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SECTION 4 - GRANDFATHERED SERVICES, (CONT'D.)

4.1 SNET Business Flat Rate Plan*, (Cont'd.)

4.1.2 Regulations, (Cont'd.)

- (D) Any commitment (MMC or MAC) shortfall will be applied to the Primary Billed Telephone Number of the Master Account Number.
- (E) Customers subscribing to a MMC will be given a two (2) month grace period where there will be no shortfall penalty assessed. If a customer subscribes to a MMC on any date other than the first day of the billing cycle, the partial first month is counted as a full month when determining the length of the no penalty period.
- (F) Customers subscribing to a MAC can upgrade without penalty to a longer term and maintain the same start date of the existing plan or, to a higher MAC and maintain the same start and end date of the existing plan.

4.1.3 Minimum Period

There is a one (1) month minimum for the SNET Business Flat Rate Plan when a customer commits to a MMC. There is a twelve (12) month minimum for the SNET Business Flat Rate Plan when a customer commits to a MAC.

4.1.4 Eligible Services and Usage Schedules

The following rates and charges will apply to the services eligible for the SNET Business Flat Rate Plan.

Issued: December 17, 2009 Effective: January 17, 2010

Issued by: Mr. Arthur Paquette

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^{* -} Grandfathered to existing Customers at existing locations.