

Matrix Telecom, LLC  
d/b/a Excel Telecommunications  
P.S.C. No. 1 – Telephone  
Effective: November 5, 2018

Leaf: 20  
Revision: 0  
Superseding Revision:

---

COMMERCIAL TELECOMMUNICATIONS SERVICES

---

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

**2.5 Cancellation or Interruption of Services (Cont'd)**

**2.5.2 Procedures for discontinuance of existing service:**

- A.** Carrier may discontinue service without notice for any of the following reasons:
  - 1.** If a subscriber or user causes or permits any signals or voltages to be transmitted over Carrier's network in such a manner as to cause a hazard or to interfere with Carrier's service to others.
  - 2.** If a subscriber or user uses Carrier's services in a manner to violate the law.
- B.** In all other circumstances, Carrier will provide the subscriber with written notice stating the reason for discontinuance and will allow the subscriber not less than ten (10) days to remove the cause for discontinuance. In cases of non-payment of charges due, the subscriber will be allowed at least five (5) days, excluding Sundays and holidays, to make full payment of all undisputed charges, and in no event will service be discontinued on the day preceding any day on which Carrier is not prepared to accept payment of the amount due and to reconnect service.