

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

Leaf: 28
Revision: 0
Superseding Revision:

LOCAL EXCHANGE SERVICES

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

2.2 Payment for Service and Service Dispute Resolution (Continued)

2.2.2 Service Dispute Resolution

Any objection to billed charges should be reported to the billing agent or Company within thirty (30) days from the day the bill is issued. Adjustments to the Customer's bills shall be made when circumstances exist which reasonably indicate that such changes are appropriate. Customers have the right to appeal service disputes to the Commission at the following address and phone number:

New York Public Service
Commission Three Empire State
Plaza
Albany, New York
12223 Toll Free: (800)
342-3377
Facsimile: (212) 290-4171