

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

Leaf: 98
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:

The Company reserves the right to adjust a Customer's service upon appropriate notification. The Company reserves the right to disconnect Customer's residential service or to convert any plan associated with such service to a business plan upon appropriate notification if it is determined that usage is not consistent with normal residential applications. If it is determined that usage is not consistent with residential voice applications, Customer will be assessed a Min. \$50.00 Max. \$100.00 monthly recurring data usage charge or will be disconnected.

Charges applicable to the following call usage and/or service features are not included in EXCEL's MyLineSM Local Service Package Monthly Recurring Charge(s):

- Calls requiring operator assistance;
- Data transmission-type calls;
- Interstate or international service and/or line charge(s);
- Call blocking charges;
- Directory listing charges;
- Directory Assistance calls (including directory assistance with call completion);
- Per use charges not included in an EXCEL MyLineSM companion local service offering;
- Custom features not included in an EXCEL MyLineSM companion local service offering; and
- Taxes and other quasi-governmental surcharges.

All terms and conditions of any service selected by the Customer, including applicable monthly recurring charges, will apply and will be in addition to the EXCEL MyLineSM Local Service Package charges as described above. When the billing date does not coincide with the date that the EXCEL MyLineSM Service plan is started, changed, or discontinued, the monthly recurring charge will be adjusted to reflect the fractional part of the month service is provided. For billing purposes, each month is considered to have 30 days.

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