

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

Leaf: 36
Revision: 0
Superseding Revision:

LOCAL EXCHANGE SERVICES

SECTION 2 - RULES AND REGULATIONS - (Continued)

2.3 CUSTOMER SERVICE AND PROTECTION - (Continued)

2.3.5 Deposits

A. Requirements for Permanent Residential Applicants

1. The Company may require a residential applicant for service to establish satisfactory credit, but establishment of credit shall not relieve the customer from complying with rules for prompt payment of bills. Credit history shall be applied equally for a reasonable period of time to a spouse or former spouse who shared the service. Credit history maintained by one must be applied equally to the other without modification and without additional qualifications not required of the other.
2. Subject to the following condition, a residential applicant may not be required to pay a deposit:
 - a if the residential applicant has been a customer of any telephone company within the last two years and is not delinquent in payment of any such telephone service account and during the last twelve (12) consecutive months of service did not have more than one occasion in which a bill for such service was paid after becoming delinquent and never had service disconnected for nonpayment;
3. The Company may require an initial deposit from residential customers if:
 - a the customer has on more than one occasion during the last twelve(12) consecutive months of service been delinquent in paying a bill for telephone service; or
 - b the customer's service was disconnected for nonpayment.

Issued By:

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