

Matrix Telecom, LLC
d/b/a VarTec Telecom d/b/a Clear Choice Communications
P.S.C. No. 1 – Telephone
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INTEREXCHANGE SERVICES

SECTION 5 - CLEAR CHOICE COMMUNICATIONS® DESCRIPTION OF SERVICES

5.1 General

5.1.1 Introduction

The Carrier endeavors to provide high quality service. Service is available twenty-four (24) hours per day, seven (7) days a week, subject to routine maintenance and outages beyond the control of the Carrier. Carrier's switching equipment is designed and engineered to provide high quality transmission of voice and data with a minimum level of impairment such as noise and echo. However, overall quality may vary somewhat due to the variability in quality of the connections provided by the local telephone companies and other interexchange carriers.

5.1.2 Timing of Calls

- (A) Long distance usage charges are based on the actual conversation time transpiring on CCC's network. No charge will generally apply to uncompleted calls, which include "ring busy" and "ring no answer calls," and such uncompleted calls will not be knowingly charged to the Customer and, if charged in error, will be refundable to the Customer. In the event that the Customer fails to hang up when receiving a busy signal or "ring no answer call" for an excessive period of time, however, the Customer may be charged as if the call were completed. CCC will determine that a call has been established by signal, where available, from the local telephone company or underlying carrier.
- (B) Unless otherwise specified in this tariff, the minimum call duration for billing purposes is one (1) minute for a connected call.
- (C) Unless otherwise specified in this tariff, usage is measured and rounded to the higher full minute for billing purposes.
- (D) When answer supervision is unavailable and CCC has received a reasonable claim from the Customer for a refund of CCC's charges for an uncompleted call, CCC will reimburse the Customer for the charges that CCC has billed for that call.