

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:

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## RESIDENTIAL TELECOMMUNICATIONS SERVICES

### SECTION IV - RATES (Cont'd)

#### 4.1 EXCEL DIRECT ACCESS ( "1+") Long Distance Service Rate Ranges (Continued)

##### 4.1.29 Excel eCard Service

The Excel eCard Service will allow customers to pay a fixed prepaid dollar amount in advance for long distance calling. Customers may purchase Excel eCards via the internet. There will be an electronic order form available for the customer to complete with pertinent customer and payment information. Orders will be processed upon credit card validation. An electronic text message will be sent to the customer confirming the order. The customer will be instructed to print the virtual card information containing dialing instructions along with the access number and PIN. The customer will use the toll free number on the card for access from touch-tone telephones within the State of New York. Access to the service is available seven (7) days per week, twenty-four (24) hours per day.

A flat per minute rate will be charged; there are no off-peak rates. The per-minute cost of a call will be deducted on a real-time basis as the card is used until the full amount of the card is exhausted. The customer will be notified in advance of the exhaustion of the card. The rates for this Excel eCard Service are set forth below. An expiration date will be printed when the virtual card is displayed to the customer. The following types of calls may not be completed with the Excel eCard Service:

Calls to 500, 700, 900 and toll free numbers; Operator Assistance calls; and  
Calls requiring time and/or charges.

A Customer's call will be interrupted with an announcement one minute prior to balance depletion. Calls in progress will be terminated by the Company if the balance on the Excel eCard is insufficient to continue the call.

This Excel eCard Service offering will be available in various denominations. Rates and charges vary depending upon the arrangement selected by the Customer. Call duration will be measured in whole minute increments, unless otherwise specified. Cards are not rechargeable. All applicable state and federal taxes and fees, including, but not limited to, sales tax, gross receipts tax, municipal tax, and other similar assessments are the responsibility of the card holder.

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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