

Matrix Telecom, LLC
d/b/a Excel Telecommunications
P.S.C No. 4 - Telephone
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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.)

C. When a Credit Allowance Does Not Apply

Credit allowances will not be made for the following:

1. Interruptions caused by the negligence of the Customer.
2. Interruptions of a service due to the failure of equipment or systems provided by the Customer or others.
3. Interruptions of a service during any period in which the Company is not afforded access to the premises where the service is terminated.
4. When the Company and the Customer negotiate the release of the service for maintenance purposes, to make rearrangements or to implement an order for a change in the service, a credit allowance does not apply during the negotiated time of release.
5. Periods when the Customer elects not to release the service for testing and/or repair and continues to use it on an impaired basis.

D. Temporary Surrender of a Service

In certain instances, the Customer may be requested to surrender a service for purposes other than maintenance, testing or activity relating to a service order. If the Customer consents, a credit allowance will be granted. The credit allowance will be determined in the same manner as a credit for service interruptions as set forth in (A) preceding.