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Via Overnight Delivery

Ernest Johnson, Director  
Utilities Division  
Arizona Corporation Commission  
1200 West Washington Street  
Phoenix, AZ 85007

Arizona Corporation Commission  
DOCKETED

NOV 3 2011

DOCKETED BY [Signature]

**Re: Broadview Networks, Inc. – Arizona Tariff No. 2**

Dear Mr. Johnson:

Pursuant to the Order in Docket No. T-20565A-09-0563, Decision No. 72444, we are providing the original and thirteen (13) copies of the Broadview Networks, Inc. Arizona Tariff No. 2. The enclosed pages have been revised per AZCC staff guidelines, and should replace the same pages submitted in the October 20, 2011 filing.

Please feel free to contact me at (610) 755-4446 if there are any questions regarding this matter.

Respectfully submitted,

Jarrod Harper  
Manager, Regulatory and Compliance

Enclosures

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**SECTION 3 - RULES AND REGULATIONS (Cont'd)****3.4 Payment Arrangements (Cont'd)****3.4.4 Deposits**

- a. To safeguard its interests, the Company may require a Business Customer to make a deposit to be held as a guarantee for the payment of charges. A deposit does not relieve the Customer of the responsibility for the prompt payment of bills on presentation. The deposit shall not be in excess of one-half of the estimated average total monthly bill for all services, and in the case of seasonal service, in excess of one-half of the estimated charges for the service for the season involved.
- b. A deposit may be required in addition to an advance payment.
- c. After a Business Customer has paid bills for service for twenty-four (24) consecutive months without having had service denied or disconnected for non-payment, and without having had more than one (1) occasion on which a bill was delinquent, and provided that the customer's credit is not otherwise impaired, the Company shall refund the Customer's deposit, including accrued interest.
- d. Interest on all customer deposits held by the Company shall equal the six-month certificate of deposit rate, rounded to the nearest tenth of a percent (0.10%), in effect on November 1 of each year, as published in the Weekly Update of the Federal Reserve's H.15 Statistical Release (<http://www.federalreserve.gov/releases/h15/Current>). If November 1 falls on a weekend, the applicable six-month certificate of deposit rate will be the one in effect on the first business day of November.

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Issued: October 21, 2011

Effective: November 20, 2011

Issued by: Charles C. Hunter, Executive Vice President and General Counsel

Broadview Networks, Inc.  
800 Westchester Avenue, Suite N501  
Rye Brook, NY 10573

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**SECTION 3 - RULES AND REGULATIONS (Cont'd)****3.12 Temporary Promotional Programs**

The Company may, from time to time, offer services at reduced rates and/or charges or at no rate or charge for promotional, market research, training or experimental purposes. The promotional offering may be limited as to its duration, the dates and times of the offering, the customers eligible to receive the offering and the locations within its service territory where the offering is made.

**3.13 911 Emergency Service**

3.13.1 911 Service permits Customers to reach appropriate emergency services including police, fire and medical services.

3.13.2 The Company undertakes no responsibility to inspect or to monitor 911 Service facilities to discover errors, defects, or malfunctions in 911 Service.

3.13.3 Upon the Company's transmittal of a Customer's 911 Service record, including the Customer's name, address and telephone number, to the appropriate Public Safety Agency, such agency is solely responsible for the accuracy of the Customer's Street name, address, telephone number, appropriate police, fire, ambulance or other agencies' jurisdiction over such address, as well as any and all changes as they occur in the establishment of new streets, the closing or abandonment of existing streets, the modification of municipal or county boundaries, the incorporation of new cities or any other similar matter that may affect the routing of 911 service calls to the proper Public Safety Answering Point.

3.13.4 By dialing 911, the 911 Service calling party waives all privacy rights afforded by non-listed and non-published Service to the extent that the Customer's telephone number, name, and address associated with the originating station location are furnished to the Public Safety Answering Point."

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**SECTION 4 - DESCRIPTION OF SERVICES (Cont'd)****4.13 Broadspeed PRI (Cont'd)****b. Features**

Broadspeed PRI offers the following feature functionalities:

- Calling Party Number (CPN) – CPN allows the user to have access to the directory number of the calling party.
- 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.
- Multiple Facility Signaling Control – MFSC allows the D channel of one PRI arrangement to provide signaling for up to 20 (T) PRIs. A back up D channel is required for this arrangement.
- 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.
- 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.
- Caller ID With Name - This feature provides the originating telephone number and also the name associated with the line. The Customer may view on a display unit the telephone number and name of incoming telephone calls.

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## SECTION 5 - RATES &amp; CHARGES (Cont'd)

## 5.1 Standard Access Line Rates (Cont'd)

## 5.1.2 Business (Cont'd)

**Non-Recurring Charges**

	<u>Maximum Rates</u>
Line Connection (per line)	\$120.00
Move, change or add service/equipment	\$120.00
Record type change only	\$30.00
Change of Telephone Number	\$50.00
Transfer of Billing Name	\$50.00
Presubscription Change (changes, per line)	\$5.50
Line Restoral	\$65.00
Toll Service Restoral	\$25.00

Applies for line or toll service restoral after temporary interruption of service initiated by the Company. If service is temporarily interrupted and payment is not received within 10 days following the interruption, the Company reserves the right to discontinue service. If service is discontinued and subsequently re-established, charges apply as for a new installation of service.

Temporary Suspension	\$35.50
Voluntary Toll restriction Re-activation	\$40.00

Applies for Line or Toll restoral after Customer-initiated suspension.

Reactivation of 900 Blocking Option	\$100.00
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## SECTION 5 - RATES &amp; CHARGES (Cont'd)

## 5.2 Optional Calling Features Rates

<u>Monthly Charges</u>	<u>Maximum Rates</u>	
	<u>Residence</u>	<u>Business</u>
Anonymous Call Rejection	\$5.00	\$5.00
Call Block	\$7.00	\$7.00
Per Line Blocking	\$4.00	\$4.00
Call Forwarding – Busy Line	\$5.00	\$5.00
Call Forwarding – Busy Line/Don't Answer	\$5.00	\$5.00
Call Forwarding – Variable	\$9.00	\$9.00
Call Waiting	\$7.50	\$10.00
Distinctive Ring	\$11.00	\$11.00
Call Return - Unlimited	\$7.00	\$7.00
Call Return - Per use	\$3.00	\$3.00
Speed Dial		
8	\$8.00	\$8.00
30	\$13.00	\$13.00
3-Way Calling	\$12.00	\$12.00
3-Way Calling – Per Use	\$3.00	\$3.00
Call Trace – Per Use	\$4.00	\$4.00
Remote Call Forwarding	\$7.50	\$28.00
Caller ID	\$15.00	\$18.00
Caller ID with Name	\$15.00	\$30.00
Priority Call	\$6.00	\$6.00
Busy Number Redial – Per use	\$3.00	\$3.00
Busy Number Redial – Unlimited	\$5.00	\$5.00
Select Call Forward	\$7.00	\$7.00
Ultra Forward	\$9.00	\$9.00

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SECTION 5 - RATES & CHARGES (Cont'd)

5.6 Busy Line Verification and Interrupt Service Rates

Maximum Rates

	<u>Residence</u>	<u>Business</u>
Busy Line Verification, each request	\$6.00	\$6.00
Busy Line Verification with Interrupt, each request	\$12.00	\$12.00

5.7 Directory Listings

<u>Monthly Recurring</u>	<u>Residence</u>	<u>Business</u>
Additional Listing	\$3.75	\$7.50
Non-Published	\$2.02	\$4.65
Non-Listed	\$1.54	\$3.60

5.8 Personalized Phone Number  
Nonrecurring

<u>Residence</u>	<u>Business</u>
\$29.00	\$120.00

5.9 Calling Card

	<u>Residence</u>	<u>Business</u>
Paystation surcharge, per call	\$0.60	\$0.60
Per Minute, per call	\$1.25	\$1.25

5.10 Maintenance Visits Maximum Rates

Normal Business Hours (Monday-Friday 8:00 am – 5:00 pm)  
\$200.00 per hour. Customer billed minimum of one hour and half hour increments thereafter. Charges are per technician, plus materials.

Outside Normal Business Hours  
\$200.00 per hour. Customer billed minimum of one hour and half hour increments thereafter. Charges are per technician, plus materials.

Dispatch Charge

Per Occurrence - \$200.00

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SECTION 5 - RATES & CHARGES (Cont'd)

## 5.1 Standard Access Line Rates (cont'd)

## 5.1.1 Residential (Cont'd)

**Non-Recurring Charges**

Line Connection (per line)	\$44.00
Move, change or add service/equipment	\$5.00
Record type change only	\$12.00
Change of Telephone Number	\$26.50
Presubscription Change (changes, per line)	\$5.50
Line Restoral	\$25.00
Toll Service Restoral	\$16.00

Applies for line or toll service restoral after temporary interruption of service initiated by the Company. If service is temporarily interrupted and payment is not received within 10 days following the interruption, the Company reserves the right to discontinue service. If service is discontinued and subsequently re-established, charges apply as for a new installation of service.

Temporary Suspension	\$25.00
Voluntary Toll restriction Re-activation	\$15.00

Applies for Line or Toll restoral after Customer-initiated suspension.

Reactivation of 900 Blocking Option	\$25.00
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**SECTION 5 - RATES & CHARGES (Cont'd)****5.1 Standard Access Line Rates (Cont'd)****5.1.2 Business (Cont'd)****Non-Recurring Charges**

Line Connection (per line)	\$82.50
Move, change or add service/equipment	\$99.00
Record type change only	\$12.00
Change of Telephone Number	\$43.50
Transfer of Billing Name	\$27.50
Presubscription Change (changes, per line)	\$5.50
Line Restoral	\$55.00
Toll Service Restoral	\$16.00

Applies for line or toll service restoral after temporary interruption of service initiated by the Company. If service is temporarily interrupted and payment is not received within 10 days following the interruption, the Company reserves the right to discontinue service. If service is discontinued and subsequently re-established, charges apply as for a new installation of service.

Temporary Suspension	\$35.50
Voluntary Toll restriction Re-activation	\$40.00

Applies for Line or Toll restoral after Customer-initiated suspension.

Reactivation of 900 Blocking Option	\$100.00
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## SECTION 5 - RATES &amp; CHARGES (Cont'd)

## 5.2 Optional Calling Features Rates

<u>Monthly Charges</u>	<u>Residence</u>	<u>Business</u>
Anonymous Call Rejection	\$4.25	\$4.00
Call Block	\$5.20	\$6.50
Per Line Blocking	\$2.00	\$3.00
Call Forwarding – Busy Line	\$1.85	\$3.00
Call Forwarding – Busy Line/Don't Answer	\$0.80	\$4.00
Call Forwarding – Variable	\$5.65	\$8.00
Call Waiting	\$4.80	\$9.00
Distinctive Ring	\$7.00	\$10.00
Call Return - Unlimited	\$6.00	\$6.25
Call Return - Per use	\$1.75	\$1.75
Speed Dial		
8	\$5.00	\$7.00
30	\$7.00	\$12.00
3-Way Calling	\$9.00	\$10.00
3-Way Calling – Per Use	\$1.75	\$1.75
Call Trace – Per Use	\$2.00	\$2.00
Remote Call Forwarding	\$3.75	\$26.80
Caller ID	\$9.00	\$16.25
Caller ID with Name	\$9.00	\$25.75
Priority Call	\$4.20	\$4.50
Busy Number Redial – Per use	\$1.75	\$1.75
Busy Number Redial – Unlimited	\$3.25	\$3.50
Select Call Forward	\$5.25	\$5.50
Ultra Forward	\$6.25	\$8.00

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## SECTION 5 - RATES &amp; CHARGES (Cont'd)

## 5.7 Directory Listings

<u>Monthly Recurring</u>	<u>Residence</u>	<u>Business</u>
Additional Listing	\$2.17	\$4.75
Non-Published	\$1.02	\$2.35
Non-Listed	\$0.55	\$1.85

5.8 Personalized Phone Number	<u>Residence</u>	<u>Business</u>
Nonrecurring	\$25.00	\$100.00

5.9 Calling Card	<u>Residence</u>	<u>Business</u>
Paystation surcharge, per call	\$0.60	\$0.60
Per Minute, per call	\$0.25	\$0.25

## 5.10 Maintenance Visits

Normal Business Hours (Monday-Friday 8:00 am – 5:00 pm)  
\$150.00 per hour. Customer billed minimum of one hour and half hour increments thereafter. Charges are per technician, plus materials.

Outside Normal Business Hours  
\$150.00 per hour. Customer billed minimum of one hour and half hour increments thereafter. Charges are per technician, plus materials.

Dispatch Charge

Per Occurrence - \$149.00

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