

SECTION 5 - OBSOLETE SERVICE OFFERINGS, (Cont'd.)

5.4 FirmRate, (cont'd.)

5.4.2 Termination Liability

When the Customer terminates service under this plan prior to the expiration of the Customer's selected term commitment, a termination charge will be assessed. The termination charge is \$100.00.

The early termination charge will apply under the following circumstances:

- A. When the Customer disconnects their entire Account; or
- B. When the Customer selects a shorter term.

The early termination charge will not apply under the following circumstances:

- A. When the Customer's physical location changes, but the term plan is continued at the new location;
- B. When the Customer moves to a jurisdiction where the Company is prohibited from offering service;
- C. When the Customer renegotiates the term plan for a longer term;
- D. When the Customer returns to the Company and the same term length agreement as a result of a Winback program;
- E. When the Customer moves from any grandfathered calling plan to FirmRate Plus, or to any calling plan with the same term length; or
- F. When the Customer moves from a one, two or three year term on FirmRate Service to Business Unlimited Long Distance.

At the expiration of the term commitment, the Customer will continue at the same commitment and usage rate unless they choose to make a change, either to a different term commitment/minimum usage guarantee or to a different Plan.