

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

Leaf: 41  
Revision: 0  
Superseding Revision:

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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

###### A. Discontinuance with Notice

Proper notice consists of a separate mailing or hand delivery at least ten (10) days prior to the stated date of disconnection. Telephone service may be disconnected after proper notice for any of the following reasons:

1. failure to pay a delinquent account for telephone service;
2. violations of the Company's rules pertaining to the use of service in a manner which interferes with the service of others or relating to the operation of nonstandard provided equipment, if a reasonable attempt has been made to notify the customer, and the customer has been afforded a reasonable opportunity to remedy the situation;
3. failure to comply with the Company's deposit arrangements in accordance with Section 2.3.5, preceding; and/or
4. a returned check from the customer.

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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