

Matrix Telecom, LLC  
d/b/a Excel Telecommunications  
P.S.C No. 3 - Telephone  
Effective: November 5, 2018

Leaf: 8  
Revision: 0  
Superseding Revision:

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## LOCAL EXCHANGE SERVICES

### SECTION 1 - DEFINITIONS - (Continued)

**DIRECTORY ASSISTANCE SERVICE** - A service provided to assist customers in obtaining telephone numbers which are or are not listed in a directory.

**DIRECTORY ASSISTANCE CALL COMPLETION**- A service provided that gives customers the option of having their local or intraLATA calls automatically completed when they request a telephone listing from the Directory Assistance (DA) operator.

**DIRECTORY LISTING** - The publication of a Company directory and/or directory assistance records, of information relative to a customer's telephone number, by which telephone users are able to ascertain the call number of a desired station.

**DISCONNECT NOTICE** - The written notice sent to a customer following billing, notifying the customer that service will be disconnected if charges are not satisfied by the date specified on the notice.

**DISCONNECTION OF SERVICE** - An arrangement made at the request of a customer or initiated by the Company for violation of tariff regulations by the customer, for a permanent interruption of telephone service. A "final" bill would be rendered showing moneys owed to the Company as of the date the service was disconnected.

**ENTRANCE FACILITIES** - Facilities extending from the point entrance on private property to the premises on which service is furnished.

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Issued By:

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