

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

Leaf: 45
Revision: 0
Superseding Revision:

LOCAL EXCHANGE SERVICES

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

2.17 Allowances for Interruptions in Service

When the use of service or facilities furnished by VT is interrupted due to any cause other than the negligence or willful act of the Customer, or the operation or failure of the facilities or equipment provided by the Customer, a pro rata adjustment of the monthly charges subject to interruption will be allowed for the service and facilities rendered useless and inoperative by reason of the interruption whenever said interruption continues for a period of twenty-four (24) hours or more from the time the interruption is reported to or known to exist by VT, except as otherwise specified in VT's tariffs.

It shall be the obligation of the Customer to notify VT immediately of any interruption in service for which a credit allowance is desired by Customer. Before giving such notice, the Customer shall ascertain that the trouble is not being caused by any action or omission of the Customer within his or her control, or is not in wiring or equipment, if any, furnished by Customer and connected to VT's terminal. If the Customer reports a service, facility or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted.

2.17.1 Credit Allowances

Credit for failure of service or equipment will be allowed only when failure is caused by or occurs in, facilities or equipment owned, provided and billed for by VT.

Credit allowances for failure of service or equipment starts when Customer notifies VT of the failure or when VT becomes aware of the failure and ceases when the operation has been restored and an attempt has been made to notify Customer.

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