

NEW HAMPSHIRE CODE OF ADMINISTRATIVE RULES

- c. Is currently the subject of any pending civil, criminal or regulatory investigation or complaint involving any state or federal consumer protection law or regulation;
- 16. If an affirmative answer is given to any item in (14) or (15) above, an explanation of the event;
- 17. For those applicants intending to telemarket, a statement that the applicant shall:
 - a. Maintain a list of consumers who request being placed on the applicant's do-not-call list for the purposes of telemarketing
 - b. Obtain monthly updated do-not-call lists from the National Do Not Call Registry; and
 - c. Not initiate calls to New Hampshire customers who have either requested being placed on the applicant's do-not-call list(s) or customers who are listed on the National Do Not Call Registry;
- 18. For those applicants that intend not to telemarket, a statement to that effect
- 19. A sample of the bill form(s) the applicant intends to use or a statement that the applicant intends to use the utility's billing service;
- 20. A copy of each contract to be used for residential and small commercial customers;
- 21. A statement certifying that the applicant has the authority to file the application on behalf of the CEPS and that its contents are truthful, accurate and complete;
- 22. The signature of the applicant or its representative

Source #9774-B, eff 8-26-10

PUC 2006.02 Form for Initial and Renewal Registration of Aggregators

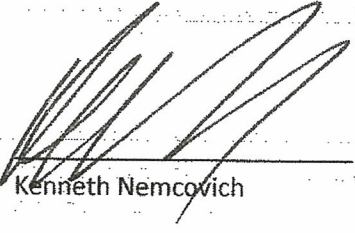
- (a) The registration application required by Puc 2003.04(a) and Puc 2003.05(b) shall include the following:
 - 1. The legal name of the applicant as well as any trade name(s) under which it intends to operate in this state
 - a. Kenneth Nemcovich
 - b. Retention and Operations Group dba Surpass, LLC
 - 2. The applicant's business address, telephone number, email address, and website address, as applicable
 - a. 21 Commerce Park North, Suite 1
Bedford, NH 03110
 - b. 6033109600
 - c. knemcovich@surpasscalls.com
 - d. www.surpasscalls.com
 - 3. The name(s), title(s), business address(es), telephone number(s), and e-mail address(es) of the application if an individual or of the applicant's principle(s) if anything other than the individual
 - 4. The telephone number of the customer service department or the name, title, telephone number, email address of the customer service contact person of the applicant, including toll free telephone numbers if available

- a. Control Desk 603-310-9629
- b. Jason Morel – Team Leader
- c. 6033109628
- d. imorel@surpasscalls.com

5. A copy of the applicant's authorization to do business in New Hampshire from the secretary of state, if anything other than the individual

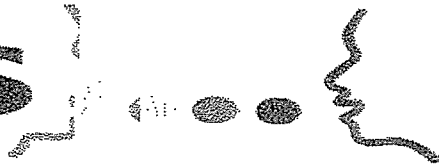
6. Description of the geographic areas of New Hampshire in which the applicant intends to provide service, consistent with Puc 2006.01(a) (10) above

*All, PSWH, Unit, WHCOOP,
National Grid.*



Kenneth Nemcovich

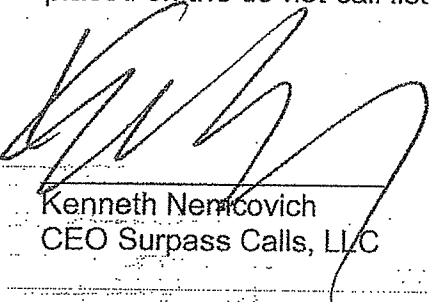
SURPASS



QUALITY CONVERSATIONS. REMARKABLE RESULTS

To Whom it May Concern,

- Retention and Operations Group dba Surpass Calls, LLC maintains an internal do-not-call list for all dialing campaigns we run
- We obtain monthly updated do-not-call lists from the National Do Not Call Registry
- We do not and will not initiate calls to New Hampshire customers who have requested to be placed on the do-not-call list or are already listed on the National Do Not Call Registry



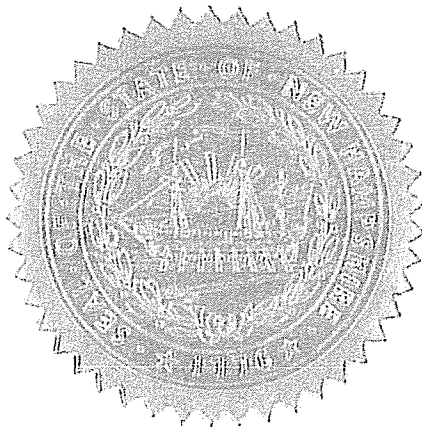
Kenneth Nemcovich
CEO Surpass Calls, LLC

State of New Hampshire

Department of State

CERTIFICATE

I, William M. Gardner, Secretary of State of the State of New Hampshire, do hereby certify that Retention & Operations Group, LLC is a New Hampshire limited liability company formed on April 3, 2006. I further certify that it is in good standing as far as this office is concerned, having paid the fees required by law; and that a certificate of cancellation has not been filed.



In TESTIMONY WHEREOF, I hereto
set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 28th day of September, A.D. 2011

A handwritten signature in cursive script, appearing to read "Wm Gardner".

William M. Gardner
Secretary of State