

Matrix Telecom, LLC  
d/b/a Excel Telecommunications  
P.S.C No. 4 - Telephone  
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## INTRASTATE SWITCHED ACCESS SERVICES

### SECTION 2 - RULES AND REGULATIONS (CONT'D.)

#### 2.1 Undertaking of the Company (Cont'd.)

##### 2.1.9 Switched Access Service Obligations

The Company has certain obligations pertaining only to the provision of Switched Access Service. These obligations are as follows:

##### A. Network Management

The Company will administer its network to provide acceptable service levels to all telecommunications users of the Company's network services. Generally, service levels are considered acceptable only when both End Users and Customers are able to establish connections with little or no delay encountered within the Company's network. The Company maintains the right to apply protective controls (i.e., those actions, such as call gapping, which selectively cancel the completion of any traffic carried over its network, including that associated with a Customer's Switched Access Service). Generally, such protective measures would only be taken as a result of occurrences, such as a failure or overload of Company or Customer facilities, natural disasters, mass calling or national security demands.

##### B. Provisions of Service Performance Data

Subject to availability, end-to-end service performance data available to the Company through its own service evaluation routines, may also be made available to the Customer based on previously arranged intervals and format. The data provides information on overall end-to-end call completion and non-completion performance (e.g., Customer equipment blockage, failure results and transmission performance). The data does not include service performance data which is provided under other sections (e.g., testing service results). If data is to be provided in other than paper format, the charges for such exchange will be determined on an individual case basis.