

Matrix Telecom, LLC  
dba VarTec Telecom  
P.S.C. No. 1 – Telephone  
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Revision: 0  
Superseding Revision:

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## LOCAL EXCHANGE SERVICES

### SECTION 2 - RULES AND REGULATIONS (Cont'd.)

#### 2.9 Establishment and Re-establishment of Credit

VT may conduct a credit investigation of each Customer or applicant prior to accepting the service order. A Customer whose service has been discontinued by VT for non-payment of bills for any telecommunications service will be required to pay all bills due to VT for telecommunications services or make other arrangements satisfactory to VT and to re-establish credit before service is restored or any service started.

#### 2.10 Deposits

VT may require a deposit, or an increase in the amount of deposit, of a Customer who cannot establish a credit standing satisfactory to VT. If the actual bills of the Customer subsequently rendered prove that the deposit is either insufficient or excessive, the deposit may be changed in accordance with the facts.

Any such deposit may be held during the continuance of the service as security for the payment of any and all amounts accruing for the service.

A deposit is returned to the Customer, less any amounts due VT, when service is disconnected. If a residential Customer has paid all bills by the due date for the last twelve (12) months, VT must promptly refund the deposit. VT is not required to refund deposits on business or commercial accounts until the account is closed. Refunds may be made through a credit on the next billing cycle. Even though a deposit is made, the Customer must still pay bills, including any advance payments, when requested. A Customer's payment of a deposit does not waive or modify VT's practice of disconnecting service for failure to pay any bills.

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Issued By:

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