

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

Leaf: 39
Revision: 0
Superseding Revision:

LOCAL EXCHANGE SERVICES

SECTION 2 - RULES AND REGULATIONS - (Continued)

2.3 CUSTOMER SERVICE AND PROTECTION - (Continued)

2.3.6 Billing and Payment For Service

A. General

The customer is responsible for payment of all charges for services furnished, including charges for service originated or accepted at the customer's access line.

Monthly rates for any service provided under this Tariff will apply for each month, or partial month. When a Customer cancels service or when service is discontinued by the Company during a billing cycle, new charges will not be assessed for billing periods subsequent to the discontinuance of service.

B. Disputed Bills

In the event of a dispute between a customer and the Company over any bill for utility service, the Company shall make an appropriate investigation and report the results to the customer.

1. The customer shall pay all charges for monthly service in advance. Payment is due on or before the due date which is not less than fifteen (15) days after issuance of the bill. The postmark, if any, on the envelope of the bill, or the issuance date on the bill, if there is no postmark on the envelope, shall constitute proof of the date of issuance. If the bill is not paid by the due date, the Company will notify the customer in writing that the account is delinquent. The Company may discontinue service not less than ten (10) days after written notice has been sent to the customer.
2. A one-time penalty not to exceed 4.0% may be made on delinquent commercial or industrial bills; however, no such penalty shall apply to residential bills under this section. Residential customers are assessed a late payment charge as set forth in Section 2.3.10.
3. Any applicant or one for whom an application is made, owing the Company for service furnished under a former contract, shall pay or make satisfactory arrangements for paying any bill outstanding and unpaid before any additional service will be furnished.

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