within a Centrex system Call Pick-up Group to answer incoming calls to another line within the same Pick-Up Group by dialing a code. One or more Pick-Up Groups may be established within a subscribers Centrex system.

Call Transfer - All Calls - Allows a station line user to transfer any established call to another line inside or outside the Centrex system without the assistance of an attendant. This feature is required on all Centrex lines

The following Custom Calling Service and CLASS service features are included with each CentraPlus line: Call Forward Variable, Call Transfer, Call Forward Busy, Hunting, Call Waiting, Three Way Calling, and Call Forward No Answer.

All material on this page is new.

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ISSUED BY: Steve Bogdan, Regulatory Manager
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Section 12 – SUPPLEMENTAL SERVICES (Cont'd)

12.2 BUSINESS CALLING PLANS (Cont'd)

M. CentraPlus (Cont'd)

The plan offers business Customers the following rates:

1 Year Term

- \$53.98 monthly recurring line charges (I)
- \$0.070 per minute local (I)
- \$0.104 per minute intraLATA toll (I)
- \$0.104 per minute interstate and intrastate long distance (I)

3 Year Term

- \$50.62 monthly recurring line charges (I)
- \$0.070 per minute local (I)
- \$0.104 per minute intraLATA toll (I)
- \$0.104 per minute interstate and intrastate long distance (I)

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Section 12 – SUPPLEMENTAL SERVICES (Cont'd)

12.2 BUSINESS CALLING PLANS (Cont'd)

N. Prestige Plan

The plan offer business Customers the following rates:

One Year Term Plan

- \$41.72 monthly recurring line charges. (l)
- \$0.068 per minute local (l)
- \$0.100 per minute regional (l)
- \$0.100 per minute interstate and intrastate long distance (l)

Three Year Term Plan

- \$41.16 monthly recurring line charges. (l)
- \$0.068 per minute local (l)
- \$0.089 per minute regional (l)
- \$0.089 per minute interstate and intrastate long distance (l)

There are no monthly charges or minimum usage associated with the Long Distance rates. Customers must sign a term commitment and must take the complete Broadview Networks bundle or local, toll and long distance to qualify for this offer. Subscriber's service must be provisioned via Company facilities.

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Little Rock, AR 72212

Section 12 – SUPPLEMENTAL SERVICES (Cont'd)

12.2 BUSINESS CALLING PLANS (Cont'd)

O. Easy Link 1 Plan

The plan offer business Customers the following rates:

- \$48.44 monthly recurring line charges (l)
- \$0.071 per minute local (l)
- \$0.104 per minute regional (l)
- \$0.104 per minute intrastate long distance (l)
- \$0.104 per minute interstate long distance (l)

Customers must sign a 1-year term commitment and must take the complete Broadview Networks bundle of local, toll and long distance to qualify for this offer.

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Section 12 – SUPPLEMENTAL SERVICES (Cont'd)

12.2 BUSINESS CALLING PLANS (Cont'd)

P. Plan X - Measured

The plan offers business Customers the following rates:

	<u>Two-Year Term Commitment</u>	
Monthly recurring line charge:	\$45.64	(l)
Rate per minute for all intraLATA toll, interstate and intrastate long distance calls:	\$0.104	(l)
Rate per minute for all local usage:	\$0.075	(l)
	<u>Three-Year Term Commitment</u>	
Monthly recurring line charge:	\$44.52	(l)
Rate per minute for all intraLATA toll, interstate and intrastate long distance calls:	\$0.094	(l)
Rate per minute for all local usage:	\$0.073	(l)

There are no monthly charges or minimum usage associated with the long distance rates. Customers must sign a term commitment and must take the complete Broadview Networks bundle of local, toll and long distance to qualify for this offer. Usage for Toll Free Numbers is not included with this plan. Unlimited usage applies to outbound direct dialed calls only. Service cannot be used with an autodialer, call center or certain automated switching equipment. Available only to business customers and for voice use only. Broadview Networks reserves the right to change the calling plan of customers with inappropriate usage or who are not in compliance with the restrictions set forth in this Price Guide.

Plan X – Measured is not available to new subscribers as of January 1, 2009.

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Little Rock, AR 72212

Section 12 – SUPPLEMENTAL SERVICES (Cont'd)

12.2 BUSINESS CALLING PLANS (Cont'd)

Q. Plan X - Bundled

The plan offers business Customers the following rates:

Two-Year Term Commitment

Monthly recurring line charge:

(Includes all local, intraLATA toll,
interstate and intrastate long distance calls) \$59.65 (I)

Three-Year TermCommitment

Monthly recurring line charge:

(Includes all local, intraLATA toll,
interstate and intrastate long distance calls) \$61.15 (I)

Customers must sign a term commitment and must take the complete Broadview Networks bundle of local, toll and long distance to qualify for this offer. For long distance, only direct dial domestic calls are included in the unlimited offer. Usage for Toll Free Numbers is not included with this plan. Unlimited usage applies to outbound direct dialed calls only. Service cannot be used with an autodialer, call center or certain automated switching equipment. Available only to business customers and for voice use only. Broadview Networks reserves the right to change the calling plan of customers with inappropriate usage or who are not in compliance with the restrictions set forth in this Price Guide.

Plan X – Bundled is not available to new subscribers as of January 1, 2009.

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Section 12 – SUPPLEMENTAL SERVICES (Cont'd)

12.2 BUSINESS CALLING PLANS (Cont'd)

R. Elite Business Plan

Elite Business Plan offers business Customers the following rates:

	<u>Two-Year Term Commitment</u>	
Monthly recurring line charge:	\$48.38	(l)
Rate per minute for all intraLATA toll, interstate and intrastate long distance calls:	\$0.094	(l)
Rate per minute for all local usage:	\$0.074	(l)
	<u>Three-Year</u>	<u>Term</u>
	<u>Commitment</u>	
Monthly recurring line charge:	\$45.36	(l)
Rate per minute for all intraLATA toll, interstate and intrastate long distance calls:	\$0.089	(l)
Rate per minute for all local usage:	\$0.071	(l)

There are no monthly charges or minimum usage associated with the long distance rate. Customers must sign a term commitment and must take the complete Broadview Networks bundle of local, toll and long distance to qualify for this offer. Usage for Toll Free Numbers is not included with this plan. Unlimited usage applies to outbound direct dialed calls only. Service cannot be used with an autodialer, call center or certain automated switching equipment. Available only to business customers and for voice use only. Broadview Networks reserves the right to change the calling plan of customers with inappropriate usage or who are not in compliance with the restrictions set forth in this Price Guide.

Elite Business Plan is not available to new subscribers as of January 1, 2009.

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Section 12 – SUPPLEMENTAL SERVICES (Cont'd)

12.2 BUSINESS CALLING PLANS (Cont'd)

- S. Business Switched Long Distance Plans - Billed initial sixty (60) second increments. IntraLATA calls are billed in full minute increments.

Rate Per Minute

1.	Base Plan (Off-net)	\$0.092	(I)
2.	Preferred Plan (On-net)	\$0.097	(I)

- T. Business Dedicated Long Distance Plan (On-net only. Billed in 60 second increments. IntraLATA calls are billed in full minute increments)

		<u>2 Yr. Term</u>	<u>3 Yr. Term</u>	
1.	Nonrecurring Installation Charge	\$750.00	\$750.00	
2.	Monthly Recurring Charge	\$369.00	\$319.00	
3.	Monthly Minimum Usage Guarantee	\$250.00	\$250.00	
4.	Mileage Charge, Monthly Fixed	\$45.00	\$45.00	
5.	Mileage Charge, Monthly Per Mile	\$20.00	\$20.00	
6.	Rate per minute	\$0.082	\$0.077	(I)

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Section 12 – SUPPLEMENTAL SERVICES (Cont'd)

12.2 BUSINESS CALLING PLANS (Cont'd)

U. Clearpak

(N)

1. Monthly recurring charges are determined by which Zone service is provided in. Zones are described below.

Zone 1 – Backbay, Bowdoin, Franklin Street, Harrison Avenue

Zone 2 - Amherst-Fearing, Arlington, Belmont, Beverly, Braintree, Breckwood Park, Brighton, Brockton, Brookline, Burlington, Cambridge Kendall, Cambridge Ware, Cambridge Bent Street, Chelsea, Chicopee-2, Chicopee-3, Dorchester, East Boston, Framingham, Greendale, Hyde Park, Indian Orchard, Lowell, Lynn, Marblehead, Malden/Medford/Everett, Milton, Newton, Norwood, Peabody, Quincy, Revere, Roxbury, Salem, Somerville, Springfield, South Boston, Wakefield/Stoneham, Waltham Spring, Waltham West, Watertown, Wellesley, West Roxbury, West Peabody, Weymouth, Winchester, Winthrop, Worcester

Zone 3 – Acton, Acushnet, Agawam, Amesbury, Andover, Ashland, Attleboro, Auburn, Ayer, Barnstable, Bass River, Bedford, Billerica, Boylston, Brewster, Bridgewater, Bryantville, Buzzards Bay, Canton, Carver, Cataumet, Charlton, Chatham, Chelmsford, Clinton, Concord, Carlisle, Danvers, Dedham, Dennis, Dracut, Duxbury, East Bridgewater, East Longmeadow, Easthampton, Easton, Edgartown, Essex, Fall River, Falmouth, Fitchburg, Foxboro, Franklin, Gardner, Georgetown, Gloucester, Grafton, Groton, Greenfield, Hamilton, Hanover, Harwich, Hatfield, Haverhill, Hingham/Cohasset/Hull, Holden, Holliston, Holyoke, Hopkinton, Housatonic, Hudson, Hyannis, Ipswich, Kingston, Lawrence, Leicester, Lenox, Leominster, Lexington, Littleton, Longmeadow, Ludlow, Lunenburg, Lynnfield, Manchester, Manomet, Mansfield, Marion, Marlboro, Marshfield, Mashpee, Mattapoisset, Maynard, Medfield, Medway, Merrimac, Middleboro, Middleton, Milford, Millbury, Millis, Nantucket, Natick, Needham, New Bedford, Newburyport, Nobscot, North Attleboro, North Chelmsford, North Reading, Northboro, Northhampton, Norton, Norwell, Orleans, Osterville, Oxford, Palmer, Pepperell, Pittsfield, Plymouth, Provincetown, Randolph, Reading, Rockland, Rockport, Rowley, Sagamore, Saugus, Scituate, Sharon, Sheridan, Shirley, Shrewsbury, Southbridge, Southwick, Spencer, Stoughton, Sturbridge, Sudbury, Taunton, Tewksbury, Topsfield, Townsend, Turner Falls, Tyngsboro, Upton, Uxbridge, Vineyard Haven, Walpole, Wareham, Wayland, Webster, Wellfleet, West Boylston, Westboro, Westfield, Westford, Whitinsville, Whitman, Wilbraham, Wilmington, Wrentham

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Section 12 – SUPPLEMENTAL SERVICES (Cont'd)

12.2 BUSINESS CALLING PLANS (Cont'd)

U. Clearpak (Cont'd)

1. (Cont'd)

Zone 4 - Adams, Amherst-Prospect, Ashburnham, Ashby, Ashfield, Assonett, Athol, Barre, Becket, Belchertown, Berlin, Bernardston, Blanford, Bolton, Brimfield, Charlemont, Chester, Chesterfield, Chilmark, Colrain, Conway, Cummington, Dalton, Dighton, East Douglas, Gilbertville, Granville, Great Barrington, Hampden, Harvard, Hinsdale, Hubbardston, Huntington, Lee, Millers Falls, Monson, Montague, North Adams, North Brookfield, Northfield, Oakham, Orange, Otis, Petersham, Princeton, Rehobeth, Rochester, Russell, Rutland, Sandisfield, Sheffield, Shelbourne Falls, Siasconsett, South Deerfield, Sterling, Stockbridge, Templeton, Ware, Warren, Westminister, West Newbury, West Stockbridge, Westport, Williamsburg, Williamstown, Winchendon, Worthington

2. Clearpak - Measured

	<u>Term Commitment</u>		
	<u>Two Year</u>	<u>Three Year</u>	
Monthly recurring line charge:			
- Zone 1 and 2	\$42.07	\$36.75	(l)
- Zone 2	\$48.16	\$41.75	(l)
- Zone 4	\$50.75	\$50.75	
Rate per minute for all intraLATA toll, interstate and intrastate long distance calls:	\$0.101	\$0.091	(l)
Rate per minute for all local usage:	\$0.072	\$0.070	(l)

There are no monthly charges or minimum usage associated with the long distance rates. Customers must sign a term commitment and must take the complete Broadview Networks bundle of local, toll and long distance to qualify for this offer. Usage for Toll Free Numbers is not included with this plan. Service cannot be used with an autodialer, call center or certain automated switching equipment. This service is available only to business customers and for voice use only. Broadview Networks reserves the right to change the calling plan of customers with inappropriate usage or who are not in compliance with the restrictions set forth in this Price Guide.

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Section 12 – SUPPLEMENTAL SERVICES (Cont'd)

12.2 BUSINESS CALLING PLANS (Cont'd)

U. Clearpak (Cont'd)

3. Clearpak - Unlimited

	<u>Term Commitment</u>	
	<u>Two Year</u>	<u>Three Year</u>

Monthly recurring line charge:

(Includes all local, intraLATA toll, interstate and intrastate long distance calls)

- Zone 1 and 2	\$58.15	\$56.65	(I)
- Zone 3	\$63.15	\$61.65	(I)
- Zone 4	\$67.15	\$65.65	(I)

There are no monthly charges or minimum usage associated with the long distance rates. Customers must sign a term commitment and must take the complete Broadview Networks bundle of local, toll and long distance to qualify for this offer. Usage for Toll Free Numbers is not included with this plan. Service cannot be used with an autodialer, call center or certain automated switching equipment. This service is available only to business customers and for voice use only. Broadview Networks reserves the right to change the calling plan of customers with inappropriate usage or who are not in compliance with the restrictions set forth in this Price Guide.

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Section 12 – SUPPLEMENTAL SERVICES (Cont'd)

12.2 BUSINESS CALLING PLANS (Cont'd)

U. Clearpak (Cont'd)

4. Clearpak – Local Allowance

	<u>Term Commitment</u>		
	<u>Two Year</u>	<u>Three Year</u>	
Monthly recurring line charge:			
(Includes 2,000 minutes of local and intraLATA toll calling allowance)			
- Zone 1 and 2	\$53.50	\$53.50	
- Zone 2	\$53.50	\$53.50	
- Zone 3	\$58.65	\$57.15	
Rate per minute for all local and intraLATA toll usage in excess of monthly allowance:	\$0.071	\$0.069	(I)
Rate per minute for all interstate and intrastate long distance calls:	\$0.100	\$0.090	(I)

There are no monthly charges or minimum usage associated with the long distance rates. Customers must sign a term commitment and must take the complete Broadview Networks bundle of local, toll and long distance to qualify for this offer. Usage for Toll Free Numbers is not included with this plan. Service cannot be used with an autodialer, call center or certain automated switching equipment. This service is available only to business customers and for voice use only. Broadview Networks reserves the right to change the calling plan of customers with inappropriate usage or who are not in compliance with the restrictions set forth in this Price Guide.

ISSUED: March 1, 2019

EFFECTIVE: March 1, 2019

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 12 – SUPPLEMENTAL SERVICES (Cont'd)

12.2 BUSINESS CALLING PLANS (Cont'd)

V. Elite 2

1. Elite 2 - Measured

	<u>Term Commitment</u>		
	<u>Two Year</u>	<u>Three Year</u>	
Monthly recurring line charge:	\$40.04	\$37.80	(I)
Rate per minute for all intrLATA toll, interstate and intrastate long distance calls:	\$0.091	\$0.086	(I)
Rate per minute for all local usage:	\$0.068	\$0.066	(I)

There are no monthly charges or minimum usage associated with the long distance rates. Customers must sign a term commitment and must take the complete Broadview Networks bundle of local, toll and long distance to qualify for this offer. Usage for Toll Free Numbers is not included with this plan. Service cannot be used with an autodialer, call center or certain automated switching equipment. This service is available only to business customers and for voice use only. Broadview Networks reserves the right to change the calling plan of customers with inappropriate usage or who are not in compliance with the restrictions set forth in this Price Guide.

ISSUED: March 1, 2019

EFFECTIVE: March 1, 2019

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 12 – SUPPLEMENTAL SERVICES (Cont'd)

12.2 BUSINESS CALLING PLANS (Cont'd)

V. Elite 2 (Cont'd)

2. Elite 2 - Unlimited

	<u>Term Commitment</u>		
	<u>Two Year</u>	<u>Three Year</u>	
Monthly recurring line charge:			
(Includes all local, intraLATA toll, interstate and intrastate long distance calls):	\$56.65	\$54.65	(l)

There are no monthly charges or minimum usage associated with the long distance rates. Customers must sign a term commitment and must take the complete Broadview Networks bundle of local, toll and long distance to qualify for this offer. Usage for Toll Free Numbers is not included with this plan. Service cannot be used with an autodialer, call center or certain automated switching equipment. This service is available only to business customers and for voice use only. Broadview Networks reserves the right to change the calling plan of customers with inappropriate usage or who are not in compliance with the restrictions set forth in this Price Guide.

ISSUED: January 30, 2018

EFFECTIVE: March 1, 2018

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 12 – SUPPLEMENTAL SERVICES (Cont'd)

12.2 BUSINESS CALLING PLANS (Cont'd)

V. Elite 2 (Cont'd)

3. Elite 2 – Local Allowance

	<u>Term Commitment</u>		
	<u>Two Year</u>	<u>Three Year</u>	
Monthly recurring line charge:			
(Includes 2,000 minutes of local and intraLATA toll calling allowance)	\$53.15	\$51.15	
Rate per minute for all local and intraLATA toll usage in excess of monthly allowance:	\$0.074	\$0.066	(I)
Rate per minute for interstate and intrastate long distance calls:	\$0.093	\$0.086	(I)

There are no monthly charges or minimum usage associated with the long distance rates. Customers must sign a term commitment and must take the complete Broadview Networks bundle of local, toll and long distance to qualify for this offer. Usage for Toll Free Numbers is not included with this plan. Service cannot be used with an autodialer, call center or certain automated switching equipment. This service is available only to business customers and for voice use only. Broadview Networks reserves the right to change the calling plan of customers with inappropriate usage or who are not in compliance with the restrictions set forth in this Price Guide.

ISSUED: March 1, 2019

EFFECTIVE: March 1, 2019

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
4001 Rodney Parham Rd
Little Rock, AR 72212

Section 12 – SUPPLEMENTAL SERVICES (Cont'd)

12.3 Resale, On Net, Off Net, Mixed Account Classification

	<u>Monthly Recurring Charge</u>	
On Net, per line	\$3.90	(l)
Off Net, per line	\$9.75	
Mixed, per line	\$9.75	
Resale, per line	\$12.75	

ISSUED: January 18, 2013

EFFECTIVE: February 17, 2013

ISSUED BY: Sr. Regulatory Counsel
Broadview Networks, Inc.
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Little Rock, AR 72212