

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

Leaf: 7
Revision: 0
Superseding Revision:

LOCAL EXCHANGE SERVICES

SECTION 1 - DEFINITIONS - (Continued)

COMPANY – Matrix Telecom, LLC d/b/a Excel Telecommunications

CUSTOMER TROUBLE REPORT - Any oral or written report from a customer or user of telecommunications service received by the Company relating to a physical defect or to difficulty or dissatisfaction with the service provided by the Company's facilities.

DELINQUENT BILLS - Outstanding account balances which are not paid by the due date.

DEMARCATIION POINT - The point of interconnection between the Company's communications facilities and the terminal equipment, protective apparatus or wiring at a subscriber's premises. The Demarcation Point is located on the customer's side of the Company's protector or equivalent, where a protector is not used, and consists of a modular jack or equivalent.

DIRECT CONNECTION - Connection of terminal equipment to the Company's exchange facilities by means other than acoustic and/or inductive coupling.

DIRECTORY - A book, or other tangible medium, which alphabetically lists each telephone customer with his/her address and telephone number.