

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

Leaf: 67
Revision: 0
Superseding Revision:

INTRASTATE SWITCHED ACCESS SERVICES

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

2.7 Billing and Payment Regulations (Cont'd.)

2.7.5 Deposits (Cont'd.)

Simple interest, set annually by the Commission at a rate of not less than 6% per annum or greater than 12% per annum, will be paid on deposits. The rates of interest to be paid on Customer deposits are in accordance with applicable state law and regulation and are established annually on December 1 for the subsequent calendar year by the Commission.

The interest shall be paid to the Customer annually, if requested by the Customer, or at the time the deposit is returned or credited to the Customer's account. The deposit shall cease to draw interest on the date it is returned or credited to the Customer's account.

The Company shall promptly and automatically refund the deposit plus accrued interest to the Customer in the form of cash or credit to a Customer's bill, or void the guaranty, when the following conditions have been met:

- A. The Customer has paid bills for service for twelve (12) consecutive residential billings or twenty-four (24) consecutive commercial or industrial billings without having service disconnected and without having more than two (2) occasions in which a bill was delinquent, and
- B. The Customer is not delinquent in the payment of the current bill. At such time as the provision of service to the Customer is terminated, the amount of the deposit will be credited to the Customer's account and any credit balance which may remain will be refunded.