

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 3. DESCRIPTION OF SERVICE**

**3.1 Timing of Calls**

Billing for calls placed over the Carrier network is based in part on the duration of the call. There shall only be timing for conversation time and there shall be no charge for uncompleted calls. Conversation time is defined as the elapsed time when two-way communication between the calling and called party is possible. The call ends when either the calling or called party hangs up. Timing begins when the called station is answered, as determined by standard industry methods generally in use for ascertaining answer, including hardware answer supervision in which the local telephone company sends a signal to the switch.