

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

Leaf: 33
Revision: 0
Superseding Revision:

LOCAL EXCHANGE SERVICES

SECTION 2 - RULES AND REGULATIONS - (Continued)

2.3 CUSTOMER SERVICE AND PROTECTION - (Continued)

2.3.3 Refusal of Service

The Company may refuse service to a customer or applicant whose service has been discontinued for non-payment of bills for any telecommunications service. The customer or applicant will be required to pay all bills due the Company for telecommunications service or make other arrangements satisfactory to the Company to re-establish credit before service is restored or service started.

If service is established and it is subsequently determined that the customer or applicant is indebted to the Company for service previously furnished, the Company may suspend or terminate such service until satisfactory arrangements have been made for the payment of prior indebtedness.

2.3.4 Application of Business Or Residence Rates

A. Business rates apply at the following locations:

1. in offices, stores, factories, and all other places of a strictly business nature;
2. in boarding houses (except as noted below), offices of hotels, halls and offices of apartment buildings, quarters occupied by clubs, or lodges, public, private or parochial schools, colleges, hospitals, libraries, churches, and other similar institutions, except in churches and lodges as specified below;
3. at residence locations when the customer has no regular business telephone, and the use of the service either by himself, members of his household or his guests, or parties calling him can be considered as more of a business than a residential nature. This fact might be indicated by some form of Customer advertising, or when such business use is not typically characteristic of residential telephone usage;
4. at residential locations where the service is located in a shop, office or other place of business;

Issued By:

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