

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

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Revision: 0
Superseding Revision:

RESIDENTIAL TELECOMMUNICATIONS SERVICES

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

2.9 Interruption of Service (Continued)

Service may be disconnected by Excel without prior notice to the Customer, but with notice per Commission Rules, by blocking traffic to certain countries, cities, or NXX exchanges, or by blocking calls using certain Customer authorization codes, when Excel deems it necessary to take such action to prevent unlawful use of its service. Excel will restore service as soon as it can be provided the Customer affected and assign a new authorization code to replace the one that has been deactivated, per Commission Rules.

2.10 Customer's Liability in the Event of Denial or Disconnection of Service

In the event Customer's service is denied or disconnected by the Company for any of the reasons stated in Section 2.9, Customer shall be liable for all unpaid regulated charges due and owing to the Company.

2.11 Reinstitution of Service

If Customer seeks reinstatement of service following disconnection of service by the Company, Customer shall pay to the Company prior to the time service is reinstated (1) all undisputed accrued and unpaid regulated charges and (2) a new connection fee as described in this tariff.

2.12 Authorization to Obtain Credit Information

The Company reserves the right to require all Customers to establish credit-worthiness to the reasonable satisfaction of the Company. Upon application for service, Customer shall be deemed to have authorized the Company to obtain such routine credit information and verification as the Company shall require in accordance with its then existing credit policies. All criteria and methods used in the acquisition and assessment of credit related information shall be consistent and uniform for all applicants or Customers.

2.13 Description of Payment and Billing Periods

Charges for service are applied on a recurring and non-recurring basis. Service is provided and billed in arrears on a monthly basis until canceled by the Customer.