

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

Leaf: 46
Revision: 0
Superseding Revision:

COMMERCIAL TELECOMMUNICATIONS SERVICES

SECTION 4. RATES (Cont'd)

4.2 Prime Calling Program

Prime Calling Program is a direct dial service available to business and residential customers. Customers may access the service either from an access line presubscribed to Carrier or by dialing the Carrier's "10XXX" code. In order to be billed at Prime Calling Program rates, Customer must register for the service during a contact with Carrier and be entered into the Carrier billing database prior to utilizing the service.

4.2.1. Customers are billed through the local exchange carrier or directly by Carrier. If billed by Carrier, payment is due upon receipt of Carrier's bill. Bills are delinquent twenty-one (21) days from date of bill. Service may be terminated, at Carrier's discretion, without notice if payment is not received thirty (30) days from the billed date. Service termination, or waiver of termination by Carrier, is in addition to any other right Carrier may have in law or equity to collect delinquent charges.

4.2.2. If customer fails to pay charges within the specified time period, terms, Carrier reserves the right to change customer from Prime Calling Program to Residential Calling Program rates, and commence billing customer through the local exchange carrier without notice. This remedy is in addition to any other right Carrier may have in law or equity to collect delinquent charges.

4.2.3. Customer must notify Carrier of billing disputes, otherwise charges shall be deemed valid, correct, due and payable.