

NOV 20 2018

STATE OF MICHIGAN  
Michigan Public Service Commission  
7109 W. Saginaw Hwy. -- P.O. Box 30221  
Lansing, Michigan 48909

In the matter of the complaint of

Case Number: \_\_\_\_\_

(Leave Blank)

Strain Electric Co.

(Complaining customer's name) against  
Windstream Holdings, Inc. and its subsidiary Broadview  
Networks Holdings, Inc.

(Company name)

**U-20355**

**FORMAL COMPLAINT**

I, Debbie Strain, Project Manager at Strain Electric Co.  
(State your name and if a business or organization, state your position)

brings this Formal Complaint against:

Windstream Holdings, Inc. and its subsidiary Broadview Networks Holdings, Inc.

\_\_\_\_\_

\_\_\_\_\_

(State the Company Name, Street Address, City, State, Zip Code)

for violation of the Michigan Telecommunications Act. I request that a contested case be conducted against this party, including a hearing before an administrative law judge.

The telephone number(s) involved in this complaint (include the area code):

(616) 453-2108 ( ) \_\_\_\_\_

(616) 453-2142 (616) 453-2145

This complaint involves my (check off those applicable):

Local Service

Local Long Distance

Long Distance

Other, please specify: \_\_\_\_\_





I also seek relief in accordance with section 601(a)(b)(c)(d)(e)(f) of the Michigan Telecommunications Act, MCL 484.2601, including, but not limited to reimbursement for my total economic loss of \$ 785.62.

I also seek the imposition of fines against the Company, as provided in Section 601(a), the person to pay a fine for the first offense of not less than \$1,000.00 nor more than \$20,000.00 per day that the person is in violation of this act, and for each subsequent offense, a fine of not less than \$2,000.00 nor more than \$40,000.00 per day; (b) if the provider has less than 250,000 access lines, the provider to pay a fine for the first offense of not less than \$200.00 or more than \$500.00 per day that the provider is in violation of this act, and for each subsequent offense a fine of not less than \$500.00 or more than \$1,000.00 per day; (c) a refund to the ratepayers of the provider of any collected excessive rates; and (d) if the person is a licensee under this act, that the person's license be revoked; (e) and the entry of a Cease and Desist Order; and (f) Except for an arbitration case under 252 of part II of title II of the communications act of 1934, chapter 622, 110 Stat. 66, attorney fees and actual costs of a person or provider of less than 250,000 end-users.

I attest that the facts stated in this complaint are true to the best of my knowledge.

Deborah Shaw

**Your Signature**

November 14, 2018

**Date**

2151 Beverly Street Southwest

**Street Address**

Wyoming MI 49519

**City State Zip**

(616) 453-2108

**Day Time Phone Number**

(616) 453-5729

**Fax Number**

**E-mail address: [Debbie@strainelectric.com](mailto:Debbie@strainelectric.com)**

**NOTE:** You must attach to this complaint copies of all documents or other evidence that you intend to rely upon at hearing. Failure to do so will subject your complaint to delay or dismissal. See, MCL 484.2203(7).

# Stain Electric

Date Created: 1/10/2018













Contract ID: 14776



Order Form and Agreement

Primary Contact  
 Todd Strain  
 (616) 453-2108  
 Todd@strainelectric.com

Prepared By  
 Rob Leiden  
 (704) 405-9496  
 Rob.Leiden@elnk.com

Item	Quantity	One-Time	Monthly
 <b>OfficeSuite Phone Service</b> Each employee receives a virtual phone line, unlimited local and nationwide calling, extension, local phone number, call twinning, selective call routing plus hundreds of other standard and advanced features to help them be more productive, flexible and efficient.	3	\$0.00	<del>\$71.85</del> \$59.85
 <b>Phone Numbers</b> 3-Included In OfficeSuite® Professional Plan	3 Credit	\$15.00 -\$15.00	\$6.00 -\$6.00
 <b>OfficeSuite Account Activation &amp; Site Install</b>	1	\$250.00 \$150.00	\$0.00
 <b>Toll Free Number</b> Free OfficeSuite Professional Plan Toll Free number has a monthly allowance of 1,000 minutes, overage rate of \$0.03 per minute. Additional Toll Free numbers are charged at \$0.035 per minute with no monthly allowance.	1 Credit	\$0.00	\$11.50 -\$11.50
 <b>OfficeSuite HD Meeting (25 Participant)</b> 1-Included in OfficeSuite® Professional Plan	1 Credit	\$0.00	\$19.99 -\$19.99
 <b>OfficeSuite Fax</b> One fax line with a monthly allowance of 400 pages included in OfficeSuite Professional Plan.	1 Credit	\$0.00	\$12.00 -\$12.00
 <b>Mobile SoftPhone Licenses</b>	3	\$0.00	<del>\$11.85</del> \$8.85
 <b>Voicemail to Email with Transcription</b> Included in OfficeSuite Professional Plan	3 Credit	\$0.00	\$3.00 -\$3.00
 <b>MyOfficeSuite with Company-Wide Chat &amp; Presence</b> Included in OfficeSuite Professional Plan	3 Credit	\$0.00	\$14.85 -\$14.85
 <b>OfficeSuite Professional Phone Install</b> OfficeSuite Professional Phone Install	3	\$75.00	\$0.00
 <b>OfficeSuite 16-Key LCD Phone (5320) (Rent)</b> 16 self-labeling keys	3	\$0.00	<del>\$30.00</del> \$25.50
 <b>Power over Ethernet Adapter (Rent)</b> Power over Ethernet Adapter	3	\$0.00	\$3.00
<b>Monthly Recurring Cost</b>			\$97.20
<b>TOTAL</b>		\$225.00	\$97.20

## Acknowledgements and Authorization

By signing this Order Form and Agreement, Customer authorizes Broadview Networks, Inc. now part of WindStream ("Company") to provide it with the "Services", at the locations and for the rates set forth above, and agrees to pay Company said rates for such Services at such locations, for the full Contract Term. The Services shall be provided in accordance with Company Tariffs maintained on file with applicable federal and state regulatory authorities (the "Tariffs"), the Master Terms and Conditions and the Product-Specific Terms and Conditions available on Company's website, all of which are expressly incorporated by reference herein. Rates and charges are exclusive of taxes, surcharges and fees, which in addition to applicable non-recurring and other charges, are set forth in Company Tariffs and on Company's "Standard Pricing Schedules" (also available on Company's website), as modified from time to time.

The Master Terms and Conditions and Product-Specific Terms and Conditions can be found at:

- Broadview Networks(now part of Windstream) Master Terms and Conditions:  
[http://corporate.broadviewnet.com/customer-terms-and-conditions/Master\\_TC.pdf](http://corporate.broadviewnet.com/customer-terms-and-conditions/Master_TC.pdf)
- OfficeSuite® Terms and Agreements:  
[http://corporate.broadviewnet.com/customer-terms-and-conditions/OfficeSuite\\_UC\\_TC.pdf](http://corporate.broadviewnet.com/customer-terms-and-conditions/OfficeSuite_UC_TC.pdf)
- E911 Policy:  
[http://corporate.broadviewnet.com/customer-terms-and-conditions/E911\\_Policy.pdf](http://corporate.broadviewnet.com/customer-terms-and-conditions/E911_Policy.pdf)
- Broadspeed® Fax Terms and Agreements:  
[http://corporate.broadviewnet.com/customer-terms-and-conditions/Broadview\\_Fax\\_TC.pdf](http://corporate.broadviewnet.com/customer-terms-and-conditions/Broadview_Fax_TC.pdf)

Customer agrees to furnish such letters of agency/authorization to Company as shall be required in connection with the Services. Customer authorizes Company to contact credit references, to obtain credit reports through credit bureaus and to undertake such investigation as shall be reasonable and necessary to verify Customer's credit history.

Customer acknowledges as follows and represents that the undersigned is authorized to make such acknowledgement and to execute this Order Form and Agreement on its behalf.

- I have read and agree to the Master Terms and Conditions
- I have read and agree to the Product-Specific Terms and Conditions
- I understand that this Order Form and Agreement is for a term of 3 years and that early termination charges may apply if it is terminated early
- I have read and understand the VoIP Notification, Important Customer Information Regarding Emergency Services - 911 Dialing (available at <http://www.broadviewnet.com/About-Broadview-Networks/customer-terms-conditions/>)

DocuSigned by:

*Todd Strain*

84EECA8BBAC5C459...

Authorized Signature

Todd Strain

Printed Name

President

Title

1/11/2018

Date

## Billing Information

Billing Contact  
 Todd Strain  
 (616) 453-2108  
 Todd@strainelectric.com

## About Stain Electric

Business Type <input type="text"/>	Bank <input type="text"/>	Federal Tax ID <input type="text"/>	D-U-N-S No. <input type="text"/>
Social Security No. <input type="text"/>	Bank Account No. <input type="text"/>	Tax Exempt Status <input type="text"/>	

## Service Address and Shipping Information


### Service Location #1

Address  
 2151 BEVERLY AVE SW  
 WYOMING, MI 49519

NPA-NXX: 616453  
 Service IP Address:  
 Main Line CLID:

Site Contact  
 Todd Strain  
 (616) 453-2108  
 Todd@strainelectric.com

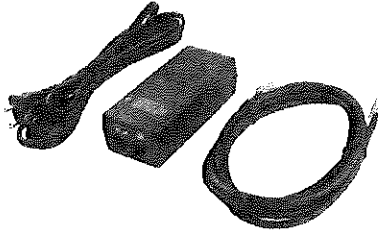
	Quantity
OfficeSuite 16-Key LCD Phone (5320) (Rent)	3
Power over Ethernet Adapter (Rent)	3

Phone or Accessory	Purchase	Included with 3-Year Term
	<b>OfficeSuite 16-Key LCD Phone (5320)</b> <ul style="list-style-type: none"> <li>• 16 self-labeling keys</li> <li>• Hands-free speakerphone</li> <li>• Integrated Ethernet switch</li> <li>• Headset-ready</li> <li>• Voicemail indicator</li> <li>• Three soft keys</li> <li>• Twelve function keys</li> <li>• Superior sound quality</li> <li>• Energy efficient</li> </ul>	<b>Quantity:</b> 3  <b>\$8.50</b> per month

Phone or Accessory

Purchase

Included  
with  
3-Year Term



**Power over Ethernet Adapter**

- Allows POE Ready Phone to be Powered from AC Wall Outlet.
- Compatible with 5200 and 5300 Series Native POE Phones.
- Universal AC Input
- POE Injector
- Input 100-250 V, 50-60 Hz, 500 mA
- Output +48 V Power LED
- Includes power cable and CAT5E cable.
- Also used with Algo 8301 Overhead Paging Interface.

Quantity:  
3

\$1.00  
per month

## Total Account Summary

### CONTRACT INFORMATION

Some of your Savings Plans are provided under contract. Early termination will result in fees.

### LINE CHARGES, FEATURES & FEES

#### ALL LOCATIONS

Date	Description	Rate	Qty	Amount
03/15 - 04/14	16-Key LCD (5320)	\$28.45	8	\$227.60
03/15 - 04/14	OfficeSuite Mobile Softphone	\$2.95	3	\$8.85
03/15 - 04/14	Power over Ethernet Adapter	\$1.00	8	\$8.00
<b>TOTAL RECURRING CHARGES</b>				<b>\$244.45</b>

### NON RECURRING CHARGES

#### ALL LOCATIONS

Date	Description	Qty	Amount	
03/06	Equipment Installation Charges	1	\$75.00	
03/06	OfficeSuite Activation Fee	1	\$150.00	
03/06	Prorated services: 16-Key LCD (5320)	8	\$73.12	
03/06	Prorated services: OfficeSuite Mobile Softphone	3	\$2.85	
03/06	Prorated services: Power over Ethernet Adapter	8	\$2.56	
03/06	Shipping and Handling	1	\$6.61	
<b>TOTAL NON RECURRING CHARGES</b>				<b>\$310.14</b>

### TAXES & SURCHARGES

#### ALL LOCATIONS

Date	Description	Amount
03/14	Federal Taxes and Surcharges	\$10.28
03/14	Prorated services: Regulatory Adjustment Fee OS	\$7.76
03/14	Regulatory Adjustment Fee OS	\$24.24
03/14	State/Local Taxes and Surcharges	\$44.93
03/14	Universal Service Fund	\$13.82
<b>TAXES &amp; SURCHARGES TOTAL</b>		<b>\$101.03</b>

## Total Account Summary

### LOCAL USAGE SUMMARY

#### ALL LOCATIONS

Description	Calls	Minutes	Amount
Home Region	11	14.0	\$0.00
<b>LOCAL USAGE TOTAL</b>			<b>\$0.00</b>

### LONG DISTANCE USAGE SUMMARY

#### ALL LOCATIONS

Description	Calls	Minutes	Amount
Regional	1	3.0	\$0.00
InState	4	11.5	\$0.00
State to State	1	1.0	\$0.00
<b>LONG DISTANCE USAGE TOTAL</b>			<b>\$0.00</b>

16-Key LCD \$227.60  
 Mobile Softphone \$8.85  
 Adapter \$8.00

\$250.35

\$93.27

\$343.62

- \$284.89

\$58.73

Total Recurring Charges

Taxes

Total Windstream

Equipment

For Customer Service, Call (800) 514-2000

Invoice Number: [REDACTED]



RICK SNYDER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
PUBLIC SERVICE COMMISSION

SHELLY EDGERTON  
DIRECTOR

NORM SAARI  
COMMISSIONER

SALLY A. TALBERG  
CHAIRMAN

RACHAEL EUBANKS  
COMMISSIONER

October 26, 2018

Strain Electric  
2151 Beverly S.W.  
Wyoming, MI 49519

Dear Strain Electric:

RE: Case No. [REDACTED]

You have indicated you are interested in filing a Formal Complaint before the Michigan Public Service Commission (MPSC). The following information should provide the details you need to move forward with your case.

You are not required to be represented by an attorney to file a Formal Complaint or participate in the hearing if you are a residential customer or the owner of a sole proprietor. A business partnership may have to be represented by an attorney

You MUST represent yourself at the formal hearing. You cannot have another person present your case at the hearing, unless it is your attorney.

However if your business is incorporated, you must be represented by an attorney, unless your formal complaint involved a cramming and/or slamming issue. Cramming is the placement of unauthorized fees and charges on your telephone bill statements. Slamming is the unauthorized changing of your local and/or long distance telephone service providers.

By filing a Formal Complaint, you will be requesting a hearing before an Administrative Law Judge (ALJ) at the Commission. After you file your request and prior to scheduling the hearing, your documents will be reviewed. If your case is found to be prima facie, which means you have presented a complete case and the MPSC has the jurisdiction to grant the relief you are requesting, your complaint will be scheduled for a hearing before the ALJ. If your complaint is found to be not prima facie, you will receive a letter from the Staff Attorney explaining the rejection of your formal complaint.

There is no fee for filing a petition for a formal hearing, nor for attending a formal hearing.

LARA is an equal opportunity employer/program.

Auxiliary aids, services and other reasonable accommodations are available upon request to individuals with disabilities.  
7109 W. SAGINAW HIGHWAY • P.O. BOX 30221 • LANSING, MICHIGAN 48909 • [www.michigan.gov/mpsc](http://www.michigan.gov/mpsc) • 517-284-8100

At the hearing, you will be sworn in and be able to testify about what happened, and the Company's attorney will have the chance to cross examine you. You, in turn will be able to cross examine the Company's witness(es). Keep in mind that you will need to demonstrate which Commission rules have been violated.

Both you and the company are free to negotiate a settlement to resolve your complaint prior to the scheduled formal hearing. If a settlement is reached, you will be required to withdraw your formal complaint, in writing.

Before mailing your formal complaint, please make sure you include:

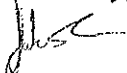
- A description of the exactly what happened, including all details, names, and addresses of persons involved, and all disputed charges and costs.
- The MPSC rules you believe have been violated
- Bill copies or other relevant documents to support your case.
- Specifically state the resolution you are seeking from the Commission
- Specify if you want the company to be fined or penalized, in addition to resolving your complaint

Please mail the original signed and dated complaint with 7 additional copies to:

Executive Secretary  
Michigan Public Service Commission  
P.O. Box 30221  
Lansing, MI 48909

Please contact the Executive Secretary toll-free at 1-800-292-9555 with any questions.

Sincerely,



Jake Thelen  
Compliance & Investigation Section

## Debbie Strain

---

**From:** Debbie Strain <Debbie@strainelectric.com>  
**Sent:** Monday, April 30, 2018 11:41 AM  
**To:** Niem, Sherwinston  
**Subject:** Re: Confirmation from FedEx Email/Online Label // BTN: 616514AAAA Customer Name: Strain Electric Company

Yes, there were shipping label sent for 5 phones. I want to get rid of this service totally which is 8 phones total. If you are unable to help with this, please put me in contact with someone who can help me. And I will fight any early termination fee and have filed the information with the FCC since the billing didn't match the quote.

Get [Outlook for Android](#)

---

**From:** Niem, Sherwinston <Sherwinston.Niem@windstream.com>  
**Sent:** Monday, April 30, 2018 4:21:40 AM  
**To:** Debbie Strain  
**Subject:** RE: Confirmation from FedEx Email/Online Label // BTN: 616514AAAA Customer Name: Strain Electric Company

I thought shipping label was already sent to you two weeks ago for 5 phones.

You may reach out to our OfficeSuite support team @1-800-276-2384 and choose option for OfficeSuite.

Thank you.

---

**From:** Debbie Strain [mailto:Debbie@strainelectric.com]  
**Sent:** Thursday, April 26, 2018 3:00 PM  
**To:** Niem, Sherwinston <Sherwinston.Niem@windstream.com>  
**Subject:** RE: Confirmation from FedEx Email/Online Label // BTN: 616514AAAA Customer Name: Strain Electric Company

Can you please tell me who I can contact to get rid of these phones, all 8?

---

**From:** Niem, Sherwinston [mailto:Sherwinston.Niem@windstream.com]  
**Sent:** Monday, April 23, 2018 10:06 AM  
**To:** Debbie Strain <Debbie@strainelectric.com>  
**Subject:** RE: Confirmation from FedEx Email/Online Label // BTN: 616514AAAA Customer Name: Strain Electric Company

Let me know when you're available.

**From:** Debbie Strain [mailto:Debbie@strainelectric.com]

**Sent:** Monday, April 23, 2018 9:07 AM

**To:** Niem, Sherwinston <Sherwinston.Niem@windstream.com>

**Subject:** RE: Confirmation from FedEx Email/Online Label // BTN: 616514AAAA Customer Name: Strain Electric Company

We have a dedicated fax line, or had a dedicated fax line, and a dedicated fax machine that was available to everyone.

Get [Outlook for Android](#)

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**From:** Niem, Sherwinston <Sherwinston.Niem@windstream.com>

**Sent:** Friday, April 20, 2018 10:19:40 PM

**To:** Debbie Strain

**Subject:** RE: Confirmation from FedEx Email/Online Label // BTN: 616514AAAA Customer Name: Strain Electric Company

Do you have point to number for your eFax?

**From:** Debbie Strain [mailto:Debbie@strainelectric.com]

**Sent:** Friday, April 20, 2018 4:11 PM

**To:** Niem, Sherwinston <Sherwinston.Niem@windstream.com>

**Subject:** RE: Confirmation from FedEx Email/Online Label // BTN: 616514AAAA Customer Name: Strain Electric Company

Sherwinston, we really need to get this resolved. I need an update on this matter. While our phones are now working, our fax is not and the gentleman that you transferred me to previously said he has no record of us having a fax number. We are trying to run a business and many of our customers fax us quotes that we are unable to receive because of this telephone "upgrade".

**From:** Niem, Sherwinston [mailto:Sherwinston.Niem@windstream.com]

**Sent:** Friday, April 20, 2018 12:39 PM

**To:** Debbie Strain <Debbie@strainelectric.com>

**Subject:** RE: Confirmation from FedEx Email/Online Label // BTN: 616514AAAA Customer Name: Strain Electric Company

Hi Debbie

I have tried to call but just got your VM. Please let me know when you're available.

**From:** Debbie Strain [mailto:Debbie@strainelectric.com]  
**Sent:** Thursday, April 19, 2018 10:16 AM  
**To:** Niern, Sherwinston <Sherwinston.Niern@windstream.com>  
**Subject:** RE: Confirmation from FedEx Email/Online Label // BTN: 616514AAAA Customer Name: Strain Electric Company

We have no phones. Our new phones say logged off and the old phones have no dial tone. Do you know if something was done?

**From:** Niern, Sherwinston [mailto:Sherwinston.Niern@windstream.com]  
**Sent:** Wednesday, April 18, 2018 11:36 AM  
**To:** Debbie Strain <Debbie@strainelectric.com>  
**Subject:** RE: Confirmation from FedEx Email/Online Label // BTN: 616514AAAA Customer Name: Strain Electric Company

Hi Debbie,

I really want to help you with this. Let me see what can I do. I'll get back to you as soon as I can.

**From:** Debbie Strain [mailto:Debbie@strainelectric.com]  
**Sent:** Wednesday, April 18, 2018 11:13 AM  
**To:** Niern, Sherwinston <Sherwinston.Niern@windstream.com>  
**Subject:** RE: Confirmation from FedEx Email/Online Label // BTN: 616514AAAA Customer Name: Strain Electric Company

Sorry for the late response, I just got back into the office. I guess I am unsure how this is going to work seamlessly. Are you going to change our service back to the analog that we had before the installation of these new phones, and then I can send them back? If that is going to happen, that we will go right back to what we had before with the old system.

**From:** Niern, Sherwinston [mailto:Sherwinston.Niern@windstream.com]  
**Sent:** Monday, April 16, 2018 6:37 PM  
**To:** Debbie Strain <Debbie@strainelectric.com>  
**Subject:** RE: Confirmation from FedEx Email/Online Label // BTN: 616514AAAA Customer Name: Strain Electric Company  
**Importance:** High

Hi Debbie,

Are you also going to remove any extensions from the account along with the phones? Below is the list of your extensions. Please let me know first before you return the phones. Thanks

Extension #	Last Name	First Name
100	Strain	Todd
101	Gibbs	Lisa
102	Strain	Debbie
103	Walshart	Bob
104	Van Eerden	Justin
105	Nelson	Jay
106	Office	Extra
107	Office	Extra

**From:** Pontevedra, Froilan

**Sent:** Monday, April 16, 2018 9:18 AM

**To:** [debbie@strainelectric.com](mailto:debbie@strainelectric.com)

**Cc:** [ReturnCPE <ReturnCPE@BroadViewNet.com>](mailto:ReturnCPE@BroadViewNet.com); Niem, Sherwinston <[Sherwinston.Niem@windstream.com](mailto:Sherwinston.Niem@windstream.com)>

**Subject:** Confirmation from FedEx Email/Online Label // BTN: 616514AAAA Customer Name: Strain Electric Company

Hi Debbie,

Here are the return labels with tracking numbers



Please see FedEx's email below for the link to print out the label.

The equipment must be returned in good condition so please be sure it is packaged carefully. Affix the pre-paid shipping label on the package and contact the carrier when you are ready for pick-up. FedEx can be reached at 1.800.463.3339. Please enclose a copy of this letter within the box as your packing slip so that we can properly credit your account for the returned equipment.

Please reply to ALL if you have questions.

Thanks!

--

**Froilan Pontevedra**  
Return CPE

855.284.5644 office

[Froilan.Pontevedra@windstream.com](mailto:Froilan.Pontevedra@windstream.com)

## WINDSTREAM ENTERPRISE

FORMERLY BROADVIEW

windstreamenterprise.com

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**From:** FedEx Email/Online Label NoReply <[emaillabel@fedex.com](mailto:emaillabel@fedex.com)>

**Sent:** Monday, April 16, 2018 5:43 AM

**To:** Pontevedra, Froilan

**Subject:** Confirmation from FedEx Email/Online Label



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[fedex.com](http://fedex.com)

Login to your account or learn more about how to become a better shipper, printing offers, or get inspiration for your small business.

Hello Debbie Strain,

Broadview Networks has provided 5 shipping labels for your convenience.

▫ [Print your labels](#) by 05/16/2018.

Shipment summary

Ship to: Broadview Networks

Item description: Equipment

Return merchandise authorization (RMA): 616514AAAA

For shipment questions or expired label access call 8002762384.

Recipient details

Equipment Return

Broadview Networks

221 CENTRAL AVE

FARMINGDALE, NY 11735

US

6312273101

Sender details

Debbie Strain

Strain Electric Company

2151 BEVERLY AV SW

WYOMING, MI 49519

US

6164532108

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This email message and any attachments are for the sole use of the intended recipient(s). Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message and any attachments.

## Debbie Strain

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**From:** Belvis, Glaiza <Glaiza.Belvis@windstream.com>  
**Sent:** Monday, February 12, 2018 10:38 AM  
**To:** Debbie Strain  
**Cc:** Todd Strain; Belvis, Glaiza  
**Subject:** RE: BTN: 616514AAAA Customer Name: Strain Electric

**Importance:** High

Hi Debbie,

How are you? I hope all is well. The phones should be arriving today, FedEx tracking # is 420038774990. Now we can move forward to installing the phones. The next available date for a technician is on Feb 15, Thursday. Please let me know if this is a good day to do install.

Also – a soft follow up on our pending items:

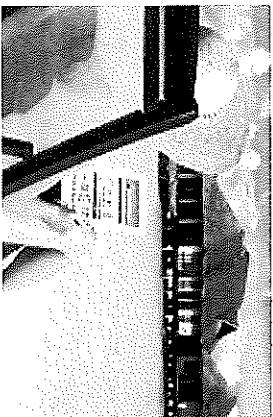
- Static IP address – simply go to [www.ipchicken.com](http://www.ipchicken.com)
- (8) 3-digit extension number and its user name

Let me know if you have any questions. Thank you.

**Glaiza Belvis**

Project Manager – Service Delivery | Windstream  
1018 W. 9th Av | King Of Prussia PA, 19406

[Glaiza.Belvis@windstream.com](mailto:Glaiza.Belvis@windstream.com) | [GBelvis@broadviewnet.com](mailto:GBelvis@broadviewnet.com)  
o: 610-819-2626



OfficeSuite?  
**REST EASY  
WHILE ON  
VACATION  
WITH REAL  
MOBILITY.**

 **Broadview**  
Windstream

[See How](#)

*\*\*Attention: You may be asked to participate in our online customer satisfaction survey at the conclusion of your project. It is Windstream's goal to always meet and exceed your expectations and earn a PERFECT 10 on that survey from you. If there is anything that I can do to continue to exceed your expectations please do not hesitate to let me know.*

How am I doing?

Please email my management team [here](#)

---

**From:** Belvis, Glaiza

**Sent:** Wednesday, February 07, 2018 2:40 PM

**To:** [debbie@strainelectric.com](mailto:debbie@strainelectric.com)

**Cc:** [Todd@strainelectric.com](mailto:Todd@strainelectric.com); Belvis, Glaiza <[Glaiza.Belvis@broadviewnet.com](mailto:Glaiza.Belvis@broadviewnet.com)>

**Subject:** RE: BTN: 616514AAAA Customer Name: Stain Electric

Hi Debbie,

It was nice speaking to you earlier. Here's a quick summary of our call earlier.

First, to get your Static IP Address, open any browser and go to [www.ipchicken.com](http://www.ipchicken.com). It will give you a bunch numbers and that will be your Static IP address.

Our target live date is on: March 6, 2018 Tuesday

Numbers for porting/ migration:

616-453-2108 main number

646-453-2142

646-453-2145

**\*\*We will not port your fax number\*\***

Phone details: Total of (8) 16-Key LCD 5320 and 8 power adapters

3-digit extension numbers: 100 to 107

Ext 100 Todd Strain

Ext 101 Lisa

**\*\*Please provide first name and last name for extensions 101 to 107\*\***

We will assign you a new efax number with the destination email [debbie@strainelectric.com](mailto:debbie@strainelectric.com).

No need for Toll-Free number

We will schedule installation with a Broadview technician when the ETA of the phones are known.

Once the phones are installed, you'll be able to make outbound calls. Inbound calls will still land on your old phones.

Inbound calls will start landing on the new phones after we port the numbers. We will submit the port request to your current carrier and they will give us a

confirmed date of port. I will keep you updated throughout this process.

While we wait for the confirmed port date, we will schedule you for the Admin and End-user training. Training is done via webinar/ phone and usually takes an hour each.

Lastly, may I ask what is your current phone system? It is a regular phone system or does it get connection from your internet?

Let me know if you have any questions. Thank you.

**Glaiza Belvis**

Project Manager – Service Delivery | Windstream  
1018 W. 9th Av | King Of Prussia PA, 19406

[Glaiza.Belvis@windstream.com](mailto:Glaiza.Belvis@windstream.com) | [GBelvis@broadviewnet.com](mailto:GBelvis@broadviewnet.com)

o: 610-819-2626



OfficeSuite®

**REST EASY  
WHILE ON  
VACATION  
WITH REAL  
MOBILITY.**

 **Broadview** CONNECTION  
**windstream** WIRELESS



**\*\*\*Attention: You may be asked to participate in our online customer satisfaction survey at the conclusion of your project. It is Windstream's goal to always meet and exceed your expectations and earn a PERFECT 10 on that survey from you. If there is anything that I can do to continue to exceed your expectations please do not hesitate to let me know.**

How am I doing?

Please email my management team [here](#)

**From:** Belvis, Glaiza

**Sent:** Friday, February 02, 2018 2:14 PM

**To:** [Todd@strainelectric.com](mailto:Todd@strainelectric.com)

**Cc:** Belvis, Glaiza <[Glaiza.Belvis@broadviewnet.com](mailto:Glaiza.Belvis@broadviewnet.com)>

**Subject:** RE: BTN: 616514AAAA Customer Name: Stain Electric

Hi Todd,

My name is Glaiza Belvis from Windstream. Below are the details I found on the paperwork of your order and would also serve as our talking points during our call. Please let me know the best date and time to call you to discuss.

**Account Details:**

Customer Name: Stain Electric  
Primary Contact: Todd Strain  
Primary Contact #: 616-453-2108  
Email address: Stain Electric

**Your Desired Due Date:**

The standard time for Windstream to deliver the OfficeSuite UC product you ordered is 25 days. Based on those standard guidelines your "go live" date would be **March 2, 2018**. Please confirm, for documentation purposes, that **March 2, 2018** is the date we should lock in and plan for activation of your service. Please note that we always strive to meet your requirements and we measure our deployment success against this date.

**BTN: 616514AAAA**

Site Address: 2151 Beverly Ave SW Wyoming, MI 49519

Order Type: OfficeSuite UC

Equipment details:

- (3) 16-Key LCD 5320
- 3 Power adapters

Shipping address for the phones: **please confirm**

Simultaneous Call Capacity (SCC) is 9. \*This is the capacity to make and receive calls at any given time.

(9) 3-digit extension numbers and username (ranging from 100-599)

Extension Number	First Name	Last Name
Ex. 101	Front	Desk
102	Main	Office
103	Conference	Room

**Static IP Address:** You can easily get this by going to [www.ipchicken.com](http://www.ipchicken.com)

**Phone number for porting:** 6164532108

**Other included features:**

- Call Twinning: 9 user licenses
- HD Meeting: 1 user license
- New Efax #: We will assign you a new number for efax. Efax is a feature where you can send and receive fax messages thru an email account.
  - Destination Email: **please provide**
- Toll-Free Number: We can assign new Toll-Free Number or port your existing Toll-Free Number (if you have one)
  - Point-to-Number: 6164532108
- Mobile Softphone: 3 user licenses

Installing Party: Broadview

**We need to schedule:**  
Installation date,  
Training sessions

**Miscellaneous items:**

Outbound Caller ID (15-digit character including spaces)

What name and number would you like to be listed in the White Pages?

Call Routing - Where should the calls route? To an Auto-Attendant, or ring all phones or to a specific phone only?

I look forward from hearing from you soon. Thank you.

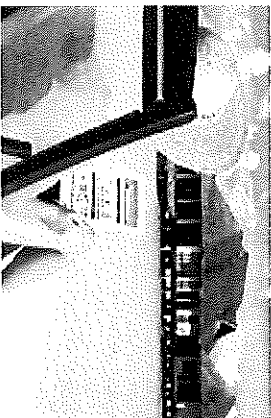
**Glaiza Belvis**

Project Manager – Service Delivery | Windstream

1018 W. 9th Av | King Of Prussia PA, 19406

[Glaiza.Belvis@windstream.com](mailto:Glaiza.Belvis@windstream.com) | [GBelvis@broadviewnet.com](mailto:GBelvis@broadviewnet.com)

o: 610-819-2626



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VACATION  
WITH REAL  
MOBILITY.**



**Broadview** NEW PART OF  
**windstream** WINDSTREAM

**\*\*Attention:** You may be asked to participate in our *online customer satisfaction survey* at the conclusion of your project. It is Windstream's goal to always meet and exceed your expectations and earn a **PERFECT 10** on that survey from you. If there is anything that I can do to continue to exceed your expectations please do not hesitate to let me know.

How am I doing?

Please email my management team [here](#)

**From:** Belvis, Glaiza  
**Sent:** Tuesday, January 30, 2018 3:40 PM  
**To:** [Todd@strainelectric.com](mailto:Todd@strainelectric.com)  
**Cc:** Belvis, Glaiza <[Glaiza.Belvis@broadviewnet.com](mailto:Glaiza.Belvis@broadviewnet.com)>  
**Subject:** BTN: 616514AAAA Customer Name: Stain Electric

Hi Todd,

On behalf of Windstream, we are very excited and appreciative that you are going to use our world class OfficeSuite service. My name is Glaiza Belvis. I am the Project Manager from Windstream, overseeing your request to install OfficeSuite UC.

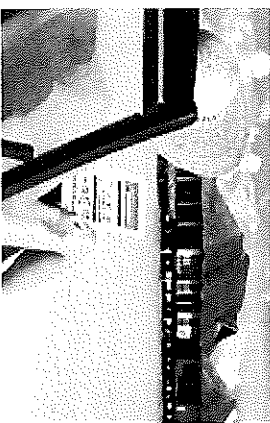
I am currently reviewing the details of your order and would like to schedule some time with you so that we can discuss your account and I can answer any questions that you may have about the process to install your new service! I am very excited to work with you on this project and I look forward to hearing back from you soon!

My contact information is listed below. Please feel free to reach me at any time during my office hours, Monday to Friday from 10am to 7pm.

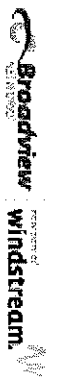
If you'd like to get started on your Order please Visit MyOfficeSuite where you can activate your account and access the Orders Page to begin processing your order today!

Thank you.

**Glaiza Belvis**  
Project Manager – Service Delivery | Windstream  
1018 W. 9th Av | King Of Prussia PA, 19406  
[Glaiza.Belvis@windstream.com](mailto:Glaiza.Belvis@windstream.com) | [GBelvis@broadviewnet.com](mailto:GBelvis@broadviewnet.com)  
o: 610-819-2626



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**\*\*Attention: You may be asked to participate in our online customer satisfaction survey at the conclusion of your project. It is Windstream's goal to always meet and exceed your expectations and earn a PERFECT 10 on that survey from you. If there is anything that I can do to continue to exceed your expectations please do not hesitate to let me know.**

**How am I doing?**

**Please email my management team [here](#)**

## Debbie Strain

---

**From:** Debbie Strain <Debbie@strainelectric.com>  
**Sent:** Friday, April 13, 2018 12:23 PM  
**To:** Niem, Sherwinston  
Todd Strain  
**Cc:** FW: Windstream Enterprise - Strain Electric - 616514AAAA  
**Subject:** RE: BTN: 616514AAAA Customer Name: Stain Electric *3rd page*  
**Attachments:**

Did you get any answer on this on where it tells me that there was going to be an additional charge? You can have these phones back if the outcome is going to be a monthly bill of more than what it was before for equipment that we are renting, and won't even end up owing. I would like an answer on this soon so we can decide on the direction we are going to take.

---

**From:** Debbie Strain  
**Sent:** Wednesday, April 11, 2018 12:27 PM  
**To:** Niem, Sherwinston <Sherwinston.Niem@windstream.com>  
**Cc:** Todd Strain <todd@strainelectric.com>  
**Subject:** RE: Windstream Enterprise - Strain Electric - 616514AAAA

Yes they did explain that to me and I asked where in any of the quotes that I was given did it show we were going to have to pay \$19.95 per phone line that we added. As you can see on the original quote that I sent to you from Rob, it says a monthly fee of \$59.85, not \$19.95 per phone line. And when I added 5 more phones, (attached email) it does not say anything about additional phone line charges. You assume that we are supposed to assume and know that there would be additional charges for each additional phone line added, but I am not working for your company we are an electric contractor. These charges are assumption on Windstream's account.

No one has shown me where it says that each additional phone that I add to our service will incur an additional \$19.95 monthly charge. That is the issue I am having. We have 3 phone numbers for Strain Electric, so the "Office Suite Service" on the quote was assumed to be for the 3 different phone number, not phone lines. There is no reason for us to pay \$100 more than what we were paying previous to the call from Robe who was going to save us money.

---

**From:** Niem, Sherwinston [mailto:Sherwinston.Niem@windstream.com]  
**Sent:** Wednesday, April 11, 2018 12:04 PM  
**To:** Debbie Strain <Debbie@strainelectric.com>  
**Subject:** Windstream Enterprise - Strain Electric - 616514AAAA  
**Importance:** High

Hi Debbie,

This e-mail is to acknowledge your call into our Customer Service Department. Thank you for bringing your questions and concerns to our attention. Your inquiry has been researched and resolved.

**Original Dispute:** Incorrect billing

**Account Number Affected:** 616514AAAA

**Invoice Period Affected:** March 15th, 2018

**Corrective Action:** Provided explanation as to why charges are valid.

>>> In order for your system to work you need a phone, user license and SCC's. These were sold bundle plan but in your contract it shows breakdown of charges. I would say you got confused with the charge per phone wherein you're under impression that it's only \$8.50. You may check the description of licenses and SCC'a under " OfficeSuite Phone Service " section in your contract.




SCCs (simultaneous call capacity) = \$59.85 / 3 = \$19.95

Phones & LICENSE = \$25.50 / 3 = \$8.50

Total = \$28.45

You currently have total of 8 phones multiplied by \$28.45 equals **\$227.60**.

MTN	Description	3/14/2018
616514AAAA	16-Key LCD (5320) QTY 8 @ \$28.45	<del>\$227.60</del>
616514AAAA	Power over Ethernet Adapter QTY 8 @ \$1	\$8.00
6318916818	OfficeSuite Mobile Softphone	\$8.85

Item	Quantity	One-Time	Monthly
 <b>OfficeSuite Phone Service</b> Each employee receives a virtual phone line, unlimited local and nationwide calling, extension, local phone number, call twinning, selective call routing plus hundreds of other standard and advanced features to help them be more productive, flexible and efficient.	3	\$0.00	<del>-\$71.05</del> \$59.85
 <b>OfficeSuite 16-Key LCD Phone (5320) (Rent)</b> 16 self-labeling keys	3	\$0.00	<del>-\$20.00</del> \$25.50
 <b>Mobile Softphone Licenses</b>	3	\$0.00	<del>-\$11.05</del> \$8.85

Thank you for your patience and I apologize for any confusion. If you have any additional concerns, feel free to contact us at [1-800-276-2384](tel:1-800-276-2384).

--

**Sherwinston Niem**

Tier II Billing - Windstream

(877) 845-4928 ext 4571 office  
 sherwinston.niem@windstream.com

**WINDSTREAM ENTERPRISE**  
 FORMERLY BROADVIEW

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## Debbie Strain

---

**From:** Debbie Strain <Debbie@strainelectric.com>  
**Sent:** Tuesday, April 03, 2018 2:02 PM  
**To:** Niem, Sherwinston  
**Cc:** Todd Strain  
**Subject:** RE: Strain Electric - 616514AAAA  
**Attachments:** FW: Completed: Your quote from Broadview Networks. *4th Page*

I have attached the response that we received when we tried to contact Rob.

**From:** Niem, Sherwinston [mailto:Sherwinston.Niem@windstream.com]  
**Sent:** Tuesday, April 03, 2018 1:55 PM  
**To:** Debbie Strain <Debbie@strainelectric.com>  
**Cc:** Todd Strain <todd@strainelectric.com>  
**Subject:** RE: Strain Electric - 616514AAAA

Hi Debbie,

Just would like to check if do you still have Rob's contact details?

**From:** Niem, Sherwinston  
**Sent:** Friday, March 30, 2018 12:30 PM  
**To:** 'Debbie Strain' <Debbie@strainelectric.com>  
**Cc:** Todd Strain <todd@strainelectric.com>  
**Subject:** RE: Strain Electric - 616514AAAA

Hi Debbie,

This is to inform you that I'm still working on this and will get back to you on the soonest.

Thank you and have a great weekend.

**From:** Debbie Strain [mailto:Debbie@strainelectric.com]  
**Sent:** Thursday, March 29, 2018 12:56 PM

**To:** Niem, Sherwinston <[Sherwinston.Niem@windstream.com](mailto:Sherwinston.Niem@windstream.com)>  
**Cc:** Todd Strain <[todd@strainelectric.com](mailto:todd@strainelectric.com)>  
**Subject:** RE: Strain Electric - 616514AAAA

Attached is our quote for \$97.20. We then added 5 phones at \$8.50=\$42.50, and 5 POE cord sets at \$1=\$5.00. We understand that the taxes and surcharges were not included in the quote, but \$97.20 + \$42.50 + \$5.00= \$144.70 before taxes. Our first bill was \$244.45 plus \$101.03 without the "non Recurring Charges".

When Rob called to talk to us about this new system, it was to update our system and save us some money, but our previous billing was approximately \$284.00 every month.

I am not taking the installation charges into account, but our bill is way more than what we were quoted, and yes we added the 5 phones after this quote, but it close to triple now.

---

**From:** Niem, Sherwinston [<mailto:Sherwinston.Niem@windstream.com>]  
**Sent:** Thursday, March 29, 2018 12:23 PM  
**To:** Debbie Strain <[Debbie@strainelectric.com](mailto:Debbie@strainelectric.com)>  
**Subject:** Strain Electric - 616514AAAA  
**Importance:** High

Hi Debbie,

This is in regards with your dispute for your phones being billed incorrectly. Before I post the credit, I just want to confirm that the correct amount that should bill per phone should be \$25.50 instead of \$28.45. Please advise.

Thanks,

--

**Sherwinston Niem**  
Tier II Billing - Windstream

(877) 845-4928 ext 4571 office  
[sherwinston.niem@windstream.com](mailto:sherwinston.niem@windstream.com)

**WINDSTREAM ENTERPRISE**  
FORMERLY BROADVIEW

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**Debbie Strain**

---

**From:** Todd Strain <todd@strainelectric.com>  
**Sent:** Tuesday, April 03, 2018 2:00 PM  
**To:** Debbie Strain  
**Subject:** FW: Completed: Your quote from Broadview Networks.

Todd Strain  
todd@strainelectric.com  
Strain Electric Co.

---

**From:** Leiden, Rob C <Rob.Leiden@windstream.com>  
**Sent:** Thursday, March 15, 2018 2:51:20 PM  
**To:** Todd Strain  
**Subject:** Automatic reply: Completed: Your quote from Broadview Networks.

Thank you for contacting me. I apologize, but i am no longer with Windstream.

For any billing or repair needs, please contact our Client Services Department at 800-962-2488.

For any account management needs, please contact either:  
Megan.Dax@windstream.com or  
Doris.Atherton@windstream.com.

Thanks and have a great day.

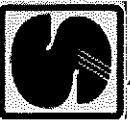
## Debbie Strain

---

**From:** Debbie Strain <Debbie@strainelectric.com>  
**Sent:** Monday, June 18, 2018 10:26 AM  
**To:** miag@mi.gov  
**Subject:** Billing Issue  
**Attachments:** SKM\_C36818061810230.pdf; Fwd: RE: BTN: 616514AAAA Customer Name: Stain Electric

I am not sure if your department can help, but the FCC suggested this could be my next step. Our phone carrier for many years has been Earthlink, who has now become Windstream. We received a call from a company calling themselves Windstream, which we found out later is Broadview, about updating our phones. We had been talking about this for a while, so we set up a conference call from Rob Leiden about the features and what we were looking for in a new system. He said that their system would work just how we needed, but because we only had 3 phone numbers assigned to us, we had to start out with 3 phones and we could add the other 5 phones later once the account was set up. So we eventually added the 5 more phones so we could replace the 8 phones we had. Our original quote was for \$97.20 and when we added the 5 extra phones at \$9.50 each (\$8.50 for the phone and \$1.00 for POE adapter) we would have been about \$150.00. We paid to have the phone installed so they were set up correctly, so we knew the first bill would be an extra approximately \$350.00. Our first bill was actually \$244.45 plus \$101.03 in taxes and surcharges plus the installation charges. When I called to ask why it was so much, they said that each added line is \$9.50 for the equipment plus \$19.95 for the service to run it. I asked them to show me in any contract paperwork that I agreed or was told that there would be an additional charge of \$19.95 per phone line, but I have yet to see anything. I filed a complaint with the FCC, but I was told all that they can do is to facilitate a conversation between us. Their response to the FCC, after 45 days, was the same as it was to me, that they told me about the charge after the fact. So in going forward with trying to upgrade our phones, we also received an early termination from the company that we thought we were staying with originally and who we are trying to get service back from. I have attached a copy of the original quote and an email confirmation of the 5 extra phones that we requested. Our phone service has not been turned off and we have not received any communications since the end of April. We also have not paid the most recent bill in hopes someone would contact us. We received FedEx tickets to ship 5 phones back, but we want to get rid of this whole service. Every time we called to figure out how we need to get the system set up to work as we first explained it, they say we need to add on more services. Can you help us get this settled or do you know who might be able to help us?

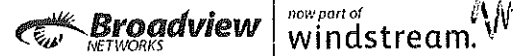
**Debbie Strain**  
**Strain Electric Co.**  
**Ph. (616)453-2108**  
**Fax (616)453-5729**



*Celebrating 70 years in business*













# Stain Electric

Date Created: 1/10/2018  
 Contract ID: 14776



Order Form and Agreement

Primary Contact	Prepared By
Todd Strain	Rob Leiden
(616) 453-2108	(704) 405-9496
Todd@stainelectric.com	Rob.Leiden@elink.com

Item	Quantity	One-Time	Monthly
 <b>OfficeSuite Phone Service</b> Each employee receives a virtual phone line, unlimited local and nationwide calling, extension, local phone number, call twinning, selective call routing plus hundreds of other standard and advanced features to help them be more productive, flexible and efficient.	3	\$0.00	<del>\$71.85</del> \$59.85
 <b>Phone Numbers</b> 3-Included in OfficeSuite® Professional Plan	3 Credit	\$15.00 -\$15.00	\$6.00 -\$6.00
 <b>OfficeSuite Account Activation &amp; Site Install</b>	1	<del>\$250.00</del> \$150.00	\$0.00
 <b>Toll Free Number</b> Free OfficeSuite Professional Plan Toll Free number has a monthly allowance of 1,000 minutes, overage rate of \$0.03 per minute. Additional Toll Free numbers are charged at \$0.035 per minute with no monthly allowance.	1 Credit	\$0.00	\$11.50 -\$11.50
 <b>OfficeSuite HD Meeting (25 Participant)</b> 1-Included in OfficeSuite® Professional Plan	1 Credit	\$0.00	\$19.99 -\$19.99
 <b>OfficeSuite Fax</b> One fax line with a monthly allowance of 400 pages included in OfficeSuite Professional Plan.	1 Credit	\$0.00	\$12.00 -\$12.00
 <b>Mobile SoftPhone Licenses</b>	3	\$0.00	<del>\$11.85</del> \$8.85
 <b>Voicemail to Email with Transcription</b> Included in OfficeSuite Professional Plan	3 Credit	\$0.00	\$3.00 -\$3.00
 <b>MyOfficeSuite with Company-Wide Chat &amp; Presence</b> Included in OfficeSuite Professional Plan	3 Credit	\$0.00	\$14.85 -\$14.85
 <b>OfficeSuite Professional Phone Install</b> OfficeSuite Professional Phone Install	3	\$75.00	\$0.00
 <b>OfficeSuite 16-Key LCD Phone (5320) (Rent)</b> 16 self-labeling keys	3	\$0.00	<del>\$80.00</del> \$25.50
 <b>Power over Ethernet Adapter (Rent)</b> Power over Ethernet Adapter	3	\$0.00	\$3.00
<b>Monthly Recurring Cost</b>			<b>\$97.20</b>
<b>TOTAL</b>			<b>\$225.00 \$97.20</b>

## Acknowledgements and Authorization

By signing this Order Form and Agreement, Customer authorizes Broadview Networks, Inc. now part of WindStream ("Company") to provide it with the "Services", at the locations and for the rates set forth above, and agrees to pay Company said rates for such Services at such locations, for the full Contract Term. The Services shall be provided in accordance with Company Tariffs maintained on file with applicable federal and state regulatory authorities (the "Tariffs"), the Master Terms and Conditions and the Product-Specific Terms and Conditions available on Company's website, all of which are expressly incorporated by reference herein. Rates and charges are exclusive of taxes, surcharges and fees, which in addition to applicable non-recurring and other charges, are set forth in Company Tariffs and on Company's "Standard Pricing Schedules" (also available on Company's website), as modified from time to time.

The Master Terms and Conditions and Product-Specific Terms and Conditions can be found at:

- Broadview Networks(now part of Windstream) Master Terms and Conditions:

[http://corporate.broadviewnet.com/customer-terms-and-conditions/Master\\_TC.pdf](http://corporate.broadviewnet.com/customer-terms-and-conditions/Master_TC.pdf)

- OfficeSuite® Terms and Agreements:

[http://corporate.broadviewnet.com/customer-terms-and-conditions/OfficeSuite\\_UC\\_TC.pdf](http://corporate.broadviewnet.com/customer-terms-and-conditions/OfficeSuite_UC_TC.pdf)

- E911 Policy:

[http://corporate.broadviewnet.com/customer-terms-and-conditions/E911\\_Policy.pdf](http://corporate.broadviewnet.com/customer-terms-and-conditions/E911_Policy.pdf)

- Broadspeed® Fax Terms and Agreements:

[http://corporate.broadviewnet.com/customer-terms-and-conditions/Broadview\\_Fax\\_TC.pdf](http://corporate.broadviewnet.com/customer-terms-and-conditions/Broadview_Fax_TC.pdf)

Customer agrees to furnish such letters of agency/authorization to Company as shall be required in connection with the Services. Customer authorizes Company to contact credit references, to obtain credit reports through credit bureaus and to undertake such investigation as shall be reasonable and necessary to verify Customer's credit history.

Customer acknowledges as follows and represents that the undersigned is authorized to make such acknowledgement and to execute this Order Form and Agreement on its behalf.

- I have read and agree to the Master Terms and Conditions
- I have read and agree to the Product-Specific Terms and Conditions
- I understand that this Order Form and Agreement is for a term of 3 years and that early termination charges may apply if it is terminated early
- I have read and understand the VoIP Notification, Important Customer Information Regarding Emergency Services - 911 Dialing (available at <http://www.broadviewnet.com/About-Broadview-Networks/customer-terms-conditions/>)

DocuSigned by:

*Todd Strain*

BAEECA89AC5C459...

Authorized Signature

Todd Strain

Printed Name

President

Title

1/11/2018

Date

FCC  
1098-225-5322

## Billing Information

Billing Contact  
 Todd Strain  
 (616) 453-2108  
 Todd@strainelectric.com

## About Stain Electric

Business Type <input type="text"/>	Bank <input type="text"/>	Federal Tax ID <input type="text"/>	D-U-N-S No. <input type="text"/>
Social Security No. <input type="text"/>	Bank Account No. <input type="text"/>	Tax Exempt Status <input type="text"/>	

## Service Address and Shipping Information

### Service Location #1

Address  
 2151 BEVERLY AVE SW  
 WYOMING, MI 49519

NPA-NXX: 616453  
 Service IP Address:  
 Main Line CLID:

Site Contact  
 Todd Strain  
 (616) 453-2108  
 Todd@strainelectric.com

	Quantity
OfficeSulte 16-Key LCD Phone (5320) (Rent)	3
Power over Ethernet Adapter (Rent)	3

Phone or Accessory	Purchase	Included with 3-Year Term
--------------------	----------	---------------------------



#### OfficeSulte 16-Key LCD Phone (5320)

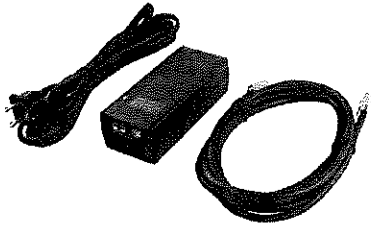
- 16 self-labeling keys
- Hands-free speakerphone
- Integrated Ethernet switch
- Headset-ready
- Voicemail Indicator
- Three soft keys
- Twelve function keys
- Superior sound quality
- Energy efficient

Quantity:  
3

\$8.50  
per month



Phone or Accessory	Purchase	Included with 3-Year Term
--------------------	----------	---------------------------



**Power over Ethernet Adapter**

- Allows POE Ready Phone to be Powered from AC Wall Outlet.
- Compatible with 5200 and 5300 Series Native POE Phones.
- Universal AC Input
- POE Injector
- Input 100-250 V, 50-60 Hz, 500 mA
- Output +48 V Power LED
- Includes power cable and CAT5E cable.
- Also used with Algo 8301 Overhead Paging Interface.

**Quantity:**  
3

**\$1.00**  
per month



**Letter of Authorization**  
*(Allows Broadview Networks to process your order)*

To Local Telephone Company: This is to advise you that I/we have selected Broadview Networks ("Broadview Networks"), as my/our \_\_\_\_\_ Local \_\_\_\_\_ Intralata Toll \_\_\_\_\_ Long Distance (check one or both) carrier to act as my/our agent for all matters related to the provision of local/long distance telephone service in conjunction with the numbers listed below (the "Numbers"), including changing my/our current Local Exchange Carrier ("LEC")/Primary Interexchange Carrier ("PIC"), if any, from my/our current provider(s) to Broadview Networks. This authorization shall remain in effect until cancelled by me/us in writing or otherwise. Broadview Networks is authorized to order, change and terminate local/long distance service for the Numbers I/we hereby authorize and direct you to deal directly with Broadview Networks or its designated representative, to follow its directions and to make available to it any and all information pertinent to the provision of local/long distance telephone service in conjunction with the Numbers. I/we understand that for any one telephone number only one local carrier and one long distance provider may be designated and that by signing this Letter of Agency, my/our current local/long distance carrier for the Numbers, if any, will be changed to Broadview Networks. I/we also understand that changing my/our local/long distance carrier may result in a charge to me/us.

Customer (Subscriber) Billing Name: (as it appears on phone bill)

Billing Address:

Numbers:

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And all numbers associated with the above TS (Initial)

Authorized Signature: Todd Strain Title: President  
Printed Name: Todd Strain Date: 1/11/2018



**Letter of Authorization  
For Change of Responsible Organization**

**(Allows you to keep your current 800/888/877 number(s) )**

**To Local and Long Distance Representatives:**

The undersigned has selected Broadview Networks to act as Service Provider for the 800/888/877 numbers identified below and on any addendum attached to this letter, and has authorized Broadview Networks to act as agent for the undersigned for the purpose of taking such actions as may be required on behalf of the undersigned to implement this selection. The undersigned releases from liability any person to whom this letter is provided for actions taken in accordance with the foregoing. This form is only for use in connection with a Service Provider change and is not by itself intended nor shall it be construed as authorization to disconnect any 800/888/877 service.

Current Toll Free Numbers	Terminating Number	Current Toll Free Provider	Blocking Information

**Customer (Subscriber) Billing Name: (as it appears on phone bill)**

Name: \_\_\_\_\_

Billing Address: \_\_\_\_\_

Services ordered hereunder are subject to credit approval. The signature below authorizes Broadview Networks to contact the credit references listed above, to obtain credit reports through credit bureaus and to undertake such investigation as shall be reasonably necessary to verify my/our credit history.

Authorized Signature: DocuSigned by:  
*Todd Strain*  
84EECA88AC6C469... Date: 1/11/2018

Printed Name: Todd Strain Title: President

## Debbie Strain

---

**From:** Todd Strain <todd@stainelectric.com>  
**Sent:** Friday, February 02, 2018 3:55 PM  
**To:** Debbie Strain  
**Subject:** Fwd: RE: BTN: 616514AAAA Customer Name: Stain Electric

Get [Outlook for Android](#)

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**From:** Belvis, Glaiza <Glaiza.Belvis@windstream.com>  
**Sent:** Friday, February 2, 2018 2:14:07 PM  
**To:** Todd Strain  
**Cc:** Belvis, Glaiza  
**Subject:** RE: BTN: 616514AAAA Customer Name: Stain Electric

Hi Todd,

My name is Glaiza Belvis from Windstream. Below are the details I found on the paperwork of your order and would also serve as our talking points during our call. Please let me know the best date and time to call you to discuss.

**Account Details:**

Customer Name: Stain Electric  
Primary Contact: Todd Strain  
Primary Contact #: 616-453-2108  
Email address: Stain Electric

**Your Desired Due Date:**

The standard time for Windstream to deliver the OfficeSuite UC product you ordered is 25 days. Based on those standard guidelines your "go live" date would be **March 2, 2018**. Please confirm, for documentation purposes, that **March 2, 2018** is the date we should lock in and plan for activation of your service. Please note that we always strive to meet your requirements and we measure our deployment success against this date.

**BTN:** 616514AAAA  
Site Address: 2151 Beverly Ave SW Wyoming, MI 49519  
Order Type: OfficeSuite UC

Equipment details:

- (3) 16-Key LCD 5320
- 3 Power adapters

Shipping address for the phones: **please confirm**

Simultaneous Call Capacity (SCC) is 9. \*This is the capacity to make and receive calls at any given time.

(9) 3-digit extension numbers and username (ranging from 100-599)

Extension Number	First Name	Last Name
Ex. 101	Front	Desk
102	Main	Office
103	Conference	Room

Static IP Address: You can easily get this by going to [www.ipchicken.com](http://www.ipchicken.com)

Phone number for porting: 6164532108

**Other included features:**

Call Twinning: 9 user licenses

HD Meeting: 1 user license

New Efax #: We will assign you a new number for efax. Efax is a feature where you can send and receive fax messages thru an email account.

- Destination Email: **please provide**

Toll-Free Number: We can assign new Toll-Free Number or port your existing Toll-Free Number (if you have one)

- Point-to-Number: 6164532108

Mobile Softphone: 3 user licenses

Installing Party: Broadview

**We need to schedule:**

Installation date,

Training sessions

**Miscellaneous items:**

Outbound Caller ID (15-digit character including spaces)

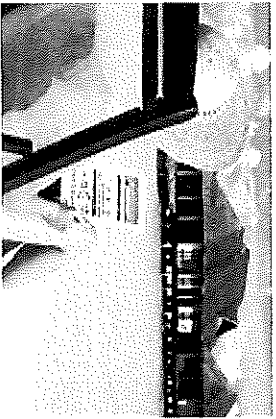
What name and number would you like to be listed in the White Pages?

Call Routing - Where should the calls route? To an Auto-Attendant, or ring all phones or to a specific phone only?

I look forward from hearing from you soon. Thank you.

Glaiza Belvis

Project Manager – Service Delivery | Windstream  
1018 W. 9th Av | King Of Prussia PA, 19406  
[Glaiza.Belvis@windstream.com](mailto:Glaiza.Belvis@windstream.com) | [GBelvis@broadviewnet.com](mailto:GBelvis@broadviewnet.com)  
o: 610-819-2626



OfficeSuite®  
**REST EASY  
WHILE ON  
VACATION  
WITH REAL  
MOBILITY.**



**\*\*Attention:** You may be asked to participate in our **online customer satisfaction survey** at the conclusion of your project. It is Windstream's goal to always meet and exceed your expectations and earn a **PERFECT 10** on that survey from you. If there is anything that I can do to continue to exceed your expectations please do not hesitate to let me know.

How am I doing?  
Please email my management team [here](#)

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**From:** Belvis, Glaiza  
**Sent:** Tuesday, January 30, 2018 3:40 PM  
**To:** [Todd@strainelectric.com](mailto:Todd@strainelectric.com)  
**Cc:** Belvis, Glaiza <[Glaiza.Belvis@broadviewnet.com](mailto:Glaiza.Belvis@broadviewnet.com)>  
**Subject:** BTN: 616514AAAA Customer Name: Stain Electric

Hi Todd,

On behalf of Windstream, we are very excited and appreciative that you are going to use our world class OfficeSuite service. My name is Glaiza Belvis. I am the Project Manager from Windstream, overseeing your request to install OfficeSuite UC.

I am currently reviewing the details of your order and would like to schedule some time with you so that we can discuss your account and I can answer any questions that you may have about the process to install your new service! I am very excited to work with you on this project and I look forward to hearing back from you soon!

My contact information is listed below. Please feel free to reach me at any time during my office hours, Monday to Friday from 10am to 7pm.

If you'd like to get started on your Order please Visit MyOfficeSuite where you can activate your account and access the Orders Page to begin processing your order today!

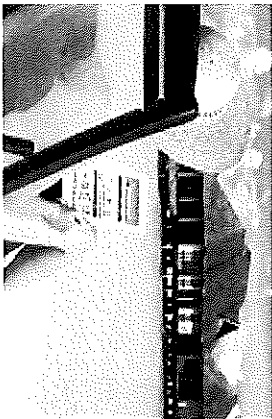
Thank you.

**Glaiza Belvis**

Project Manager – Service Delivery | Windstream  
1018 W. 9th Av | King Of Prussia PA, 19406

[Glaiza.Belvis@windstream.com](mailto:Glaiza.Belvis@windstream.com) | [GBelvis@broadviewnet.com](mailto:GBelvis@broadviewnet.com)

o: 610-819-2626



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