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January 5, 2009

Arizona Corporation Commission
DOCKETED

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Docket Control Center
Arizona Corporation Commission
1200 West Washington
Phoenix, AZ 85007

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Re: Docket T-03228A-06-0800, Decision 69944; *In the matter of the Application of Matrix Telecom, Inc. d/b/a Matrix Business Technologies for approval of a Certificate of Convenience and Necessity to Provide Facilities Based Local Exchange Telecommunications Services*

Dear Clerk:

Pursuant to the Order docketed on October 16, 2007 in the above-referenced cause, please be advised that there were two complaints filed against Matrix Business Technologies ("Matrix") during the fourth quarter of 2008. One was filed with the Better Business Bureau in Dallas, Texas regarding billing on an old account that was never cancelled. The Company responded to the complaint that it believed the balance was valid. The other complaint was made directly to the Company and involved finance charges assessed on a closed account. These charges were credited to the account.

If you have any questions regarding this correspondence, please do not hesitate to contact me directly at (214) 432-1489 or via email at pvanvoorhees@matrixbt.com. The Company has now complied with the complaint reporting requirement as outlined in Decision 69944. Unless subsequently directed by the Arizona Corporation Commission, this correspondence will be the final report.

Sincerely,

Patricia Van Voorhees
Regulatory Analyst

Note: 13 copies enclosed for filing purposes

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