

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

Leaf: 15
Revision: 0
Superseding Revision:

RESIDENTIAL TELECOMMUNICATIONS SERVICES

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

2.8 Disconnection (Continued)

2.8.3 Procedures for disconnection of existing service:

- A In all other circumstances, Excel will provide the Customer with written notice stating the reason for disconnection and will allow the Customer not less than 10 days to remove the cause for disconnection. In cases of non-payment of regulated charges due, the Customer will be allowed at least five days, excluding Sundays and holidays, to make full payment of all undisputed regulated charges, and in no event will service be disconnected on the day preceding any day on which Excel is not prepared to accept payment of the amount due and to reconnect service.

2.9 Interruption of Service

Without incurring liability, Excel may interrupt the provision of services at any time in order to perform tests and inspections to assure compliance with tariff regulations and the proper installation and operation of Customer equipment and may continue such interruption until any items of non-compliance or improper equipment operation so identified are rectified, in compliance with the Commission Rules. When a Customer(s) service is interrupted and remains out of service for twenty-four consecutive hours as a result of the above, or after being reported, the Company shall make an appropriate adjustment to the Customer's bill.

Credit allowances for interruptions of service which are due to the negligence of the Customer, or the failure of channels, equipment or communication systems provided by the Customer, are subject to the general liability provisions set forth in Section 2.6 herein. It shall be the obligation of the Customer to notify the Company, when known, immediately of any interruption of service for which a credit allowance is desired by Customer, unless the Company is aware or should be aware of system outages. Before giving such notice, Customer shall ascertain that the trouble is not within his or her control, or is not in wiring or equipment, if any furnished by Customer.