

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

Leaf: 28
Revision: 0
Superseding Revision:

RESIDENTIAL TELECOMMUNICATIONS SERVICES

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

2.22 Emergency/ Crisis/ Disaster Restoration and Provisioning - Telecommunications Service Priority (Continued)

2.22.6 Preemption

When spare facilities are not available, it may be necessary for the Company to preempt the facilities required to provision or restore a TSP service. When preemption is necessary, non-TSP services may be preempted based on the Company's best judgment. If no suitable spare or non-TSP services are available, the Company may preempt an existing TSP service to restore a TSP service with a higher restoration priority assignment. When preemption is necessary, prior consent of the service user whose service will be preempted is not required; however, the Company will make every reasonable effort to notify the preempted customer of the action to be taken.

2.23 Multi-Brand and Affiliate Credit and Collections Practices

Excel may collect on behalf of the Company and/or its affiliates or brands in one or more transactions as permitted by law.

Excel reserves the right to apply credit balances from one Excel affiliate to another to satisfy outstanding account balances.

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