

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

Leaf: 46  
Revision: 0  
Superseding Revision:

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## LOCAL EXCHANGE SERVICES

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

#### 2.17 Allowances for Interruptions in Service (Continued)

##### 2.17.1 Credit Allowances (Continued)

For calculating credit allowances, every month is considered to have thirty (30) days. A credit allowance is applied on a pro rata basis against the monthly charges specified hereunder and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit. Credit allowances for services outages that exceed 24 hours in duration will be rounded up to the next whole twenty-four (24) hours.

##### 2.17.2 Limitations on Allowances

No credit will be made for interruptions due to the negligence of, or noncompliance with the provisions of this tariff by, the Customer or for interruptions due to the negligence of any person using VT's facilities with the Customer's permission. No credit will be given by VT for interruptions due to the failure or malfunction of non-VT equipment or interruptions of service during any period in which VT is not given full and free access to its facilities and equipment for the purpose of investigating and correcting interruptions. No credit will be given to the Customer for interruptions of service during a period in which the Customer continues to use the service on an impaired basis, interruptions of service during any period when the Customer has released service to VT for maintenance purposes or for implementation of a Customer order for a change in service arrangements, or interruption of service due to circumstances or causes beyond the control of VT.

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Issued By:

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