

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

Leaf: 58
Revision: 0
Superseding Revision:

COMMERCIAL TELECOMMUNICATIONS SERVICES

SECTION 4. RATES (Cont'd)

4.9 Commercial Plan (Cont'd)

4.9.2 Term Commitment Option

Users subscribing to this option will select a Term Commitment Period and a Monthly Revenue Commitment. Calls will be rated at the rates indicated in Section 4.9.2 A, which corresponds with the Term Commitment Period and Monthly Revenue Commitment selected by the Customer. The Company will calculate the Customer's Monthly Revenue level to determine if Customer's Monthly Revenue Commitment has been fulfilled. The customer's Monthly Revenue Level consists of all intrastate, interstate and international, outbound, inbound, calling card usage and surcharges, excluding monthly recurring fees and directory assistance charges. Calls are billed in initial 30 second and additional 6 second increments, with any fractional portion of call rounded up to the next highest billing increment.

Customers subscribing to the Commercial Plan Term Commitment Option are eligible for the Company's 100% Satisfaction Guarantee which is as follows:

If Company fails to correct Customer's valid complaint regarding network quality or service support or if Company fails to deliver the stated rate plan within 15 days of Company receiving written notification regarding the problem, the Company will (1) refund to the Customer all PIC change charges assessed by the Customer's LEC as a result of Company switching its long distance service to the Company from the Customer's previous long distance Carrier; (2) refund to the Customer all PIC change charges assessed by the Customer's LEC in order to switch the Customer's long distance service back to their previous carrier; (3) refund to the Customer the amount of their first Commercial Plan invoice; and (4) cancel Customer's term agreement without liability for the Termination Penalty.