

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

Leaf: 56
Revision: 0
Superseding Revision:

INTRASTATE SWITCHED ACCESS SERVICES

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

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

2.5.2 Credit Allowances

Credit allowances given by the Company, if any, will be deducted from the charges payable by the IXC and will be expressly indicated on the next invoice.

Credit allowances do not apply to outages which are caused by the IXC, due to failure of equipment provided by the IXC, failures of LEC facilities or equipment which are carrying the failures resulting from the activities or negligence of LEC employees, or due to mutually agreed upon maintenance and repair. Additionally, credit allowances do not apply during any period in which the Company is not given access to the service premises or the Company experiences inability to gain access to the necessary equipment. Credit Allowances received by the Company from the LEC for Off-Net facility outages which affects the IXC's Switched Services will be passed through to the INC in the form of a credit on the next invoice.

For calculating credit allowances, every month is considered to have thirty (30) days. The credit allowance for an interruption or for a series of interruptions shall not exceed:

- A. The applicable monthly rate, or
- B. The assumed minutes of use charge