

Matrix Telecom, LLC
d/b/a Americatel d/b/a Startec
P.S.C No. 1-Telephone
Effective: November 5, 2018

Leaf: 17
Revision: 0
Superseding Revision:

INTEREXCHANGE SERVICES

SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.6 Payment for Services

- 2.6.1 The Customer is responsible for the payment of all charges for Services furnished to the Customer and Customer's agent(s) or patrons of the Customer, and for all calls placed by or through Customer's equipment directly or via any remote access features. The Customer is also responsible for the payment of charges for calls originated at the Customer's numbers which are not collect, third party, calling card or credit card calls.
- 2.6.2 The Company's bills are due upon receipt. If full payment is not received within thirty (30) days after the bill is issued, a late payment charge of \$1.50 plus 1.5% on the total unpaid balance shall be assessed per month or at the maximum permissible rate under applicable law, whichever is greater.
- 2.6.3 Disputes with respect to charges must be presented to the Company in writing within sixty (60) days from the date the bill in question is issued or such bill will be deemed correct and binding on the Customer. If a billing dispute arises, Customer may request, and the Company will provide, a review of the disputed amount. The undisputed portion of the relevant bill and all subsequent bills must continue to be paid on a timely basis.
- 2.6.4 Customers have the right to refer billing disputes and any other complaints to the Company at (888) 801-0123 [Americatel services] or at (800) 827-3374 [Startec services], or to the State of New York Public Service Commission, Three Empire State Plaza, Albany, New York 12223-1350 at (800) 342-3377.
- 2.6.5 The Customer shall be liable to the Company for the cost of collection of all charges owed to the Company. Collection fees on unpaid charges will accrue at the monthly charge as defined in Section 2.6.2 of this tariff. Collection fees on unpaid charges shall begin to accrue when the account is assigned to an outside collection agency. Such collection fees are separate and distinct from attorney's fees and other costs incurred in collecting charges owed to the Company.

Issued By:

Charles Griffin, Chief Executive Officer, 433 East Las Colinas Blvd., Suite 500, Irving, Texas 75039

Cancelled by supplement No. 1 effective 03/05/2023