

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

Leaf: 68
Revision: 0
Superseding Revision:

INTRASTATE SWITCHED ACCESS SERVICES

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

2.7 Billing and Payment Regulations (Cont'd.)

2.7.6 Past Due Charges

Customers billed directly by the Company or its agents for charges incurred as the result of utilizing the Company's service will be assessed a late payment fee for any unpaid monthly balance if payment is not received by the Company by the due date specifically listed on the Customer's bill or if any portion of the payment received by the Company is in funds which are not immediately available upon presentment. The late fee assessed by the Company will be equal to 1.5% per month for any such past due balance.

Customers that have a billing dispute may pay any undisputed portions of the bill by the payment due date to avoid assessment of a late payment charge on the undisputed amount. In the event that a billing dispute is resolved by the Company in favor of the Customer, any disputed amount withheld pending resolution of the billing dispute shall not be subject to the late payment charge. However, in the event that a billing dispute is resolved in favor of the Company, the Customer shall pay the applicable late payment charge on the disputed amount.

Collection procedures are unaffected by the application of the late payment charge. The late payment charge does not apply to final amounts.

2.7.7 Returned Check Charge

When a payment for service is made by check, draft, or similar negotiable instrument, a returned check charge will be made by the Company for each such item returned unpaid by a bank to the Company for any reason. The acceptance of checks, drafts, or other negotiable instruments for the satisfaction of the Customer's debts to the Company shall not constitute a waiver by the Company of its right to payment by legal tender.