



Making Connections That Make a Difference.

11-2785-TP-ATA  
90-9190-TP-TRF  
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PUCO

April 28, 2011

Docketing Division  
Public Utilities Commission of Ohio  
180 East Broad Street  
Columbus, OH 43215

RE: Mandatory Detariffing Filing of  
Broadview Networks, Inc.  
Pursuant to Case No. 10-1010-TP-ORD

Dear Sir or Madam:

Enclosed, are the original and ten (10) copies of the Detariffing Filing submitted on behalf of Broadview Networks, Inc. ("Broadview") in connection with Case No. 10-1010-TP-ORD.

These revisions remove references to services not associated with Basic Local Exchange Service (BLES). Exhibit A through Exhibit E provides the necessary documentation and notice requirements.

If there are any questions, please contact me at (610) 755-4446 or at [jharper@broadviewnet.com](mailto:jharper@broadviewnet.com).

Sincerely,

Jarrod Harper  
Manager, Regulatory & Compliance

Enc.

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.  
Technician LD Date Processed 5-2-11

**The Public Utilities Commission of Ohio**  
**TELECOMMUNICATIONS APPLICATION FORM for**  
**DETARIFFING AND RELATED ACTIONS**

Per the Commission's 01/19/2011 "Implementation Order" in Case No. 10-1010-TP-ORD  
(Effective: 01/20/2011 through 05/20/2011)

In the Matter of the Application of Broadview Networks, Inc. )  
) )  
to Detariff Services and make other changes related to the )  
Implementation of Case No. 10-1010-TP-ORD )

TRF Docket No. 90-5032-TP-TRF

Case No. 11-2185-TP-ATA

NOTE: Unless you have reserved a Case No. leave the "Case No." fields BLANK.

Name of Registrant(s) Broadview Networks, Inc.

DBA(s) of Registrant(s) \_\_\_\_\_

Address of Registrant(s) 1018 West 9<sup>th</sup> Ave., King of Prussia, PA 19406

Company Web Address www.broadviewnet.com

Regulatory Contact Person(s) Jarrold Harper

Phone 610-755-4446

Fax 347-287-0845

Regulatory Contact Person's Email Address jharper@broadviewnet.com

Contact Person for Annual Report Jarrold Harper

Phone 610-755-4446

Address (if different from above) \_\_\_\_\_

Consumer Contact Information Jarrold Harper

Phone 610-755-4446

Address (if different from above) \_\_\_\_\_

**Part I – Tariffs**

**Please indicate the Carrier Type and the reason for submitting this form by checking the boxes below.**

*NOTE: All cases are ATA process cases, tariffs are effective the day they are filed, and remain in effect unless the Commission acts to suspend.*

Carrier Type	<input type="checkbox"/> ILEC	<input type="checkbox"/> CLEC	<input type="checkbox"/> CTS
Tariff for Basic Local Exchange Service (BLES) and/or other services required to be tarified pursuant to 4901:1-6-11(A); detariffing of all other services	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other changes required by Chapter 4901:1-6 (Describe in detail in Exhibit C)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Part II – Exhibits**

**Note that the following exhibits are required for all filings using this form.**

Included	Identified As:	Description of Required Exhibit:
<input checked="" type="checkbox"/>	Exhibit A	The existing affected tariff pages.
<input checked="" type="checkbox"/>	Exhibit B	The proposed revised tariff pages.
<input checked="" type="checkbox"/>	Exhibit C	Narrative summarizing all changes proposed in the application, and/or other information intended to assist Staff in the review of the Application.
<input checked="" type="checkbox"/>	Exhibit D	One-time customer notice of detariffing and related changes consistent with rule 4901:1-06-07
<input checked="" type="checkbox"/>	Exhibit E	Affidavit that the Customer Notice described in Exhibit C has been sent to Customers.

**Part III. – Attestation**

**Registrant hereby attests to its compliance with pertinent entries and orders issued by the Commission.**

**AFFIDAVIT**

***Compliance with Commission Rules***

I am an officer/agent of the applicant corporation, Broadview Networks, Inc., and am authorized to make this statement on its behalf.  
(Name)

I attest that these tariffs comply with all applicable rules for the state of Ohio. I understand that tariff notification filings do not imply Commission approval and that the Commission's rules, as modified and clarified from time to time, supersede any contradictory provisions in our tariff. We will fully comply with the rules of the state of Ohio and understand that noncompliance can result in various penalties, including the suspension of our certificate to operate within the state of Ohio.

I declare under penalty of perjury that the foregoing is true and correct.

Executed at (Location) 1018 West 9<sup>th</sup> Ave., King Of Prussia, PA 19406

on (Date)

4/28/11

\*(Signature and Title)

Jarrod Harper - Manager, Regulatory & Compliance

(Date)

04/28/11

- This affidavit is required for every tariff-affecting filing. It may be signed by counsel or an officer of the applicant, or an authorized agent of the applicant.

**VERIFICATION**

I, Jarrod Harper

verify that I have utilized the Telecommunications Application Form for Detariffing and Related Actions provided by the Commission and that all of the information submitted here, and all additional information submitted in connection with this case, is true and correct to the best of my knowledge.

\*(Signature and Title)

Jarrod Harper

Manager, Regulatory & Compliance

(Date) 04/28/11

\*Verification is required for every filing. It may be signed by counsel or an officer of the applicant, or an authorized agent of the applicant.

***Send your completed Application Form, including all required attachments as well as the required number of copies, to:***

**Public Utilities Commission of Ohio  
Attention: Docketing Division  
180 East Broad Street, Columbus, OH 43215-3793**

***Or***

***Make such filing electronically as directed in Case No 06-900-AU-WVR***

*The Public Utilities Commission of Ohio*  
**TELECOMMUNICATIONS RETAIL SERVICE OFFERING FORM**  
**For Non-BLES Carriers**

**Per the Commission's 01/19/2011 "Implementation Order" in Case No. 10-1010-TP-ORD**  
**(Effective: 01/20/2011)**

Company Name Broadview Networks, Inc.

Company Address 1018 West 9<sup>th</sup> Ave., King Of Prussia, PA 19406

Company Web Address www.broadviewnet.com

Regulatory Contact Person Jarrod Harper Phone (610) 755-4446 Fax (347) 287-0845

Regulatory Contact Person's Email Address jharper@broadviewnet.com

Contact Person for Annual Report Jarrod Harper Phone (610) 755-4446 Fax (347) 287-0845

Consumer Contact Information Jarrod Harper Phone (610) 755-4446 Fax (347) 287-0845

TRF Docket No. 10 -1010 -TP-TRF

**I. Company Type (Check all applicable):**

☐ Non-BLES CLEC    ☐ IXC    ☐ Other (explain) \_\_\_\_\_

**II. Services offered (Check all applicable):**

X Toll services (intrastate)

X Local Exchange Service (i.e., residential or business bundles)

☐ Other (explain) \_\_\_\_\_

**III. Tariffed Provisions/Services (To the extent offered, check all applicable and attach tariff pages):**

X Toll Presubscription

☐ Intrastate Special and Switched Access Services to Carriers (facilities-based local carriers only)\*

☐ N-1-1 Service

☐ Pole Attachment and Conduit Occupancy

☐ Pay Telephone Access Lines

☐ Inmate Operator Service

☐ Telephone Relay Service

\*Access service tariffs shall be maintained separately and are subject to the Commission's carrier-to-carrier rules found in Chapter 4901:1-7, Ohio Administrative Code.

**Part IV. – Attestation**

**Carrier hereby attests to its compliance with pertinent entries and orders issued by the Commission.**

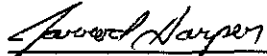
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I am an officer/agent of the carrier/telephone company, Broadview Networks, Inc., and am authorized to make statements on it behalf.

Jarrod Harper

I understand that Telephone companies have certain responsibilities to its customers under the Telecommunications Rules (Ohio Adm. Code 4901:1-6). These responsibilities include: warm line service; not committing unfair or deceptive acts and practices; truth in billing requirements; and slamming and preferred carrier freeze requirements. We will comply with the rules of the state of Ohio and understand that non-compliance can result in various penalties, including the suspension of our certificate to operate within the state of Ohio.

I declare under penalty of perjury that the foregoing is true and correct.



Manager, Regulatory & Compliance

(Signature and Title)

04/28/11

(Date)

## Exhibit A

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**SECTION 2 - RULES AND REGULATIONS**

**2.1 Customer Deposits**

Deposits for establishment or reestablishment of credit shall not exceed two month's average monthly bill for all regulated local exchange services for the ensuing twelve months, plus thirty percent (30%) of estimated monthly recurring charges.

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Issued: March 12, 2001

Effective: May 11, 2001

Issued by:

Steve Andreassi  
Managing Director – Regulatory Affairs  
Broadview Networks, Inc.  
59 Maiden Lane, 27<sup>th</sup> Floor  
New York, NY 10038

---

SECTION 2 - RULES AND REGULATIONS (CONT'D)

2.2 Late Fees

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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Issued: May 18, 2010

Effective: May 19, 2010

Issued by:

Steven J. Bogdan  
Director, Regulatory & Compliance  
Broadview Networks, Inc.  
800 Westchester Avenue, Suite N-501  
Rye Brook, NY 10573



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**SECTION 2 - RULES AND REGULATIONS (CONT'D)**

**2.4    Returned Check Charge**

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

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Issued: May 18, 2010

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Issued by:

Steven J. Bogdan  
Director, Regulatory & Compliance  
Broadview Networks, Inc.  
800 Westchester Avenue, Suite N-501  
Rye Brook, NY 10573

---

SECTION 3 - DESCRIPTION OF SERVICES (CONT'D)

3.3 Directory Assistance

Provides for identification of telephone directory numbers, via an operator or automated platform. Customers are provided with a maximum of 2 listings per each call to Directory Assistance.

3.4 Operator Service

Provides for live or automated operator treatment when Customer dials "0". Services include, but are not limited to, bill to originating telephone number, calling card, collect or to a third party.

3.5 Busy Line Verification and Interrupt Service

Busy Line Verification and Interrupt Service, furnished to the extent facilities permit, provides the customer with the following options:

Busy Line Verification: Upon request of the calling party, the Company will determine if the line is clear or in use and report to the calling party.

Busy Line Verification and Interrupt: The operator will interrupt the call on the called line only if the calling party indicates an emergency and requests interruption.

---

Issued: May 18, 2010

Effective: May 19, 2010

Issued by:

Steven J. Bogdan  
Director, Regulatory & Compliance  
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800 Westchester Avenue, Suite N-501  
Rye Brook, NY 10573

---

SECTION 3 - DESCRIPTION OF SERVICES (CONT'D)

3.6 Optional Calling Features

Call Block: Allows the end-user to automatically block incoming calls from up to six Customer pre-selected telephone numbers (including numbers from which a Customer has just received a call). The list of numbers can be changed at any time. Callers whose numbers have been blocked will hear a recorded message and no usage charges will apply. The calling party's number will not be delivered or announced to the call recipient under any circumstances.

---

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---

**SECTION 3 - DESCRIPTION OF SERVICES (CONT'D)****3.6 Optional Calling Features (Cont'd)**

Call Trace: Allows a called party to initiate an automatic trace of the last call received. Call Trace is available on a usage base only. After receiving the call which is to be traced, the customer dials a code and the traced telephone number is automatically sent to the Company. The customer using Call Trace is required to contact the Company for further action and will not receive the traced telephone number. The results of a trace will be furnished only to legally constituted authorities upon proper request by them.

---

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**SECTION 3 - DESCRIPTION OF SERVICES (CONT'D)****3.8 Directory Listings**

For each Customer of Company-provided Exchange Service(s), the Company shall arrange for the listing of the Customer's main billing telephone number in the directory(ies) published by the dominant Local Exchange Carrier in the area at no additional charge. Directory listings are provided in connection with each Customer service as specified herein.

The Company reserves the right to limit the length of any listing in the directory by the use of abbreviations when, in its judgment, the clearness of the listing or the identification of the Customer is not impaired thereby. ~~When more than one line is required to properly list the~~ Customer, no additional charge is made.

The Company may refuse a listing which is known not to constitute a legally authorized or adopted name, contains obscenities in the name, or any listing which, in the opinion of the Company, is likely to mislead or deceive calling persons as to the identity of the listed party, or is a contrived name used for advertising purposes or to secure a preferential position in the directory or is more elaborate than is reasonably necessary to identify the listed party. The Company, upon notification to the Customer, will withdraw any listing which is found to be in violation of its rules with respect thereto.

Each listing must be designated Government, Business, or Residence to be placed in the appropriate section of the directory. In order to aid the user of the directory, and to avoid misleading or deceiving the calling party as to the identity of the listed party, only business listings may be placed in the Business Section and only residential listings in the Residential Section. The Company, upon notification to the Customer, will withdraw any listing which is found to be in violation of its rules with respect thereto.

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---

SECTION 3 - DESCRIPTION OF SERVICES (CONT'D)

3.8 Directory Listings (Cont'd)

The following types of listings will be made available:

Primary: A primary listing contains the name of the Customer, or the name under which a business is regularly conducted, as well as the address and telephone number of the Customer. This listing is provided at no additional charge.

Additional: In connection with local exchange service, additional listings are available only in the same name of authorized users of the Customer's service, as defined herein.

Non-Published: Listings that are not printed in directories nor available from Directory Service.

A Non-Published Telephone Service will be furnished at the customer's request providing the omission or deletion of the Customer's telephone listing from the telephone directory and, in addition, the Customer's telephone listing will be omitted or deleted from the DA records.

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**SECTION 3 - DESCRIPTION OF SERVICES (CONT'D)****3.9 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 the trouble is 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.

**3.10 Emergency Services Calling Plan**

Access (at no additional charge) to emergency services by dialing 0 - or 9-1-1.

Message toll telephone calls, to governmental emergency service agencies as set forth in (a) following, having primary or principal responsibility with respect to the provision of emergency services to person and property in the area from which the call is made, meeting the definition and criteria of an emergency call as set forth in (b) following: are offered at no charge to Customers:

- (a) Governmental fire fighting, police, and emergency squad service (as designated by the appropriate governmental agency) qualify as governmental emergency service agencies provided they answer emergency service calls on a personally attended (live) twenty-four (24) hour basis, three hundred sixty-five (365) days a year, including holidays.
- (b) An emergency is an occurrence or set of circumstances in which conditions pose immediate threat to human life, property, or both and necessitate that prompt action be taken. An emergency call is an originated call of short duration to a governmental emergency services agency in order to seek assistance for such an emergency.

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**SECTION 5 - MISCELLANIOUS SERVICES (CONT'D)****5.3 Lifeline Assistance****A. General**

Lifeline Assistance is a federal support program that provides eligible customers with the following benefits:

- A waiver of the Federal Subscriber Line Charge.
- A reduction of \$1.75 off the customer's monthly basic local service charges.
- Free toll limitation services (e.g., toll blocking, toll control), upon customer's request.
- A waiver of the Telephone Company's service deposit requirement, if the customer elects to receive toll blocking.

**B. Regulations**

1. Lifeline Assistance is available to residential customers who are currently participating in one of the following assistance programs:
  - a. Medical Assistance under Chapter 5111 of the Ohio Revised Code (Medicaid);
  - b. Food stamps;
  - c. Supplemental Security Income (SSI) under Title XVI of the Social Security Act;
  - d. Federal public housing assistance, or Section 8; or
  - e. Low Income Home Energy Assistance Program (LIHEAP).
2. Participants in Lifeline Assistance shall not be disconnected from local service for nonpayment of toll charges. In addition, the Company will not deny re-establishment of local service to customers who are eligible for Lifeline Assistance and have previously been disconnected for nonpayment of toll charges.

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SECTION 5 - MISCELLANIOUS SERVICES (CONT'D)

5.3 Lifeline Assistance (Cont'd)

B. Regulations (Cont'd)

3. Partial payments that are received from Lifeline customers will first be applied to local service charges and then to any outstanding toll charges.
4. The Telephone Company shall require, as proof of eligibility for Lifeline Assistance, a document signed by the customer, certifying under penalty of perjury that the customer is receiving benefits from one of the programs identified in Section 5.B.1., above; identifying the specific program or programs from which the customer receives benefits, and agreeing to notify the carrier if the customer ceases to participate in such program or programs. If a customer is simultaneously applying for both Lifeline and Link Up, such customer may utilize the same document to verify eligibility for both programs.
5. At no time shall a customer's Lifeline rate go below zero.
6. Lifeline customers are not restricted on the optional services to which they may subscribe.

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Effective: May 19, 2010

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Rye Brook, NY 10573

---

**SECTION 5 - MISCELLANIOUS SERVICES (CONT'D)****5.4 Link Up****A. General**

Link Up is a federal assistance program that provides eligible residential customers with the following benefits:

- A reduction of the Telephone Company's applicable service connection charges equal to one-half of such service connection charges, or \$30.00, whichever is less.
- A deferred payment plan for service connection charges, for which the customer does not pay interest, where such service connection charges do not exceed \$200.00 and the payment plan does not exceed 12 months duration. (Service Connection charges do not include the Telephone Company's applicable security deposit requirements.)

**B. Regulations**

1. Link Up Assistance is available to residential customers who are currently participating in one of the following assistance programs:
  - a. Medical Assistance under Chapter 5111 of the Ohio Revised Code (Medicaid);
  - b. Food stamps;
  - c. Supplemental Security Income (SSI) under Title XVI of the Social Security Act;
  - d. Federal public housing assistance, or Section 8; or
  - e. Low Income Home Energy Assistance Program (LIHEAP).
2. A customer eligible for Link Up may choose one or both of the Link Up benefits identified in Section 6.A. above.

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SECTION 5 - MISCELLANEOUS SERVICES (CONT'D)

5.4 Link Up (Cont'd)

B. Regulations (Cont'd)

3. The Telephone Company shall require, as proof of eligibility for Link Up Assistance, a document signed by the customer, certifying under penalty of perjury that the customer is receiving benefits from one of the programs identified in Section 6.B.1. above; identifying the specific program or programs from which the customer receives benefits, and agreeing to notify the carrier if the customer ceases to participate in such program or programs. If a customer is simultaneously applying for both Link Up and Lifeline, such customer may utilize the same document to verify eligibility for both programs.
4. The Telephone Company's Link Up program shall allow a qualifying low-income consumer to receive the benefit of the Link Up program for a second or subsequent time only for a principal place of residence with an address different from the residence address at which the Link Up assistance was provided previously.
5. Link Up customers are not restricted on the optional services to which they may subscribe.

---

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Rye Brook, NY 10573

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**SECTION 6 - PRICE LIST (CONT'D)****6. Directory Assistance****Local Directory Assistance**

Residential	\$1.99
Business	\$1.99

**National Directory Assistance**

Residential	\$1.99
Business	\$1.99

**7. Directory Listings****Additional Listing**

Residential	\$2.00/month
Business	\$2.20/month

**Non-Published Listing**

Residential	\$2.20
Business	\$2.20

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**SECTION 6 - PRICE LIST (CONT'D)****9. Operator Service Rates**

Collect Calling	\$2.25
Person to Person	\$3.50
Op. Station to Station	\$1.75
Mechanized Station to Station	\$1.75

**10. Busy Line Verification and Interrupt Service Rates**

Busy Line Verification	\$6.00/attempt
Busy Line Interrupt	\$6.00/attempt

**11. Maintenance Visits****Normal Business Hours**  
(M – F 8am to 5pm)

Per visit	\$50.00
Per hour	\$95.00

**Outside Normal Business Hours**

Per visit	\$75.00
Per hour	\$142.50

Issued: May 18, 2010

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Issued by:

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Director, Regulatory & Compliance  
Broadview Networks, Inc.  
800 Westchester Avenue, Suite N-501  
Rye Brook, NY 10573

## Exhibit B

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**SECTION 2 - RULES AND REGULATIONS**

(D)

|

(D)

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Issued: May 30, 2011

Effective: May 31, 2011

Issued by:

Steven J. Bogdan  
Director, Regulatory & Compliance  
Broadview Networks, Inc.  
1018 West 9<sup>th</sup> Ave.  
King Of Prussia, PA 19406

Issued Under Authority of the Public Utilities Commission of Ohio, Dated \_\_\_\_\_, in Case No. \_\_\_\_\_

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SECTION 2 - RULES AND REGULATIONS (CONT'D)

(D)

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(D)

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Issued: May 30, 2011

Effective: May 31, 2011

Issued by:

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Director, Regulatory & Compliance  
Broadview Networks, Inc.  
1018 West 9<sup>th</sup> Ave.  
King Of Prussia, PA 19406

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SECTION 2 - RULES AND REGULATIONS (CONT'D)

(D)

(D)

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Issued: May 30, 2011

Effective: May 31, 2011

Issued by:

Steven J. Bogdan  
Director, Regulatory & Compliance  
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1018 West 9<sup>th</sup> Ave.  
King Of Prussia, PA 19406

---

SECTION 3 - DESCRIPTION OF SERVICES (CONT'D)

(D)

(D)

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Issued: May 30, 2011

Effective: May 31, 2011

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SECTION 3 - DESCRIPTION OF SERVICES (CONT'D)

(D)

(D)

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Issued: May 30, 2011

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SECTION 3 - DESCRIPTION OF SERVICES (CONT'D)

(D)

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(D)

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Issued: May 30, 2011

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SECTION 3 - DESCRIPTION OF SERVICES (CONT'D)

(D)

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SECTION 3 - DESCRIPTION OF SERVICES (CONT'D)

(D)

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King Of Prussia, PA 19406

---

SECTION 3 - DESCRIPTION OF SERVICES (CONT'D)

(D)

(D)

3.10 Emergency Services Calling Plan

Access (at no additional charge) to emergency services by dialing 0 - or 9-1-1.

Message toll telephone calls, to governmental emergency service agencies as set forth in (a) following, having primary or principal responsibility with respect to the provision of emergency services to person and property in the area from which the call is made, meeting the definition and criteria of an emergency call as set forth in (b) following: are offered at no charge to Customers:

- (a) Governmental fire fighting, police, and emergency squad service (as designated by the appropriate governmental agency) qualify as governmental emergency service agencies provided they answer emergency service calls on a personally attended (live) twenty-four (24) hour basis, three hundred sixty-five (365) days a year, including holidays.
- (b) An emergency is an occurrence or set of circumstances in which conditions pose immediate threat to human life, property, or both and necessitate that prompt action be taken. An emergency call is an originated call of short duration to a governmental emergency services agency in order to seek assistance for such an emergency.

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SECTION 5 - MISCELLANIOUS SERVICES (CONT'D)

(D)

(D)

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SECTION 5 - MISCELLANIOUS SERVICES (CONT'D)

(D)

(D)

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Issued: May 30, 2011

Effective: May 31, 2011

Issued by:

Steven J. Bogdan  
Director, Regulatory & Compliance  
Broadview Networks, Inc.  
1018 West 9<sup>th</sup> Ave.  
King Of Prussia, PA 19406

Issued Under Authority of the Public Utilities Commission of Ohio, Dated \_\_\_\_\_, in Case No. \_\_\_\_\_

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SECTION 5 - MISCELLANIOUS SERVICES (CONT'D)

(D)

(D)

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SECTION 5 - MISCELLANIOUS SERVICES (CONT'D)

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SECTION 6 - PRICE LIST (CONT'D)

(D)

(D)

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SECTION 6 - PRICE LIST (CONT'D)

(D)

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## **Exhibit C**

### **Narrative Summarizing Changes Proposed in the Application:**

**Tariff changes required by Case No. 10-1010-TP-ORD. Removing services that are not specifically listed in Rule 4901:1-6-11(A)(1), O.A.C.**

## Exhibit D



**Beginning on May 15, 2011, the prices, service descriptions, and the terms and conditions for services other than a primary line provided by Broadview Networks, Inc. will no longer be on file at the Public Utilities Commission of Ohio (PUCO).**

**This modification does not automatically result in a change in the prices, terms, or conditions of those services to which you currently subscribe. Broadview Networks, Inc. must still provide a customer notice at least fifteen days in advance of rate increases, changes in terms and conditions and discontinuance of existing services.**

**Since these services will no longer be on file with the Commission, this means that the agreement reached between the customer and the company will control new services or changes in service. For any new services or changes in service, it will be important that you carefully review and confirm the price, terms and conditions.**

**If you have any questions about this matter, please call Broadview Networks, Inc. at the toll free number, (800) 276-2384, or visit us at [www.broadviewnet.com](http://www.broadviewnet.com).**

**Sincerely,**

**Broadview Networks, Inc.**



## Exhibit E

## CUSTOMER NOTICE AFFIDAVIT

### AFFIDAVIT

I, Jarrod Harper, am an authorized agent of the applicant corporation, Broadview Networks, Inc., and am authorized to make this statement on its behalf. I attest that the customer notice(s) accompanying this affidavit will be sent to affected customers through bill insert on or about May 1, 2011, in accordance with Rule 4901:1-6-07, Ohio Administrative Code. I declare under penalty of perjury that the foregoing is true and correct.

Signature \_\_\_\_\_

Jarrod Harper  
(Date)

Joseph Czerw  
PA Notary Public  
my Commission Expires Feb. 21, 2012

