

(File this application via e-docket, or if unable to do so, file one original verified application with the Chief Clerk.)

Docket No. _____
ICC Office Use Only

Please provide the appropriate information in the () areas in the heading below.

(Applicant's Name) :
: Application for a certificate of
: local authority to operate as a facilities
: based and non-facilities based carrier
: of telecommunications
: services in the State of Illinois

09-0454

ILLINOIS
COMMERCE COMMISSION
2009 OCT 14 A 8:27
CHIEF CLERK'S OFFICE

**APPLICATION FOR CERTIFICATE TO BECOME A
TELECOMMUNICATIONS CARRIER**
(Use additional sheets as necessary.)

GENERAL

1. Applicant's Name(including d/b/a, if any) FEIN # 16-1401082

Address: Street Broadview Networks, Inc..
800 Westchester Avenue, Suite N-501
Rye Brook, NY 10573

2. Authority Requested: (Mark all that apply) 13-403 Facilities Based Interexchange
 X 13-404 Resale of Local and/or Interexchange
 X 13-405 Facilities Based Local

3. Request for waivers/variances: In applications for local exchange service authority under Sections 13-404 or 13-405, waivers of Part 710 and of Section 735.180 of Part 735 are generally requested. In applications for interexchange service authority under Sections 13-403 and 13-404, waivers of Part 710 and Part 735 are generally requested. Please indicate which waivers Applicant is requesting and explain why Applicant is requesting each waiver/variance.

- X Part 710 Uniform System of Accounts for Telecommunications Carriers
 X Part 735 Procedures Governing the Establishment of Credit, Billing, Deposits, Termination of Service and Issuance of Telephone Directories for Local Exchange Telecommunications Carriers in the State of Illinois
 X Section 735.180 Directories
 X Other Applicant also requests, pursuant to 83 Illinois Administrative Code 250, that it be granted approval to maintain books and records at its principal place of business in New York.

12. Has Applicant provided service under any other name?

YES NO

If YES, please list. _____

13. Will the Applicant keep its books and records in Illinois? YES NO

If NO, permission pursuant to 83 Ill. Adm Code Part 250 needs to be requested. **PLEASE SEE PAGE 1 HEREOF**

MANAGERIAL

14. Please attach evidence of the applicant's managerial and technical resources and ability to provide service. This may be in either narrative form, resumes of key personnel, or a combination of these forms.

PLEASE SEE EXHIBIT 6, ATTACHED

15. List officers of Applicant.

PLEASE SEE EXHIBIT 7, ATTACHED

16. Does any officer of Applicant have an ownership or other interest in any other entity which has provided or is currently providing telecommunications services? YES NO

If YES, list entity. Applicant is a wholly-owned subsidiary of Broadview Networks Holdings, Inc. Applicant's parent corporation also owns, directly or indirectly, 100% of certain other subsidiaries which are authorized to provide local and/or long distance telecommunications services in various jurisdictions. The names of these entities are provided at **EXHIBIT 8**, hereto.

17. How will Applicant bill for its service(s)? (At a minimum, describe how often the Applicant will bill for service and details of the billing statement.)

Applicant will bill customers directly on a monthly basis. Contact information for the Commission and Applicant's Customer Care Department will be provided on the bill.

18. How does Applicant propose to handle service, billing, and repair complaints? (At a minimum, describe Applicant's internal process for complaint resolution, the complaint escalation process, the timeframe and process by which the customer is notified by Applicant that they may seek assistance from the Commission?)

Broadview Customer Care Representatives and 24-hour automated customer assistance allow customers to bring service, billing and repair questions or complaints to the Company's attention 24 hours a day, 7 days a week, facilitating the quick and efficient resolution of Customer concerns. Customers may access Broadview Customer Care toll-free at (800) 276-2384 to initiate service complaints or to receive updates on reported problems or pending customer service complaints; customers may also contact Broadview Customer Care 24 hours a day via the company's website, www.broadviewnet.com. Inquiries regarding service or billing may also be made in writing. The Company's tariff advises customers that they have the right to contact the Illinois Commerce Commission for resolution of customer service and billing issues and provides the address and toll-free telephone number for the Commission.

19. Will personnel be available at Applicant's business office during regular working hours to respond to inquiries about service or billing? YES NO

20. What telephone number(s) would a customer use to contact your company? (800) 276-2384

21. Will Applicant abide by all Federal and State slamming and cramming laws pursuant to Section 13-902 of the Public Utilities Act and Section 258 of the 1996 Telecommunications Act?

YES NO

22. Please describe applicant's procedures to prevent slamming and cramming of customers?

Applicant adheres to all federal and state specific anti-slamming rules, including independent third-party verification of customer preferred carrier changes. Customers will not have their services switched to Broadview's services without a written letter of authorization for new service and changes in service. Broadview will also employ third party verification for all customers who seek to change their presubscribed carrier to Broadview. All affected Broadview employees are aware of these procedures and will be immediately disciplined if the procedures are not followed.

23. If granted authority to operate as a local exchange carrier, will the applicant abide by the following 83 Illinois Administrative Code Parts: 705, 710, 720, 725, 730, 732, 735, 755, 756, 757, 770, and 772?

YES NO (If no, please provide an explanation.)

24. Is Applicant aware that it must file tariffs prior to providing service in Illinois?

YES NO

APPLICANT'S PROPOSED LOCAL EXCHANGE SERVICES TARIFF IS ATTACHED AS EXHIBIT 9 HERETO.

FINANCIAL

25. Please attach evidence of Applicant's financial fitness through the submission of its most current income statement and balance sheet, or other appropriate documentation of applicant's financial resources and ability to provide service. **PLEASE SEE EXHIBIT 10, ATTACHED**

TECHNICAL

26. Does Applicant utilize its own equipment and/or facilities? YES NO **PLEASE SEE BELOW**

If YES, please list the facilities Applicant intends to utilize. Also include evidence that Applicant possesses the necessary technical resources to deploy and maintain said facilities:

Broadview intends to offer a broad range of local telecommunications services through the use of its own facilities, resold facilities and through a combination of these provisioning methods. Broadview will not be installing any facilities other than equipment to be installed in existing buildings or structures for the purpose of providing local exchange telecommunications services in Illinois. This equipment may eventually include switches; no business decision has yet been made as to the location of any such switching equipment.

If NO, which facility provider(s)'s services does the Applicant intend to use?

To the extent Applicant provides service on a resale basis, it will utilize the facilities of other carriers presently certificated to provide such service in the State of Illinois; no business decision has been made identifying any particular underlying carrier at this time.

27. Please describe the nature of service to be provided (e.g., operator services, internet, debit cards, long distance service, data services, local service, prepaid local service).

Applicant is already authorized to provide long distance services in the State of Illinois (IXC Certification granted June 25, 2008); through this Application, Broadview seeks to expand its service authorization to include local

and data services in the State of Illinois. Applicant will not, however, offer local telecommunications services on a prepaid basis.

28. Will technical personnel be available at all times to assist customers with service problems?

YES NO

29. If Applicant intends to provide payphone service, will the equipment utilized comply with FCC requirements and Finding (9) of the Commission Order entered in Docket No. 84-0442 on June 11, 1986, including, but not limited to: (a) touch dialing; (b) access to 9-1-1 and "0" operator dialing without use of a coin; (c) rules governing use of payphones by disabled persons; (d) ability to complete local and long-distance calls; (e) unlimited duration for local calls; and (f) a message explaining the telephone's general operations, dialing instructions for emergency assistance, payphone owner's name, method of reporting service problems and method of receiving credit for faulty calls? YES NO

Not Applicable; Applicant does not intend to provide payphone service.



Charles C. Hunter
Executive Vice President, Secretary and General Counsel

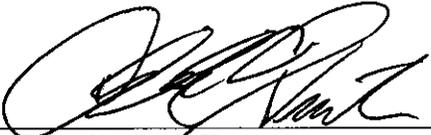
VERIFICATION

This application shall be verified under oath.

OATH

State of New York)
)ss
County of Westchester)

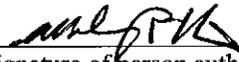
Charles C. Hunter makes oath and says that he is Executive Vice President, Secretary and General Counsel of Broadview Networks, Inc.; that he has examined the foregoing application and that to the best of his knowledge, information, and belief, all statements of fact contained in the said application are true, and the said application is a correct statement of the business and affairs of the above-named applicant in respect to each and every matter set forth therein.



Charles C. Hunter

Subscribed and sworn to before me, a Notary Public/ WILSON ROCAFUERTE JR.
(Title of person authorized to administer oaths)

in the State and County above named, this 13th day of OCTOBER, 2009.



(Signature of person authorized to administer oath)

WILSON ROCAFUERTE JR.
Notary Public, State of New York
Registration #01RO6116202
Qualified In Westchester County
Commission Expires Sept. 20, 2012