

Matrix Telecom, LLC  
d/b/a Excel Communications  
P.S.C. No. 2 – Telephone  
Effective: November 5, 2018

Leaf: 13  
Revision: 0  
Superseding Revision:

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## RESIDENTIAL TELECOMMUNICATIONS SERVICES

### SECTION II - RULES AND REGULATIONS (Cont'd.)

#### 2.6 Liability of Company (Cont'd.)

- 2.6.2** In no event will the Company be responsible for consequential damages or lost profits suffered by Customer on account of interrupted or unsatisfactory service.

#### 2.7 Responsibilities of the Customer

- 2.7.1** The Customer is responsible for compliance with the applicable regulations set forth in this tariff.
- 2.7.2** The Customer is responsible for placing any necessary orders; for complying with tariff regulations; and for assuring that users comply with tariff regulations. The Customer shall ensure compliance with any applicable laws, regulations, orders or other requirements (as they exist from time to time) of any governmental entity relating to services provided or made available by the Customer to other Customers. The Customer is also responsible for the payment of all charges for calls originated at the Customer's numbers which are not collect, third party, calling card, or credit card calls.
- 2.7.3** The Customer shall ensure that Customer's terminal equipment and/or system is properly interfaced with Excel's underlying carrier's network, that the signals emitted into the equipment and facilities provided by Excel's underlying carriers are of the proper mode, bandwidth, power, and signal level for the intended use of the Customer and in compliance with the criteria set forth in this tariff, and that the signals do not damage equipment, injure personnel, or degrade service to other Customers.

#### 2.8 Disconnection

- 2.8.1** Without incurring liability Excel may disconnect services to a Customer or may withhold the provision of ordered or contracted services, subject to the procedures per Commission Rules and with written notice, under any of the following conditions:
- A** For nonpayment of any sum due Excel for more than thirty days after issuance of the bill for the regulated amount due.
  - B** For periods of account inactivity in excess of sixty days.