

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

Leaf: 57  
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

No credit allowances will be made for: interruptions due to the negligence of, or noncompliance with the provisions of this tariff by, the Customer, Authorized User, Joint User, or other Common Carrier, providing service connected to the service of Company; interruptions due to the negligence of any person other than the Company, including, but not limited to, the Customer or other Common Carriers connected to the Company's facilities; interruptions due to the failure or malfunction of non-Company equipment; interruptions of service during any period in which the Company is not given full and free access to its facilities and equipment for the purpose of investigating and correcting interruptions; interruptions of service during a period in which the Customer continues to use the service on an impaired basis; interruptions of service during any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements; interruption of service due to circumstances or causes beyond the control of the Company.

In addition, credit allowance for Service Interruptions also do not apply when service is interrupted due to labor difficulties, governmental orders, civil commotions, criminal actions taken against the Company, acts of God and other circumstances beyond the Company's reasonable control. No credit shall be allowed for an interruption period of less than thirty (30) minutes. The Customer shall be credited for an interruption of thirty (30) minutes or more at the rate of 1/1440 of the monthly charges for the facility or service for each period of 30 minutes or fraction thereof that the interruption continues after the initial thirty (30) minute interruption.