

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:

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## RESIDENTIAL TELECOMMUNICATIONS SERVICES

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

#### 2.14 Deposits and Advance Payments

##### 2.14.1 Deposits

Company may require a Customer to make a deposit to be held as a guarantee for the payment of charges. A deposit does not relieve the Customer of the responsibility for the prompt payment of bills on presentation. A deposit may be required in addition to an advance payment. The deposit will not exceed an amount equal to:

- A** two month's charges for service which has a minimum payment period of one month; or
- B** the charges that would apply for the minimum payment period for service which has a minimum payment period of more than one month.

When service is discontinued, the amount of a deposit, if any, will be applied to the Customer's account and any credit balance remaining will be refunded. Before the service is discontinued, Company may, at its option, return the deposit or credit it to the Customer's account.

Deposits held will accrue interest at a rate no lower than that specified by the applicable regulatory commission.

Customers whom Company believes present a credit risk may also be required, at any time, to provide other assurances of, or security for, the payment of the Company's charges for its Services as the Company may deem necessary, including without limitation, advance payments for Service, third party guarantees or payment, pledges or other grants of security interests in the Customers' assets, and similar arrangements. The required deposits or other security may be increased or decreased by the Company as it deems appropriate in the light of changing conditions.

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Issued By:

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Cancelled by supplement No. 1 effective 10/20/2022