

Matrix Telecom, LLC
d/b/a Excel Telecommunications
P.S.C No. 3 - Telephone
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LOCAL EXCHANGE SERVICES

SECTION 3 - CONSUMER LOCAL SERVICE DESCRIPTIONS - (Continued)

3.2 LOCAL EXCHANGE SERVICES - (Continued)

3.2.3 Transfer of Calls Service

Transfer of Calls Service is a service used when a Customer disconnects service or changes their telephone number. Calls to the intercepted telephone number are referred to a recorded message if requested by the Customer. The announcement states that the called number has been disconnected or changed. If the number is available, it is given to the caller. The number may not be available because, for example, it is non-published or the Customer left the area without providing a forwarding telephone number. This service is available where resources permit, and is provided for a period of thirty (30) days.