

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

Leaf: 24
Revision: 0
Superseding Revision:

INTEREXCHANGE SERVICES

SECTION 3 - DESCRIPTION OF SERVICE

3.1 Timing of Calls

3.1.1 When Billing Charges Begin and Terminate for Phone Calls

The chargeable time for a long distance call is determined by the duration of the call. Chargeable time begins when connection is established between the calling station and the called station. Chargeable time ends when the calling station hangs up or otherwise terminates the call. If the called station hangs up or otherwise terminates the call but the calling station does not, chargeable time ends when the connection is released either by automatic timing equipment in the telecommunications network or by the Underlying Carrier's operator.

3.1.2 Billing Increments

For UniendoAmérica and LíneaPaís Plans, the minimum call duration for billing purposes is 1 minute for a connected call. Customers presubscribed to products in Section 3.4 will not be billed for calls of 6 seconds or less. After the first 6 seconds of a call, the customer will be billed for 1 minute. Calls beyond 1 minute are billed in 1 minute increments.

For Startec Plans, calls are billed in 1 minute increments.

3.1.3 Per Call Billing Charges

Billing will be rounded up to the nearest penny for each call.

3.1.4 Uncompleted Calls

There shall be no charge for uncompleted calls.

Issued By:

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