

# EXHIBIT “C”



*allegiancetelecom, inc.*

9201 N. Central Expressway  
Dallas, TX 75231  
214/261-7100 phone

SENT VIA FACSIMILE

October 30, 2003

Mr. Gordon Quick  
President and CEO  
Daleen Solutions, Inc.  
902 Clint Moore Road, Suite 230  
Boca Raton, Florida 33487-2846

Dear Gordon,

This letter follows up on our telephone conversation of today. As we discussed, the Billing Central Renewal Agreement, effective May 1, 2001, is currently scheduled to renew in accordance with Section 1.1 of the Agreement. Our companies have enjoyed a long and mutually profitable relationship and we would like to continue that relationship beyond December 31, 2003 in accordance with the terms of the existing agreement.

Your letter, dated October 24, 2003, however, threatens that if Allegiance does not agree to amend the Agreement to add additional commitments by October 30, 2003, then Daleen will send a notice of intent not to renew. As we discussed over the telephone, the automatic stay imposed pursuant to Section 362 of the Bankruptcy Code prohibits Daleen from sending such a notice of intent to not renew. Indeed, Section 362(a) of the Bankruptcy Code provides that "a petition ... operates as a stay, applicable to all entities, of ... (3) any act ... to exercise control over property of the estate." Since the Agreement is considered vital property of Allegiance's estate, any action on Daleen's part to terminate or not renew the Agreement would violate the automatic stay of Section 362. *See, e.g., Granas v. American Family Mutual Insurance Company*, 38 B.R. 221; 1984 Bankr. LEXIS 6076 (Bankr. N.D. 1984). In addition, pursuant to Section 362(b) of the Bankruptcy Code, any willful violation of the automatic stay may require Daleen to reimburse Allegiance for all actual damages suffered by Allegiance as well subject Daleen to punitive damages. *See, e.g., In re Crysen/Montenay Energy Co.*, 902 F. 2d 1098 (2d Cir. 1990). Since Daleen clearly knows the importance of this Agreement to the estate and any damages flowing from an improper termination of the Agreement will be in the nature of unbilled revenues, Daleen's liability for violating the automatic stay would be substantial.

We look forward to working out a mutually acceptable solution.

Sincerely,

  
G. Clay Myers

MEMORY TRANSMISSION REPORT

TIME : OCT-30-03 05:20PM  
TEL NUMBER: 5619998080  
NAME : DALEEN TECHNOLOGIES

FILE NUMBER : 177  
DATE : OCT-30 05:19PM  
TO : 914692599107  
DOCUMENT PAGES : 01  
START TIME : OCT 30 05:19PM  
END TIME : OCT-30 05:20PM  
SENT PAGES : 01  
FILE NUMBER : 177

\*\*\* SUCCESSFUL TX NOTICE \*\*\*

October 30, 2003

Via Fax No. (469) 259-9107  
& Federal Express

Mr. Clay Myers  
Allegiance Telecom Company Worldwide  
9201 N. Central Expressway  
Dallas, Texas 75291

Re: Notice of Election not to renew BillingCentral Agreement

Dear Clay:

This letter is Daleen's Notice of Election Not to Renew under its current terms the BillingCentral Agreement, Schedule B-2 to the Master Agreement between Allegiance Telecom Company Worldwide and Daleen Solutions, Inc. dated June 1, 2001. Accordingly, on December 31, 2003, the Master Agreement and all Schedules will expire.

As we discussed earlier today, I would like to meet with you as soon as possible to discuss appropriate terms for a new contract.

I look forward to meeting with you at your earliest convenience.

Sincerely,

  
Gordon Quinn  
President and CEO