

**Before the  
Federal Communications Commission  
Washington, D.C. 20554**

In the Matter of the Joint Application of:	)	
	)	
<b>INFOTELECOM, LLC</b>	)	
	)	
Transferor,	)	File No. ITC-T/C _____
	)	
and	)	
	)	WC Docket No. _____
<b>THE BROADVOX HOLDING COMPANY, LLC</b>	)	
	)	
and	)	
	)	
<b>BROADVOX-CLEC, LLC</b>	)	
	)	
Transferees,	)	
	)	
For Consent to Transfer Assets and Customers	)	
Pursuant to Section 214 of the Communications	)	
Act of 1934, as amended	)	

**JOINT APPLICATION**

Pursuant to Section 214 of the Communications Act of 1934, as amended (the "Act"), and Sections 63.03, 63.04 and 63.24 of the Commission's Rules, 47 C.F.R. §§ 63.03, 63.04 and 63.24, Infotelecom, LLC ("Infotelecom" or "Transferor"), The Broadvox Holding Company, LLC ("Broadvox Holding") and Broadvox-CLEC, LLC ("Broadvox-CLEC" and together with Broadvox Holding, "Transferees") (Transferor and Transferees together, "Applicants"), respectfully request Federal Communications Commission ("Commission") approval or such authority as may be necessary to

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consummate a transaction whereby Broadvox Holding and Broadvox-CLEC will acquire communications assets of Infotelecom (“the “Transaction”). Upon consummation of the Transaction, all Infotelecom customer contracts will be transferred to and serviced by Broadvox-CLEC. No interruption in service to Infotelecom’s customers will occur. Infotelecom will not be transferring its licenses as Broadvox-CLEC will be operating Infotelecom’s assets pursuant to its own existing licenses.

As described in more detail below, Broadvox Holding and Infotelecom entered into an Asset Purchase Agreement dated April 20, 2012, as amended (the “APA”) pursuant to which Broadvox Holding will acquire all of Infotelecom’s assets and assume certain of its existing carrier and customer contracts. Upon consummation and completion of the Transaction, Infotelecom will be dissolved. Broadvox Holding has assigned and Broadvox-CLEC has assumed all of Broadvox Holding’s rights, title and interest to the APA. The Transaction will not result in any loss or impairment of service for any customers as the management and operation of Broadvox-CLEC is comprised of many of the same individuals who manage and operate Infotelecom. The practical result will be only that Infotelecom’s assets are now owned by an entity that is financially stronger and, therefore, better able to serve Infotelecom’s existing customers without interruption and on the same terms and conditions.

In **Section V** of this Application, the Applicants provide the information required by Sections 63.18 and 63.24 of the Commission’s Rules, 47 C.F.R. §§ 63.18, 63.24. As specified by Section 63.04(b) of the Commission’s Rules, the additional information required for the domestic component of this Application is provided in **Section VI**.

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**I. REQUEST FOR STREAMLINED PROCESSING**

Applicants respectfully request streamlined treatment of this Application pursuant to Sections 63.03 and 63.12 of the Commission's Rules, 47 C.F.R. §§ 63.03, 63.12. As demonstrated below, both the domestic and international components of this Application qualify for streamlined processing.

With respect to domestic authority, this Application is eligible for streamlined processing pursuant to Section 63.03(b)(2)(i) because, immediately following consummation of the transaction, (1) Transferees (and their affiliates, as defined by Section 3(1) of the Act) will have a market share in the interstate, interexchange market of less than ten percent (10%), (2) the Transferees (and their affiliates) will provide competitive telephone exchange services or exchange access services exclusively in geographic areas served by a dominant local exchange carrier that is not a party to the transaction; and (3) none of the Applicants (or their affiliates) are dominant with respect to any service.

With respect to international authority, this Application is eligible for streamlined processing pursuant to Sections 63.12(a) and (b) because: (1) neither of the Applicants (nor their affiliates) is affiliated with a foreign carrier in any destination market; and (2) neither of the Applicants (nor their affiliates) is affiliated with any dominant U.S. carrier whose services Applicants seek authority to resell. Accordingly, this Application qualifies for streamlined processing pursuant to Section 63.12 of the Commission's Rules.

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**II. DESCRIPTION OF THE APPLICANTS**

**A. INFOTELECOM, LLC**

Infotelecom is a limited liability company organized and existing under the laws of Delaware with its principal place of business located at 75 Erieview Plaza, Suite 400, Cleveland, Ohio 44114. Infotelecom was formed in 2004 and its sole member is Infotelecom Holdings, LLC (“Infotelecom Holdings”). Infotelecom and Infotelecom Holdings share common ownership with Transferees. Andre Temnorod is the Chairman of both Infotelecom Holdings as well as each Transferee, with a 43.66% interest in the Transferees. Eugene Blumin is the Chief Operating Officer of Infotelecom Holdings and the Chief Operational Efficiency Officer of the Transferees, and holds a 21.83% interest in the parent of the Transferees, Broadvox, Inc. Finally, Alex Bederman is a member of Infotelecom Holdings as well as the ultimate parent of each Transferee, holding a 21.83% interest in that parent, Broadvox, Inc. Other shareholders hold the remaining 12.68% of the parent of the Transferees. Messrs. Temnorod, Blumin and Bederman are the sole members of Infotelecom Holdings, with 50%, 25% and 25% interests in Infotelecom Holdings, respectively.

Infotelecom specializes in Voice over Internet Protocol services (“VoIP”), which allows customers to make and receive voice communications over the internet. It is a wholesale interconnected VoIP service provider. Infotelecom holds blanket domestic Section 214 authority and also holds international Section 214 authority granted in File No. ITC-214-20050211-00048. At present, Infotelecom provides services to other information service providers and IP service providers in CA, DC, TX, IL, MI, OH, IN, NY, NJ, PA, MA, MD, FL, GA and NC. It does not provide any retail VoIP services. It

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holds certificates to provide intrastate service granted by public utility commissions in the following states: CA, CO, CT, DC, FL, GA, IL, IN, KS, KY, MD, MA, MI, MN, MO, NV, NC, NJ, NY, OR, OH, PA, TX, VA and WA.

Infotelecom filed for Chapter 11 protection under the United States Bankruptcy Code and become a debtor-in-possession on October 18, 2011 (the "Bankruptcy"). The Bankruptcy will be fully resolved by the consummation of the Transaction as discussed in detail in Section II below.

**B. THE BROADVOX HOLDING COMPANY, LLC & BROADVOX-CLEC, LLC**

**Broadvox Holding**. Broadvox Holding is a limited liability company organized under the laws of Delaware. It is wholly-owned by Broadvox, Inc., an Ohio corporation. Its principal place of business is 75 Erieview Plaza, Suite 400, Cleveland, Ohio 44114. Broadvox Holding is a holding company that operates through its subsidiaries, including BroadvoxGO!, LLC ("BroadvoxGO"); Broadvox, LLC, ("Broadvox Wholesale"); Broadvox-CLEC; Brivia Acquisition, LLC ("Brivia"); Origination Technologies, LLC ("Origination"); TechInvest Holding Company, LLC ("THC"); Cypress Communications, LLC ("Cypress"); Cypress Communications Operating Company, LLC("CCOC"); and Cypress Communications of Virginia, LLC ("Cypress Virginia"). A chart showing the current corporate structure of Broadvox Holding is provided in **Exhibit A**.

Through its subsidiaries, Broadvox Holding provides unregulated IP-based information services to approximately 300 wholesale carriers and over 3,500 small-and-medium-sized businesses and enterprise retail customers. Most of Broadvox's revenues are derived from its wholesale product line. Broadvox specializes in wholesale

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termination and origination services, value added services, and IP Local Voice (bundled or unbundled) services.

Additional services provided by the subsidiaries of Broadvox Holding include hosted communications as a service (“HCaaS”) which is a cloud-based delivery of integrated communications (voice, messaging, conferencing, presence and mobility). With HCaaS, the hardware, software and data center are all in the Broadvox cloud, where businesses can add new technology without adding resources. Broadvox Holding subsidiaries also supply SIP trunking services to a variety of commercial end-users and resellers, including CLECs, Internet telephone service providers, and application service providers that include low cost, carrier-grade VoIP communication solutions with the benefit of unified communication features such as instant messaging, voice to email and conferencing via the SIP protocol. In addition, Broadvox Holding subsidiaries offer premium broadband services to support its VoIP SIP trunks, providing its customers the ability and convenience of obtaining all services from a single source.

***Broadvox-CLEC, LLC.*** Broadvox-CLEC is a limited liability company organized under the laws of Delaware. Its principal place of business is 75 Erieview Plaza, Suite 400, Cleveland, Ohio 44114. As described above, Broadvox-CLEC is a wholly-owned subsidiary of Broadvox Holding. Broadvox-CLEC holds blanket domestic Section 214 authority and also holds international Section 214 authority granted in File No. ITC-214-20090529-00261. At present, Broadvox-CLEC provides services to other information service providers and IP service providers in AZ, CO, ID, MN, ND, OR, UT, and WA. It does not provide any retail VoIP services. It holds certificates to provide intrastate service granted by public utility commissions in the following states: AL, AZ,

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CA, CO, CT, DC, FL, GA, HI, IA, ID, IL, IN, KS, LA, MA, MD, MI, MN, MO, MS, NC, NE, NH, NJ, NM, NV, NY, OK, OR, PA, TX, VA, VT and WA.

**III. DESCRIPTION OF THE TRANSACTION**

Infotelecom filed its Bankruptcy petition on October 18, 2011. Its Plan of Reorganization was approved by the Bankruptcy court on June 6, 2012 (the "Plan"). A main component of the resolution of the case was the execution of the APA between Infotelecom and Broadvox Holding whereby Broadvox Holding agreed to purchase Infotelecom's assets as well as assume certain of its contracts, including all of its customer contracts (the "Assumed Contracts") (collectively, the "Acquired Assets"). Final consummation of the APA is contingent upon receipt of all necessary regulatory approvals. The consideration Infotelecom received for entering into the APA includes: (i) payment from Broadvox Holding to Infotelecom's two largest Bankruptcy creditors in settlement of the respective creditors' claims against Infotelecom; (ii) a cash payment to Infotelecom for the Acquired Assets; and (iii) Broadvox's assumption of the Assumed Contracts.

The APA was subsequently assigned to Broadvox-CLEC pursuant to an Assignment and Assumption Agreement dated July 2, 2012, whereby Broadvox-CLEC assumed all of Broadvox Holdings' right, title and interest in the APA. Consequently, Broadvox-CLEC is the ultimate transferee of the Acquired Assets. Upon the receipt of all required regulatory approvals, Infotelecom's assets will be transferred, including the transfer of Infotelecom's customer base to Broadvox-CLEC, and Infotelecom will be dissolved. Infotelecom's licenses are not being transferred as Broadvox-CLEC holds its

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own licenses under which it plans to operate the Acquired Assets, including continuation of service to Infotelecom's customer base.

A copy of a sample customer notification is attached hereto at **Exhibit B** and will be distributed pursuant to 47 C.F.R. § 64.1120(e).

**IV. PUBLIC INTEREST STATEMENT**

The proposed transfer of Infotelecom's assets to Broadvox-CLEC will serve the public interest. It will allow Infotelecom to resolve the Bankruptcy and dissolve its business operations in an orderly fashion and with no interruption of service to its customers. As Broadvox-CLEC customers, they will continue to receive the same services at the same terms and conditions that they currently receive from Infotelecom. The proposed transfer will be virtually transparent to customers in terms of the services that they currently receive. Given Infotelecom's financial difficulties, the acquisition of its assets and customer contracts by a financially stronger entity will benefit customers by assuring their receipt of continued and uninterrupted service. Consummation of the Transaction also assures the complete and final resolution of the Bankruptcy, preventing the further depletion of Infotelecom's assets and bringing closure to a lengthy and uncertain process for Infotelecom, Broadvox and other constituents.

The Transaction will not result in any loss or impairment of service for any customers as the management and operation of Broadvox-CLEC is comprised of many of the same individuals as with Infotelecom. These individuals – who also manage and operate various successful sister companies of Broadvox-CLEC, including Broadvox Wholesale and BroadvoxGO – possess extensive experience successfully managing and operating VoIP companies. For instance, Broadvox Wholesale has been providing



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wholesale services over a robust network for over ten years. Founded in 2001, the company has continued to grow, always on the leading edge of the business communications revolution. BroadvoxGO began selling broadband in 2008 and continues to deliver the highest levels of connectivity, voice quality and security. As a Top-Ten Hosted Communications provider – (ranked #4 in ABI Research’s Top Ten Matrix Ranking) – Broadvox Wholesale delivers the expertise of highly skilled customer service representatives, technical support and local on-site technicians 24/7 from its Network Operations Centers. Three office locations serve BroadvoxGO’s growing HCaaS needs and ensure care for its expanding customer base.

Broadvox-CLECs parent company, Broadvox Holding, is also staffed with innovators and veterans of the communications industry whose experience and communications knowledge keep the company on the leading edge of technology and quality. Their combined experience implementing innovative networks and services dates back nearly 25 years.

In addition, Broadvox-CLEC will infuse additional capital to Infotelecom’s existing assets and customers and will strengthen Infotelecom’s current customer base. The practical result will be only that Infotelecom’s assets are now owned by an entity that is financially stronger and, therefore, better able to serve Infotelecom’s existing customers without interruption and on the same terms and conditions.

**V. INFORMATION REQUIRED BY SECTION 63.24(e) OF THE COMMISSION’S RULES**

In accordance with Section 63.24(e) of the Commission’s Rules, the Applicants submit the following information required under paragraphs (a) through (d) and (h) through (p) of Section 63.18 in support of this Application:

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**63.18(a): Name, address and telephone number**

Transferor:

Infotelecom, LLC  
75 Erieview Plaza, Suite 400  
Cleveland, Ohio 44114  
T: (214) 646-8001  
FRN: 0012772265

Transferees:

The Broadvox Holding Company, LLC  
75 Erieview Plaza, Suite 400  
Cleveland, Ohio 44114  
T: (216) 373-4649  
FRN: N/A

Broadvox-CLEC, LLC  
75 Erieview Plaza, Suite 400  
Cleveland, Ohio 44114  
T: (216) 373-4636  
FRN: 0018774141

**63.18(b): Jurisdiction of Organizations**

Transferor: Delaware

Transferee: Delaware

**63.18(c): *(Answer to Question 10)* Correspondence concerning this Application**

Transferor:

Alexander E. Gertsburg, Esq.  
General Counsel  
Infotelecom, LLC  
75 Erieview Plaza, Suite 400  
Cleveland, Ohio 44114  
T: (216) 373-4811  
F: (216) 373-4812  
[agertsburg@infotelecom.us](mailto:agertsburg@infotelecom.us)

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Transferees:

Nadine J. Ezzie, Esq.  
Corporate Counsel  
The Broadvox Holding Company, LLC & Broadvox-CLEC, LLC  
75 Erieview Plaza, Suite 400  
Cleveland, Ohio 44114  
T: (216) 373-4809  
F: (216) 373-4842  
[nezzie@broadvox.com](mailto:nezzie@broadvox.com)

**63.18(d): International Section 214 Authorizations**

Transferor: Infotelecom has authority under Section 214 of the Act granted by the Commission in File Nos. ITC-214-20050211-00048.

Transferee: Broadvox-CLEC has authority under Section 214 of the Act granted by the Commission in FCC File No. ITC-214-20090529-00261.

**63.18(h): (Answer to Questions 11 & 12) Ten Percent or Greater Interest Holders in The Broadvox Holding Company, LLC and Broadvox-CLEC, LLC.**

The name, address, citizenship, and principal business of each person that directly or indirectly owns at least ten percent (10%) or greater equity interest in both Broadvox Holding and Broadvox is as follows:

<b>Name and Address</b>	<b>Percent Ownership</b>	<b>Primary Business</b>	<b>Citizenship</b>
Andre Temnorod 75 Erieview Plaza Suite 400 Cleveland, OH 44114	43.66	Communications	USA
Eugene Blumin 75 Erieview Plaza Suite 400 Cleveland, OH 44114	21.83	Communications	USA
Alex Bederman 8440 E. Washington St., #207 Chagrin Falls, OH 44023	21.83	Investment	USA

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The ownership interests provided above represent both equity and voting interests. No other person or entity owns a ten percent (10%) or greater direct or indirect ownership in Broadvox Holding or Broadvox-CLEC. No officer or director of Broadvox Holding or Broadvox-CLEC is also an officer or director of any foreign carrier and Broadvox has no interlocking directorates with a foreign carrier.

**63.18(i): (Answer to Question 14) Foreign Carrier Affiliation**

Transferees certify that they are not affiliated with any foreign carrier, nor will they become affiliated with any foreign carrier as a result of this transaction.

**63.18(j): (Answer to Question 15) Foreign Carrier and Destination Countries**

Transferees certify that they do not seek to provide international telecommunications service to any destination where: (1) either Transferee is a foreign carrier in that country; (2) either Transferee controls a foreign carrier in that country; (3) any entity that owns more than a 25% interest in either Transferee or controls either Transferee, controls a foreign carrier in that country; or (4) two or more parties own, in the aggregate, more than 25% of either Transferee and are parties to, or the beneficiaries of, a contractual relationship that affects the provision or marketing of international basic telecommunications services in the United States.

**63.18(k): Showing of WTO Membership for Destination Countries**

Not applicable; Transferees are not affiliated with or otherwise related to any foreign carrier.

**63.18(l), (m): Showing of Non-Dominance/Regulatory Classifications**

Not applicable; Transferees are not affiliated with or otherwise related to any foreign carrier.

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**63.18(n): Concessions**

Transferees certify that neither has agreed and will not agree in the future to accept any direct or indirect special concessions, as defined by Section 63.14(b) of the Commission's Rules, from a foreign carrier or administration with regards to traffic or revenue flows between the United States and any foreign countries the company is authorized to serve.

**63.18(o): Federal Benefits**

Transferees certify pursuant to Sections 1.2001 through 1.2003 that no party to the Application is subject to a denial of Federal Benefits pursuant to Section 5301 of the Anti-Drug Abuse Act of 1988. *See* 21 U.S.C. § 853a.

**63.18(p): (Answer to Question 20) Streamlined Processing**

This Application is eligible for streamlined processing pursuant to Section 63.12 of the Commission's Rules because the information provided herein demonstrates that: (1) Transferees are not affiliated with a foreign carrier on any route for which authority is sought; (2) Transferees are not affiliated with any dominant U.S. carrier whose international switched or private lines services it seeks to resell; and (3) Transferees are not requesting authority to provide switched service over private lines to countries not previously authorized for service by the Commission.

**VI. INFORMATION REQUIRED BY SECTION 63.04 OF THE COMMISSION'S RULES**

Pursuant to Section 63.04(b) of the Commission's Rules, 47 C.F.R. § 63.04(b), the Applicants submit the following information in lieu of an attachment in support of their request for domestic Section 214 authority in order to address the requirements set forth in Section 63.04(a)(6)-(12) of the Commission's Rules:

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**63.04(a)(6): Description of the Transaction**

The proposed transaction is described in **Section III** of the Application.

**63.04(a)(7): Description of Geographic Service Areas**

*Infotelecom (Transferor)*: Infotelecom provides wholesale interconnected VoIP service to other providers through the U.S. and Canada. It currently provides services to customers in the following states: CA, DC, TX, IL, MI, OH, IN, NY, NJ, PA, MA, MD, FL, GA and NC. It holds certificates to provide intrastate services in the following states: CA, CO, CT, DC, FL, GA, IL, IN, KS, KY, MD, MA, MI, MN, MO, NV, NC, NJ, NY, OR, OH, PA, TX, VA, and WA.

*Broadvox Holding (Transferee)*: Broadvox Holding does not hold FCC authorizations or provide services. Instead, all services are provided through its operating subsidiaries.

*Broadvox-CLEC (Transferee)*: Broadvox-CLEC currently provides communications services in the following states: AZ, CO, ID, MN, ND, OR, UT, and WA. It holds certificates to provide intrastate service granted by public utility commissions in the following states: AL, AZ, CA, CO, CT, DC, FL, GA, HI, IA, ID, IL, IN, KS, LA, MA, MD, MI, MN, MO, MS, NC, NE, NH, NJ, NM, NV, NY, OK, OR, PA, TX, VA, VT and WA. An application for certification is pending in OH.

**63.04(a)(8): Eligibility for Streamlined Processing**

This Application is eligible for streamlined processing pursuant to Section 63.03 of the Commission's Rules, 47 C.F.R. §63.03. In particular, this Application is eligible for streamlined processing pursuant to Section 63.03(b)(2)(i) because, immediately following consummation of the transaction: (1) Transferees (and either's affiliates, as defined by

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Section 3(1) of the Act) will have a market share in the interstate, interexchange market of less than ten percent (10%); (2) the Transferees (and either's affiliates) will provide competitive telephone exchange services or exchange access services exclusively in geographic areas served by a dominant local exchange carrier that is not a party to the transaction; and (3) none of the Applicants (or their affiliates) are dominant with respect to any service.

**63.04(a)(9): Other Related FCC Applications**

By this Application, Applicants seek authority with respect to both international and domestic Section 214 authorizations (this Application is being separately and concurrently filed with respect to both types of authorities in compliance with Section 63.04(b) of the Commission's Rule, 47 C.F.R. § 63.04(b)). No other applications are being filed with the Commission with respect to this transaction.

**63.04(a)(10): Statement of Imminent Business Failure**

Prompt completion of the proposed transaction is critical to ensure that Applicants can obtain the benefits described in the foregoing Application. Therefore, Applicants respectfully request that the Commission approve this Application expeditiously in order to allow Applicants to consummate the proposed transaction as soon as possible. No party, however, is requesting special consideration because it is facing imminent business failure.

**63.04(a)(11): Separately Filed Waiver Requests**

None.

**63.04(a)(12): Public Interest Statement**

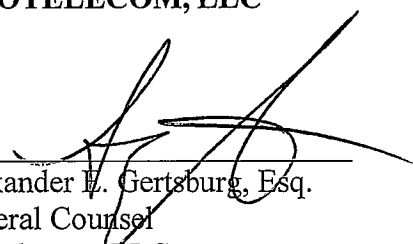
The public interest statement is provided in **Section IV** of the Application.

**VII. CONCLUSION**

For the reasons stated above, the Transaction is consistent with the public interest and Applicants respectfully request that the Commission grant this Application as expeditiously as possible through its streamlined procedures.

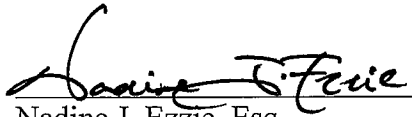
Respectfully submitted,

**INFOTELECOM, LLC**




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**THE BROADVOX HOLDING  
COMPANY, LLC**



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**BROADVOX-CLEC, LLC**



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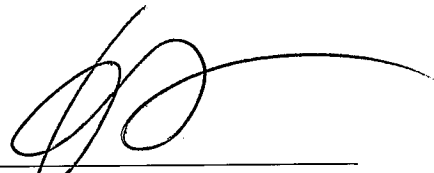


## VERIFICATION

I, Eugene Blumin, state that I am the Chief Operating Officer of Infotelecom, LLC; that I am authorized to make this Verification on behalf of Infotelecom, LLC; that the foregoing filing was prepared under my direction and supervision; and that the contents with respect to Infotelecom, LLC and their affiliates are true and correct to the best of my knowledge, information, and belief.

I declare under penalty of perjury that the foregoing is true and correct.

Executed this 31<sup>st</sup> day of July, 2012.



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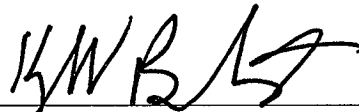
Eugene Blumin  
Chief Operating Officer  
Infotelecom, LLC

## VERIFICATION

I, Kyle Bertrand, state that I am the Vice President of Network Planning and Regulatory of Broadvox-CLEC, LLC; that I am authorized to make this Verification on behalf of Broadvox-CLEC, LLC; that the foregoing filing was prepared under my direction and supervision; and that the contents with respect to Broadvox-CLEC, LLC and their affiliates are true and correct to the best of my knowledge, information, and belief.

I declare under penalty of perjury that the foregoing is true and correct.

Executed this 31<sup>st</sup> day of July, 2012.



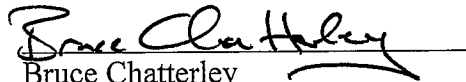
\_\_\_\_\_  
Kyle Bertrand  
VP Network Planning and Regulatory  
Broadvox-CLEC, LLC

## VERIFICATION

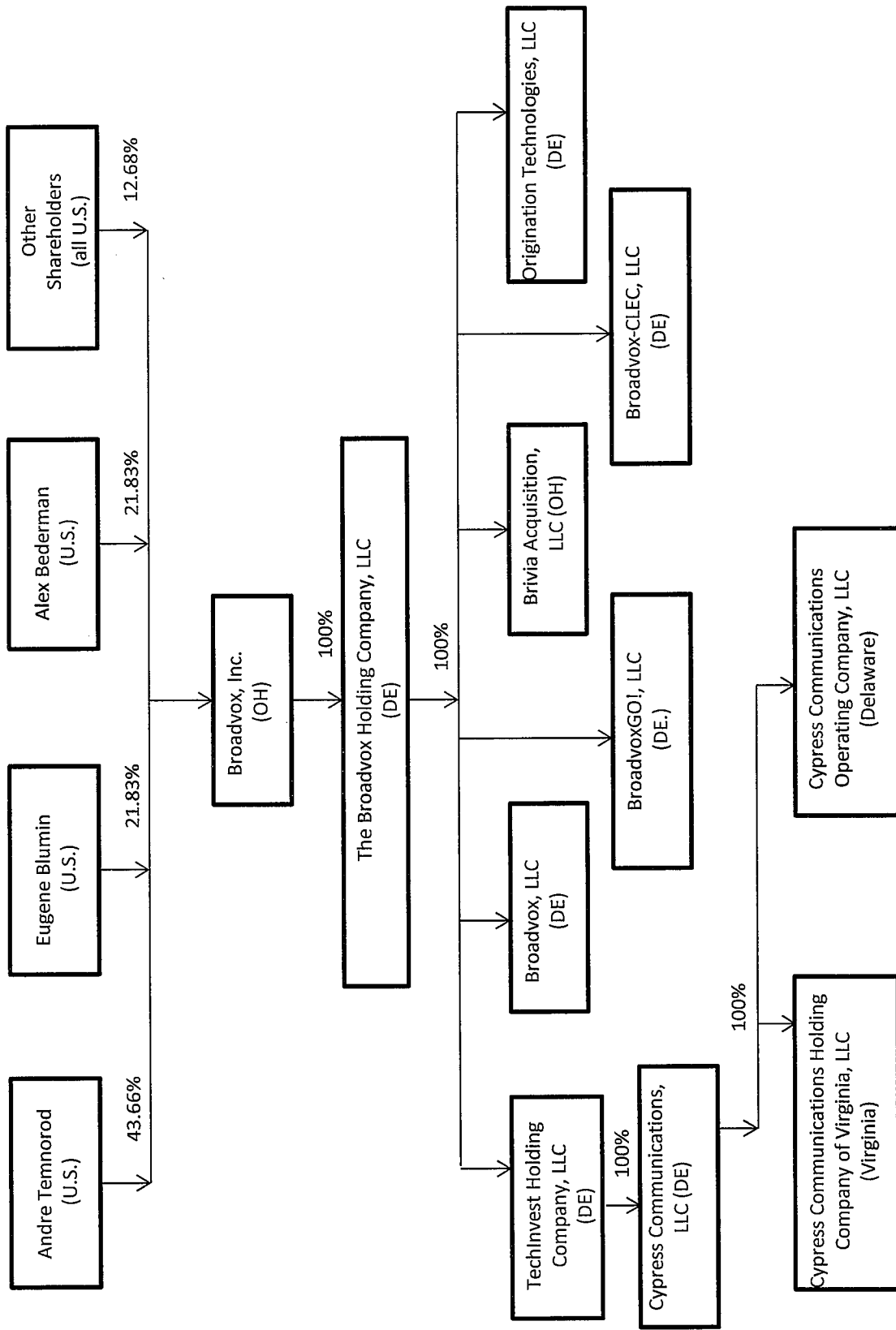
I, Bruce Chatterley, state that I am the Chief Executive Officer of The Broadvox Holding Company, LLC; that I am authorized to make this Verification on behalf of The Broadvox Holding Company, LLC; that the foregoing filing was prepared under my direction and supervision; and that the contents with respect to The Broadvox Holding Company, LLC and their affiliates are true and correct to the best of my knowledge, information, and belief.

I declare under penalty of perjury that the foregoing is true and correct.

Executed this 5<sup>th</sup> day of July, 2012.

  
Bruce Chatterley  
Chief Executive Officer  
The Broadvox Holding Company, LLC

# Corporate Structure of Broadvox





Broadvox-CLEC, LLC  
Infotelecom, LLC  
75 Erievue Plaza, Suite 400  
Cleveland, Ohio 44114

July \_\_\_\_, 2012

[Customer Name]  
[Account Number]  
[Customer Address]

**NOTICE OF TRANSFER OF SERVICES FROM INFOTELECOM, LLC TO  
BROADVOX-CLEC, LLC**

Broadvox-CLEC, LLC ("Broadvox") and Infotelecom, LLC ("Infotelecom") are pleased to jointly announce that Broadvox is purchasing the telecommunications assets of Infotelecom. The transaction will occur in the next few weeks. We anticipate the transaction will provide you, the customer, with a larger, superior backbone network and additional set of qualified and highly professional telecommunications representatives to enhance your customer experience.

As the transfer proceeds, you will see slight changes to your invoices and customer interface portals on the company website. None of those changes will impact your current services, the rates charged for those services or the continued support you have grown to enjoy as an Infotelecom customer. In fact, we are certain your customer experience will be enhanced by this change in service providers.

We recognize that change can sometimes raise issues in customers' minds. Should you have any questions concerning this transfer, please do not hesitate to contact our customer service organization at 888-849-9608 or at [customerservice@broadvox.com](mailto:customerservice@broadvox.com).

We look forward to continuing and enhancing our long-standing business relationship.

Sincerely,

Grant Williams  
VP, Customer Operations

