



Renewal Customer Service Agreement

This Customer Service Agreement ("Agreement") authorizes United Communication Systems, Inc. d/b/a Call One®, with a principal place of business at 123 North Wacker, Floor 7, Chicago, IL 60606 ("Call One") to provide telecommunication services ("Services") to the customer identified immediately below ("Customer"). The Services provided hereby are subject to the Terms and Conditions set forth in this Agreement.

Customer DANA POINT CONDOMINIUMS
 Address 1519 E. Central Road
 City Arlington Heights ST IL ZIP 60005

Billing Telephone Numbers (BTN) associated with this account:

| Physical Location | City, State | BTN |
|----------------------|-------------------|--------------|
| 1519 E. Central Road | Arlington Heights | 847-228-5176 |
| 1519 E. Central Road | Arlington Heights | 847-228-5274 |
| 1519 E. Central Road | Arlington Heights | 847-758-8968 |
| 1519 E. Central Road | Arlington Heights | 847-758-9067 |
| 1519 E. Central Road | Arlington Heights | 847-758-9147 |

See next page(s) for additional billing telephone numbers...

Term Agreement: 36 Months

Usage Rates

| | | |
|---------|---------------|--------|
| Band A: | <u>0.0100</u> | \$/min |
| Band B: | <u>0.0200</u> | \$/min |
| Band C: | <u>0.0250</u> | \$/min |

Additional Service Rates

| | | |
|-----------------------------|---------------|--------|
| Outbound 1+ Interstate: | <u>0.0390</u> | \$/min |
| Outbound 1+ In-state: | <u>0.0390</u> | \$/min |
| Inbound 800/888 Interstate: | <u>0.0390</u> | \$/min |
| Inbound 800/888 In-state: | <u>0.0390</u> | \$/min |
| Calling Card(s)-Domestic: | | \$/min |

Additional Charges: \$14.12 per service order. Discount line, features and non termed circuits 30%. Waive PICC and long distance fees. Local toll billed at .030.

Angela L. S.

Authorized customer signature

8/27/10

Date

CallOne authorized signature

Angela L. S., Dana Point

Print name

President

Title

Angela L. S.

8/27/10

Date

Condo Assn President

United Communication Systems, Inc.

123 N Wacker Drive 7th Floor - Chicago, IL 60606 - Telephone 312-681-8300 - Fax 312-681-8301

Billing Telephone Numbers (BTN) (continued):

| Physical Location | City, State | BTN |
|----------------------|-------------------|--------------|
| 1519 E. Central Road | Arlington Heights | 847-952-0762 |
| 1519 E. Central Road | Arlington Heights | 847-228-5275 |
| 1519 E. Central Road | Arlington Heights | 847-228-5276 |
| 1519 E. Central Road | Arlington Heights | 847-228-5278 |
| 1519 E. Central Road | Arlington Heights | 847-228-5288 |
| 1519 E. Central Road | Arlington Heights | 847-228-5295 |
| 1519 E. Central Road | Arlington Heights | 847-228-7530 |
| 1519 E. Central Road | Arlington Heights | 847-758-8218 |
| 1519 E. Central Road | Arlington Heights | 847-758-8820 |

Customer initials HJ

Call One initials _____

United Communication Systems, Inc.
123 N Wacker Drive 7th Floor - Chicago, IL 60606 - Telephone 312-681-8300 - Fax 312-681-8301

Terms and Conditions

1. **Term.** Customer hereby orders the Local Exchange, Interexchange and miscellaneous services incident hereto as described herein (collectively, the "Services") for the term selected by Customer on Page 1 of this Agreement (the "Term"), effective as of the date the Services are installed or first provided. Upon expiration of the Term, the usage rates and monthly recurring charges applicable to a Term other than Month-to-Month will revert to Call One's prevailing month-to-month rates unless Customer has (1) entered into a successor agreement or (2) canceled the Service, in each case effective as of the expiration of the Term. The Term shall begin on the later of (i) the date Call One signs the first page of this Agreement and (ii) the date any installation necessary to begin the Service is completed.
2. **Rates.** (a) Unless otherwise specified on Page 1 of this Agreement, Call One's prevailing month-to-month rates for lines, features, other monthly recurring charges and non-recurring charges (e.g., installation, service establishment and/or other non-recurring charges) will apply to the Services. By executing this Agreement, Customer acknowledges that it has received notice of and is aware of the rates and other charges that apply to the Services that are not specifically identified on Page 1 of this Agreement. If there is any change to Call One's prevailing rates or charges that apply to the Services, Customer will be notified to Customer in its monthly invoice or in the applicable state tariff, and will be effective as stated therein. If Customer has elected a Term other than Month-to-Month, the usage rates and monthly recurring charges (each expressed as a rate or as a discount off Call One's prevailing month-to-month rates) identified on Page 1 of this Agreement will apply to the Services during the Term. (b) Call One shall also bill Customer as a separate line item all applicable federal, state and other governmental fees, surcharges and taxes. (c) Call One may, at its sole discretion, increase the rates for Band C, 1+ long distance or inbound 800/888 toll-free Services, if and to the extent the charge from the local exchange carrier to terminate the outbound calls or to originate the inbound calls exceeds twenty-five percent of the rate for that Service, and that Service will be provided on a month-to-month term.
3. **Authorization.** Customer authorizes Call One to act as its agent for purposes of obtaining information on Customer's existing telecommunications and related service(s) and to submit orders to reflect the Services ordered under this Agreement for the specific Billing Telephone Numbers (BTN) and/or physical locations listed below and included in any supplement to this Agreement. This grant of agency shall remain in effect until revoked by Customer.
4. **Existing Commitments.** (a) If Customer has an existing term commitment contract with another service provider (a "Third Party Commitment") that is not specifically identified as being terminated pursuant to Section 4(b), Customer acknowledges that it shall remain obligated under the terms of such Third Party Commitment and shall be solely responsible for any penalties, fees or charges by virtue of that Third Party Commitment. (b) If as part of Call One's provision of Services Customer has agreed to terminate a Third Party Commitment(s) identified on Page 1 of this Agreement, Customer agrees that it is solely responsible for the fees associated with such termination. Further, no discount is provided for the related services unless and until Customer has terminated the Third Party Commitment(s) as provided above or the Third Party Commitment(s) have expired and Customer has entered a new agreement directly with Call One.
5. **Early Termination/Cancellation.** Customer shall be required to provide Call One a minimum of 30 days notice in writing of any termination/cancellation of Service(s). (a) If Customer terminates the Service in whole or in part prior to the expiration of the Term, Customer will be liable for an early termination charge equal to the Term Savings Recovery. As used herein, "Term Savings Recovery" is the total usage and monthly recurring charge discount received by the Customer calculated as follows: (A) the difference between the total usage charges billed to Customer at the discounted rates Customer received for the Term selected in this Agreement and the total usage charges that would have been billed to Customer at the Call One tariff month-to-month usage rates in effect as of the Effective Date; and (B) the difference between the discounted monthly recurring charges Customer received for the Term selected in this Agreement and the Call One tariff non-discounted monthly recurring charges in effect as of the Effective Date times the number of months Service was provided. In addition, Customer shall also be liable for any installation and/or other non-recurring charges that were waived. (b) If Customer cancels Service before the Service is established, Customer shall be liable to Call One for all reasonable expenses incurred by Call One to process the order for Service.
6. **Conversion.** Customer may at any time during the Term convert its Service to another Call One agreement under a contract term that is equal to or greater than the Term remaining under this Agreement and under which Customer's financial commitment is equal to or greater than the remaining commitment under this Agreement. In such event, early termination charges shall not apply.
7. **Inside Wiring.** All inside wiring provided directly by Call One to Customer to complete the installation of the Service will be charged at \$75 for the trip charge and \$100 per hour. Inside wiring provided by a third party vendor will be billed at their applicable rates and charges. In addition, any installation charges identified on Page 1 of this Agreement as a "Non-Recurring Charge" applies only to the initial Service install. It does not include the jacks or other inside materials and wiring.
8. **Liability.** The entire liability of Call One, if any, for damages to Customer or to any third party whether in negligence, tort, contract or otherwise, which may arise from Call One's performance or non-performance of the Services is limited to an amount equal to a prorated adjustment of applicable monthly recurring charges for the Services affected or any portion thereof. The foregoing limitation of liability includes any mistakes, omissions, interruptions, delays, errors or defects in transmission occurring in the course of installing and/or furnishing the Service.
9. **Applicability of Tariffs.** This Agreement orders Services at rates provided herein and subject to the terms and conditions set forth in Call One's then-applicable state tariff, which tariff is incorporated by reference. State tariffs are available through the regulatory page of the Call One web site currently at www.callone.com. Customer acknowledges all services purchased pursuant to this agreement are for business purposes.
10. **Assignment.** Customer may not assign this Agreement (by operation of law or otherwise) without the prior written consent of Call One, which consent will not be unreasonably withheld or delayed. Any prohibited assignment shall be void ab initio.
11. **Entire Agreement.** Signed facsimile or scanned copies of this Agreement will legally bind the parties to the same extent as originally executed documents. The terms contained in this Agreement and any documents attached hereto and referenced herein or therein constitute the entire agreement between the parties with respect to the subject matter hereof, superseding all prior and contemporaneous understandings, proposals and other communications, oral or written.

Customer initials A.S.
 Call One initials CJ

United Communication Systems, Inc.
 123 N Wacker Drive 7th Floor - Chicago, IL 60606 - Telephone 312-681-8300 - Fax 312-681-8301

05366



Canon Financial Services, Inc.

158 Gaither Drive, Suite 200

Mount Laurel, NJ 08054-1716

Tel (800) 220-0200

October 9, 2009

DANA POINT CONDOMINIUMS
1519 E CENTRAL RD
ARLINGTON HEIGHTS, IL 60005
ATTN:

Re: Contract Number 001-0223551-003
Purchase Order Number:
Serial Number: CZK06362

Dear Valued Customer:

Thank you for allowing Canon Financial Services to assist in fulfilling your equipment needs. So we may service your account efficiently, please take a moment to verify the following:

- Confirm that the mailing information and contact person in the above address are correct for billing purposes.
- Confirm the terms of the agreement you signed are as follows:

Standard Payment: **\$353.35 MONTHLY** (plus tax, if applicable)
You have **60** remaining payments.
Your last scheduled payment is due: **10/01/2014**
End of Term Purchase Option: **FMV PURCHASE**
- Confirm that your accounts payable system is set up to remit your payments to the following address:

Canon Financial Services, Inc.
14904 Collections Center Dr.
Chicago, IL 60693

As a reminder, your agreement requires you to maintain property insurance, including theft, protecting the equipment against damage, or loss, and naming Canon Financial Services, Inc. as Loss Payee. If your insurance agent requires an amount to determine the replacement value for the coverage, the sum of your standard payments is \$21,201.00. We can provide a policy (certain restrictions may apply) to satisfy your property insurance obligation if needed. If applicable, you will be receiving detailed information about your insurance obligation and your option of obtaining coverage under our policy shortly.

Once again, thank you for choosing Canon brand financing. If you have any questions regarding your contract, we have a Customer Service Representative standing by at (800) 220-0330.

Sincerely,

CANON FINANCIAL SERVICES

CFS-3034(02/08)

