

Matrix Telecom, LLC  
d/b/a VarTec Telecom d/b/a Clear Choice Communications  
P.S.C. No. 1 – Telephone  
Effective: November 5, 2018

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## INTEREXCHANGE SERVICES

### SECTION 3 - DESCRIPTION OF SERVICES FOR VARTEC TELECOM (Cont'd.)

#### 3.11 Prepaid Calling Card Service

VT's Prepaid Calling Card Service provides an outbound voice grade communications service for calls charged to a VT Prepaid Calling Card. VT's Prepaid Calling Card Service permits customers to make Prepaid Calling Card calls from any non-rotary dialed telephone within the State of New York to any other location by dialing the VT-provided 800 number printed on the card, receiving interactive voice prompts, inserting an authorization code, and then dialing the destination number of the intended party. VT Prepaid Calling Cards can be obtained from VT or agents of VT in various denominations.

Maximum rates and charges for VT's Prepaid Calling Card Service are set forth in Section 4.11 following.

Upon accessing the service, the Customer first receives account balance information prior to dialing the terminating number. Upon entering the intended destination number, the Customer will then be advised as to the maximum call length, in minutes. The balance on each VT Prepaid Calling Card will be reduced and depleted based upon customer usage and the terminating location of the call. A Customer's call will be interrupted with an announcement at one minute before the available balance is depleted. Calls in progress will be terminated by the Company when the available balance of the VT Prepaid Calling Card is expended. Any remaining balance may be utilized by the Customer on subsequent long distance telephone calls. All calls must be charged against a valid VT Prepaid Calling Card account that has a sufficient available balance.

VT's Prepaid calling cards are non-refundable. Authorization codes associated with Prepaid Calling Card Service will expire one-hundred and eighty days following activation. The Carrier shall not be responsible for lost, stolen or unauthorized usage of VT's Prepaid Calling Card or authorization codes.

At the Customer's option, written and automated dialing instructions are provided in both English and Spanish.

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Issued By:

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