

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

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## LOCAL EXCHANGE SERVICES

### SECTION 3 - CONSUMER LOCAL SERVICE DESCRIPTIONS - (Continued)

#### 3.1 NONRECURRING CHARGES - (Continued)

##### 3.1.1 Service Connection Charges - (Continued)

###### C. Local Service – Change Order Charge(s):

Following are examples of Change Order Charges applicable to EXCEL's MyLine<sup>SM</sup> Local Service offering(s):

- Feature Service Change Charge(s) - When a Customer adds, deletes, or changes a feature or features within a local package, the Company cannot apply more than one Feature Service Charge per order per line.
- Record Order Charge(s) - One Record Order Charge, per line, is applicable for all changes and/or additions ordered and provided at the same time for the same Customer. When multiple Record Orders are required for Company reasons, only one Record Order Charge applies. Charges are applicable to, but not limited to, the following:
  - Change of a directory listing name or address
  - Change of a telephone number except in the case of harassing calls
  - Change of billing address

###### D. Local Service -- Move Service Order Charge(s)

This charge is for moving the customer's telephone service and features to another location within the customer's current local service area and central office.

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