

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

Leaf: 17
Revision: 0
Superseding Revision:

INTEREXCHANGE SERVICES

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

2.5 Payment for Service and Service Dispute Resolution (Cont'd.)

2.5.3 Service Dispute Resolution

Any objection to billed charges should be reported to the billing agent or Carrier within thirty (30) days from the day the bill is issued. Adjustments to Customer's bills shall be made when circumstances exist which reasonably indicate that such changes are appropriate. Customers have the right to appeal service disputes to the Commission at the following address and phone number:

New York Public Service
Commission Three Empire State
Plaza
Albany, New York
12223 (800) 342-3377

2.5.4 Late Payment Fee

If any portion of a Customer's payment is not received by the Company two business days prior to the next billing cycle, or if any portion of the payment is received by the Company in funds which are not immediately available upon presentment, a late payment fee shall be due to the Company.

Late payment fees do not apply to the disputed portion of unpaid balances, if resolved in favor of the Customer. Any disputed portion of unpaid balances, if resolved in favor of the Company, may be subject to the late payment fee as of the original due date noted on the Customer's bill. Undisputed amounts of the same bill may be subject to the late payment fee if they remain unpaid by the due date noted on the Customer's bill.

2.6 Establishment and Re-establishment of Credit

2.6.1 Service Suspended for Non-payment

In the event service is temporarily suspended for non-payment, such service will be restored upon payment of all charges due.

2.6.2 Service Restoration Charge

A restoration of service charge will be applicable for each authorized code temporarily suspended. Where service is pre-subscribed to VT's service, a restoration of service charge will be applicable for each line temporarily suspended.

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