

Matrix Telecom, LLC  
d/b/a Excel Telecommunications  
P.S.C No. 4 - Telephone  
Effective: November 5, 2018

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Leaf: 58  
Revision: 0  
Superseding Revision:

## INTRASTATE SWITCHED ACCESS SERVICES

### SECTION 2 - RULES AND REGULATIONS (CONT'D.)

#### 2.5 Allowances for Interruptions in Service (Cont'd.)

##### 2.5.3 Limitations (Cont'd.)

A credit allowance for service interruptions will be applied to Switched Access Service depending upon whether or not the interruption is associated with a service that is usage rated or monthly recurring rated as set forth following:

##### A Credit Allowance for Usage Rated Services

If the service experiencing an interruption is billed based on assumed minutes of use, credit shall be allowed for an interruption of greater than twenty-four (24) hours. Such credit will be at the rate of 1/30th of the assumed minutes of use charge for each period of twenty-four (24) hours or fraction thereof that the interruption continues. If the service experiencing an interruption is billed on a measured, usage sensitive basis, a credit allowance does not apply.

##### B. Credit Allowance for Monthly Recurring Rated Services

For Switched Access Services with monthly recurring rates, the charges for which a credit will apply due to service interruptions will be the total of all monthly rate elements associated with the transport facility per DS 1 or DS3, fixed per month and per mile per month, including any monthly rated features. No credit allowance shall be allowed for an interruption period of less than thirty (30) minutes. The Customer shall be credited for an interruption of 30 minutes or more up to, and including, 2 hours at the rate of 1/1440 of the monthly charges for the facility for each period of 30 minutes or fraction thereof that the interruption continues after the initial 30 minute outage.

In any month, as a result of the interruption, the total credit per rate element of the interrupted service may not exceed 100 percent of the monthly charge for that particular rate element.