

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

Leaf: 92  
Revision: 0  
Superseding Revision:

---

## LOCAL EXCHANGE SERVICES

### SECTION 3 - CONSUMER LOCAL SERVICE DESCRIPTIONS - (Continued)

#### 3.5 LOCAL OPERATOR SERVICES - (Continued)

##### 3.5.3 Busy Line Verification

Provides operator assistance in determining if there is a conversation in progress at the called station. The charge only applies if 1) a conversation is detected, or 2) the line is detected to be off-hook but no conversation.

##### 3.5.4 Busy Line Interrupt

Provides for operator interruption of a conversation in progress on a called station. A charge applies for each attempt to interrupt regardless of whether or not the called station releases the call. A Busy Line Verification must be made prior to a Busy Line Interrupt and both service charges will apply.

---

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