

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

Leaf: 27
Revision: 0
Superseding Revision:

LOCAL EXCHANGE SERVICES

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

2.1 Undertaking of the Company (Cont'd.)

2.1.13 Customer/Subscriber Service Agreement

Customers/Subscribers may be required to sign the VarTec Service Order Form for the various services offered by the Company.

All services offered are subject to the Rules and Regulations of the New York Public Service Commission as they apply.

2.2 Payment for Service and Service Dispute Resolution

2.2.1 Payment for Service

Terms of payment shall be according to the rules and regulations of the agency and subject to the rules of regulatory agencies, such as the Commission. Any objections to billed charges must be promptly reported to the Company. Adjustments to Customer's bills shall be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate.

The Customer is responsible for payment of all charges for service and facilities furnished by VT to the Customer, whether authorized or not. If an entity other than VT imposes charges on VT, in addition to its own internal costs, and in connection with a service for which a VT charge is specified, those charges may be passed on to the Customer.

Monthly rates for any service provided under this Tariff will apply for each month, or partial month. When a Customer cancels service or when service is discontinued by the Company during a billing cycle, new charges will not be assessed for billing periods subsequent to the discontinuance of service.

Customers must remit payment for services rendered directly to VT, unless otherwise allowed by the Company. Customers may pay for service by check, an authorized payment agent or other method of payment as deemed appropriate by VT.

Issued By:

Charles Griffin, Chief Executive Officer, 433 East Las Colinas Blvd., Suite 500, Irving, Texas 75039

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