

Matrix Telecom, LLC  
dba VarTec Telecom  
P.S.C. No. 1 – Telephone  
Effective: November 5, 2018

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Revision: 0  
Superseding Revision:

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## LOCAL EXCHANGE SERVICES

### SECTION 3 - SERVICE DESCRIPTIONS (Cont'd.)

#### 3.2 Basic Residential Local Service (Cont'd.)

##### 3.2.5 VarTec Friends-R-Free<sup>SM</sup> Classic Package (Continued)

##### B. Acceptable Use Policy (Continued)

###### Prohibited Use/Abuse

The following are prohibited uses of the Friends-R-Free<sup>SM</sup> Classic service plan that may result in termination of service:

Calling patterns and usage that considerably exceed what is considered usual and normal for residential customers by industry standards

Calling usage that considerably exceeds your established history of usage Use for any type of commercial business

Commercial faxing, fax broadcasting, or fax blasting Use of Auto-Dialers or predictive dialer

Use of Phone Chat

Rooms Calls to 900 or

976 numbers Modem

data transfer

Use for dialing into an ISP or any type of data transmission Use for medical transcription

Use is not for call back, call sell, or debit card services. Service is not to be used for call centers or telemarketing

Any use not consistent with residential voice usage, or for which the service is otherwise intended.

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Issued By:

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Cancelled by supplement No. 1 effective 10/20/2022