

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

Leaf: 21
Revision: 0
Superseding Revision:

RESIDENTIAL TELECOMMUNICATIONS SERVICES

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

2.19 Emergency Calls

All emergency calls will be handled by the Company's underlying carrier(s).

2.20 Customer Service

In the event that the Customer is experiencing a service or billing problem, the Customer can contact the Company at the phone number located on the bill of the billing entity for resolution. The Customer can communicate with Excel's Customer Service Department in Irving, Texas by dialing their toll free number, (800) 875-9235. Excel will make all reasonable attempts to resolve the problem. The Customer will receive a response within thirty days of receipt of complaint. If the Customer feels that the matter has not been adequately resolved, the Customer will be advised that further resolution may sought by contacting the Commission at:

New York Public Service Commission

Three Empire State
Plaza Albany, NY
12223

Issued By:

Charles Griffin, Chief Executive Officer, 433 East Las Colinas Blvd., Suite 500, Irving, Texas 75039

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