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SECTION 2 - RULES AND REGULATIONS (CONT'D)

- 2.7.5 Deposits for establishment or reestablishment of credit will not be more than the estimated charge for service for 2 consecutive billing periods or 90 days, whichever is less.

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Steve Andreassi  
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Broadview Networks, Inc.  
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New York, NY 10038

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SECTION 2 - RULES AND REGULATIONS (CONT'D)

2.8.4 Late payment fees will be computed at a rate not to exceed 1.5% per month, for the two nominal billing intervals and may not exceed 5% of the total original unpaid charges in compliance with the Ohio Administrative Code.

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SECTION 2 - RULES AND REGULATIONS (CONT'D)

2.9 Customer Complaints and Billing Disputes

- 2.9.1 Customers may notify the carrier of billing or other disputes either orally or in writing. There is no time limit for submitting disputes.
- 2.9.2 Customer complaints and billing disputes that are not satisfactorily resolved may be presented by the customer to:

The Public Utilities Commission of Ohio  
180 East Broad Street  
Columbus, Ohio 43215-3793  
(614) 466-3292  
1-800-686-7826

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SECTION 2 - RULES AND REGULATIONS (CONT'D)

2.12 Returned Check Charge

When payment for service is made by check, draft, or similar negotiable instrument, the Company may assess a minimum charge of \$25.00 to a maximum charge of \$75.00 for each such item returned unpaid by a bank to a Company for any reason. This charge is in addition to any late payment charge(s) that may also be applicable.

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SECTION 2 - RULES AND REGULATIONS (CONT'D)

2.15 Unlawful Use of Service

2.15.1 Service shall not be used for any purpose in violation of law or for any use as to which the customer has not obtained all required governmental approvals, authorizations, licenses, consents, and permits. The company shall refuse to furnish service to an applicant or shall disconnect the service without notice of a customer when:

2.15.1.1 An order shall be issued, signed by a judge finding that probable cause exists to believe that the use made or to be made of the service is prohibited by law, or

2.15.1.2 The Company is notified in writing by a law enforcement agency acting within its jurisdiction that any facility furnished by the Company is being used or will be used for the purpose of transmitting or receiving gambling information in interstate or foreign commerce in violation of the law.

2.15.2 If service has been physically disconnected by law enforcement officials at the customer's premises and if there is not presented to the Company the written finding of a judge, then upon written or verbal request of the subscriber, and agreement to pay restoral of service charges and other applicable service charges, the Company shall promptly restore such service.

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SECTION 2 - RULES AND REGULATIONS (CONT'D)

2.20 "900" and "976" Blocking

Company will block the Customer's access to "900" and "976" pay-per-call telephone information services. Company will not impose a charge for blocking.

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SECTION 4 - DESCRIPTION OF RATES AND CHARGES (CONT'D)

4.2 Presubscribed Interexchange Carrier Change Charge

Customers may presubscribe local access lines to their intrastate, interLATA long distance carrier of choice. Following the Customer's initial presubscription of each line, any subsequent change will incur a per line charge.

Per line minimum	\$1.00
Per line maximum	\$5.00

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PRICE LIST

Presubscribed Interexchange Carrier Change Charge:

Per initial line	\$5.00
Each Additional line:	\$1.50

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