

Matrix Telecom, LLC
d/b/a Excel Telecommunications
P.S.C No. 4 - Telephone
Effective: November 5, 2018

Leaf: 8
Revision: 0
Superseding Revision:

INTRASTATE SWITCHED ACCESS SERVICES

SECTION 1 - DEFINITIONS (CONT'D.)

1.1 Definitions of Terms (Cont'd.)

Access Services - Originating or terminating intrastate switched access services provided by the Company to telecommunications carriers that access the Company's End-Users via the Company's local exchange network. Switched Access to the network of an Interexchange Carrier for the purpose of originating or terminating communications.

Access Service Request - The industry service order format used by Access Service Customers and access providers as agreed to by the Ordering and Billing Forum.

Access Tandem - An Exchange Carrier's switching system that provides a concentration and distribution function for originating or terminating traffic between End Office Switches and Customers' premises.

Answer/Disconnect Supervision - The transmission of the switch trunk equipment supervisory signal (off-hook or on-hook) to the IXC point of connection for terminating calls to the exchange as an indication that the called party has answered or disconnected.

Authorized User - A person, firm, corporation or other entity that either is authorized by the Customer to use Access Services or is placed in a position by the Customer, either through acts or omissions, to use Access Services..

Billing Account Number (BAN) - Denotes a code that identifies the Customer's billing account to which Access Services are billed.

Business Day - Denotes the times of day that the Company is open for business. Generally, these are 8:00 or 9:00 AM. to 5:00 or 6:00 P.M., respectively, with an hour for lunch, Monday through Friday, resulting in a standard forty (40) hour work week. However, Business Day hours for the Company may vary based on company policy, union contract and location.

Call - An attempt for which the complete destination code or a CA Code (e.g., 950XXXX, 10 IXXXX#, 0- or 00-) is provided in the originating direction or a complete destination code is provided in the terminating direction.