

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

Leaf: 84
Revision: 0
Superseding Revision:

LOCAL EXCHANGE SERVICES

SECTION 3 - CONSUMER LOCAL SERVICE DESCRIPTIONS - (Continued)

3.3 CUSTOM FEATURES - (Continued)

3.3.4 Call Forwarding - (Busy Line)

Automatically reroutes an incoming call to a customer predesignated number when the called number is busy.

3.3.5 Call Forwarding - (No Answer)

Automatically reroutes an incoming call to a customer predesignated number when the called number does not answer within the number of rings programmed by the Company.

3.3.6 Call Return

This feature allows the Customer to automatically return the most recent incoming call, even if it is not answered. If the telephone number is busy, Call Return will attempt to call the number for a maximum of thirty (30) minutes after the feature is activated. Once the call is established, the Customer will hear a special ring when the call can be completed. This is accomplished by the Customer activating a code. NOTE: Some telephones are only capable of providing a standard ring. Customers must contact the manufacturer or distributor of their telephone set if they have any questions. The operability of this call back feature is dependent upon whether the caller's originating telephone number can be recognized or not.

Call Return (usage sensitive) is available on a pay per use basis and the functionality is the same as Call Return. Call Return (usage sensitive) will be provisioned with local service unless customer requests the feature to be blocked or it is included in a package.

Issued By:

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