

Matrix Telecom, LLC  
d/b/a Excel Telecommunications  
P.S.C. No. 1 – Telephone  
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## COMMERCIAL TELECOMMUNICATIONS SERVICES

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### SECTION 2. RULES AND REGULATIONS (Cont'd)

#### **2.16 Emergency/ Crisis/ Disaster Restoration and Provisioning -Telecommunications Service Priority (Continued)**

##### **2.16.5 Responsibilities of the Company**

The Company will perform the following:

- A.** Provide TSP service only after receipt of a TSP authorization code.
- B.** Revoke TSP services at the direction of the end-user or OPT.
- C.** Ensure that TSP Program priorities supersede any other telecommunications priority that may be provided (other than control services and order wires).
- D.** Designate a 24-hour point of contact to receive reports of TSP service outages from TSP service users.
- E.** Designate a 24-hour point of contact to coordinate TSP processes with the OPT.
- F.** Confirm completion of TSP service order activity to the OPT.
- G.** Participate in reconciliation of TSP information at the request of the OPT.
- H.** Ensure that all subcontractors complete reconciliation of TSP information with the service vendor.