

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

Leaf: 136
Revision: 0
Superseding Revision:

COMMERCIAL TELECOMMUNICATIONS SERVICES

SECTION 4. RATES (Cont'd.)

4.48 Prime Business Select Plan II-A Service - (Continued)

4.48.2 Term Commitment Option Plan - (Continued)

(E) 100% Satisfaction Guarantee

Customers subscribing to the Prime Business Select Plan II-A Term Commitment Option are eligible for the Company's 100% Satisfaction Guarantee. This guarantee is valid for the length of the Term Commitment from the date the Customer starts utilizing the Company's service. If the Company fails to correct the Customer's valid complaint regarding network quality or service support or if the Company fails to deliver the stated rate plan within 15 days of the 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 the 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) cancel Customer's term agreement without liability for the Termination Penalty; and 4) if the above conditions apply within the first ninety (90) days of service, the Company will refund to the Customer, the amount of their first Prime Business Select Plan II-A invoice.

The Customer shall not be entitled to the refunds described above if Customer has an account balance with the Company which has aged beyond net 30 days or if Customer's complaint is not attributable to facilities of causes within the Company's reasonable control.