

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

Leaf: 80  
Revision: 0  
Superseding Revision:

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## COMMERCIAL TELECOMMUNICATIONS SERVICES

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### SECTION 4. RATES (Cont'd.)

#### 4.19 Prime Business VI (Cont'd.)

##### 4.19.2 Term Commitment Option (Cont'd.)

Customers subscribing to the Prime Business VI 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 Prime Business VI invoice; and (4) cancel Customer's term agreement without liability for the Termination Penalty.

Customer shall not be entitled to the items 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 or causes within Company's reasonable control. This Guarantee is valid for 90 days from the start of Customer's service.