

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

INTRASTATE SWITCHED ACCESS SERVICES

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

2.8 Application and Cancellation of Service by Customer

Delivery of calls to or acceptance of calls from the Company's End User locations over Company-switched local exchange services constitutes an order by the Customer to purchase switched access services as described herein. Similarly the selection by a Company's End User of the Customer as the presubscribed IXC constitutes an order of switched access by the Customer. In these cases, an invoice will be the first communication from the Company to the Customer. In other instances, a Service Order may be used.

To protect the rights of consumers to presubscribe to a new IXC without interruption in service, service may not be terminated without the Company's written consent, which will not be unreasonably withheld. After receiving such consent, service may be terminated after thirty (30) days in accordance with state and federal regulations. Upon such termination, the Customer shall be responsible for the payment of all charges due as specified within this tariff.

2.8.1 Discontinuance of Service by Customer

Interexchange Carriers are prohibited from unilaterally discontinuing the provision of service to the Company's local exchange service Customers or otherwise blocking or impairing access traffic in the Originating Direction or the Terminating Direction.

Pursuant to this general prohibition, Interexchange Carriers may not:

- A. unilaterally block or otherwise discontinue carriage of originating access traffic (such traffic includes, but is not limited to, interexchange traffic that is originated by the Company's local exchange service customer); or
- B. unilaterally block or otherwise discontinue the carriage of terminating access traffic (such traffic includes, but is not limited to, interexchange traffic originated by the Interexchange Carrier's customers and destined for termination by the Company to the Company's local exchange service customers).