

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

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Revision: 0
Superseding Revision:

INTRASTATE SWITCHED ACCESS SERVICES

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

2.9 Service Dispute Resolution

For the purposes of this section, "notice" is defined as written notice to the Company, containing sufficient documentation to investigate the dispute, including the account number under which the bill has been rendered, the date of the bill, and the specific items on the bill being disputed.

The Customer shall notify the Company of any disputed items on an invoice within ninety (90) days of receipt of the invoice. Questions regarding the Company's services or charges assessed on a Customer's bill may be directed to the Company's Customer service department toll-free at (800) 583-8811. If the Customer and the Company are unable to resolve the dispute to their mutual satisfaction, the Customer may file a complaint with the Commission in accordance with the Commission's rules of procedures.

Adjustments to Customer's bills shall be made when circumstances exist which reasonably indicate that such changes are appropriate.

In the event that the Company resolves the billing dispute in favor of a Customer who has withheld payment of the disputed amount pending resolution of the disputed bill, the Company will credit the Customer's account for the disputed amount in the billing period following the resolution of the dispute.

In the event that the Company resolves the billing dispute in favor of a Customer who has paid the total amount of the disputed bill, the Company will credit the Customer's account for any overpayment by the Customer in the billing period following the resolution of the dispute.

In the event that the Company resolves the billing dispute in favor of a Customer who has paid the total amount of the disputed bill but canceled the service, the Company will issue a refund of any overpayment by the Customer.

All adjustments or refunds provided by the Company to the Customer, and which are accepted by the Customer, are final and constitute full satisfaction, settlement, and/or compromise of all of the Customer's claims for the billing period for which the adjustment or refund was issued.