

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

### SECTION 2 - RULES AND REGULATIONS - (Continued)

#### 2.3 CUSTOMER SERVICE AND PROTECTION - (Continued)

##### 2.3.7 Discontinuance of Service - (Continued)

###### B. Discontinuance without Notice

Telephone service may be disconnected without notice under either of the following conditions:

1. a known dangerous condition exists; and/or
2. service is connected without authority by a person who has not applied for service or who has reconnected service without authority.

###### C. Collection costs

The customer is responsible for all collection costs, including attorney's fees, incurred by the Company as a result of any breach of contract by the customer.

###### D. Disputes

In the event of a dispute between a customer and the Company, the Company shall not disconnect service pending completion of a supervisory review of the dispute as provided in Section 2.3.1, above.

##### 2.3.8 Cancellation of Application For Basic Service

When the customer cancels an application for service prior to the start of installation of service, or prior to the start of special construction, no charge applies.

When installation of service has been started prior to the cancellation, a cancellation charge equal to the minimum service charge shall apply.

Where special construction has been started prior to the cancellation, a charge equal to the cost incurred in the special construction, less net salvage, applies. Installation or special construction for a customer is considered to have started when the Company incurs any expense in connection with the installation which would not otherwise have been incurred.

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Issued By:

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