

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:

RESIDENTIAL TELECOMMUNICATIONS SERVICES

SECTION V – SPECIAL SERVICES (Cont'd)

5.1 EXCEL MyLineSM Service - (Continued)

5.1.10 Other EXCEL MyLineSM Service Terms and Conditions: - (Continued)

The Company reserves the right to discontinue offering this service and grandfather existing customers, in the event that (1) facilities are not available to the Company to adequately provide the service, and (2) such lack of facilities is the result of the failure of any carrier (from whom the Company is securing facilities to provide the service) to provide adequate service to the Company. If the Company discontinues offering this service and grandfathers existing customers, notice to the Commission will be provided in accordance with applicable Commission rules and regulations.

The Customer upon written or verbal notice to Excel may discontinue enrollment in the EXCEL MyLineSM Service plan. Usage from 800/8XX service plans, calls to Directory Assistance, Calling Card Calls, and Operator Assisted calls are excluded from the EXCEL MyLineSM Friends-R-Free Discount Program.

5.1.11 EXCEL MyLineSM Long Distance Services

EXCEL MyLineSM Long Distance Services provide an outbound voice grade communications service for Customers who subscribe to certain EXCEL MyLineSM bundled service packages described in EXCEL's New York PSC Tariff No. 3 "Local Exchange Services" on file with the Commission. In order to subscribe to EXCEL MyLineSM Long Distance Services, Customers must select EXCEL as the primary service provider for local exchange, intraLATA interexchange and interLATA interexchange telecommunications services.

Issued By:

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