



NEW APPLICATION

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ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

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

T-03228A-11-0430

RE: Tariff Revision for **Matrix Telecom, Inc. d/b/a Excel Telecommunications**  
Arizona C.C. Tariff No. 8 (Residential Interexchange)

Dear Sir or Madam:

Enclosed for filing please find the original and thirteen (13) copies of revised tariff pages for Arizona C.C. Tariff No. 8 (Residential Interexchange) submitted on behalf of Matrix Telecom, Inc. d/b/a Excel Telecommunications. The purpose of this filing is to introduce an invoice fee applicable to customers who elect to continue to receive monthly paper invoices from the Company. The Company respectfully requests an effective date of January 1, 2012 for this filing.

The following tariff pages are included with this filing:

1<sup>st</sup> Revised Page 1                      Updates Check Sheet  
1<sup>st</sup> Revised Page 21                    Introduces Invoice Billing Fee

Please acknowledge receipt of this filing by date-stamping the extra copy of this cover letter and returning it to me in the self-addressed, stamped envelope provided for that purpose.

Questions regarding this filing should be directed to my attention at 407-740-3001 or via email to [tforte@tminc.com](mailto:tforte@tminc.com). Thank you for your assistance in this matter.

Sincerely,

Thomas M. Forte  
Consultant to Matrix Telecom, Inc.

cc: Scott Klopach (Via E-Mail) - Matrix  
file: Matrix (Excel) - Arizona - Residential IXC  
tms: AZi1101

Enclosures  
TF/mw

Arizona Corporation Commission  
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DEC - 2 2011

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RESIDENTIAL COMMUNICATION SERVICES

CHECK SHEET

Pages of this tariff, as indicated below, are effective as of the date shown at the bottom of the respective pages. Original and revised pages, as named below, comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

<u>PAGE</u>	<u>REVISION</u>		<u>PAGE</u>	<u>REVISION</u>		<u>PAGE</u>	<u>REVISION</u>
Title	Original		26	Original		51	Original
1	1 <sup>st</sup> Rev.	*	27	Original		52	Original
2	Original		28	Original		53	Original
3	Original		29	Original		54	Original
4	Original		30	Original		55	Original
5	Original		31	Original		56	Original
6	Original		32	Original		57	Original
7	Original		33	Original		58	Original
8	Original		34	Original		59	Original
9	Original		35	Original		60	Original
10	Original		36	Original		61	Original
11	Original		37	Original		62	Original
12	Original		38	Original		63	Original
13	Original		39	Original		64	Original
14	Original		40	Original		65	Original
15	Original		41	Original		66	Original
16	Original		42	Original		67	Original
17	Original		43	Original		68	Original
18	Original		44	Original		69	Original
19	Original		45	Original		70	Original
20	Original		46	Original		71	Original
21	1 <sup>st</sup> Rev.	*	47	Original		72	Original
22	Original		48	Original		73	Original
23	Original		49	Original		74	Original
24	Original		50	Original		75	Original
25	Original						

\* - indicates those pages included with this filing

Issued: December 2, 2011

Effective: January 1, 2012

Issued by: Scott Klopach, General Counsel  
433 East Las Colinas Blvd., Suite 400  
Irving, Texas 75039

AZi1101

RESIDENTIAL COMMUNICATION SERVICES

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

2.21 Multi-brand and Affiliate Credit and Collections Practices

Excel may collect on behalf of the Company and/or its affiliates or brands in one or more transactions as permitted by law.

Excel reserves the right to apply credit balances from one Excel affiliate or brand to another to satisfy outstanding account balances for billed regulated telecommunications services.

2.22 Alternative Payment Processing

Excel allows Customers to make payment for services rendered through alternative payment processing options, including but not limited to, credit card payments and automated clearing house transactions. Customers may make payment using alternative payment processing through Excel's Customer Care Center, the Company's internet website or other methods approved by Excel. The acceptance of alternative payment processing options for the satisfaction of the Customer's debts to Carrier shall not constitute a waiver by Carrier of its right to payment by legal tender.

Customers may elect to enroll in Excel's Recurring Payment Plan, whereby the Customer's payment is automatically processed by Excel each month through the Customer's selected alternative payment processing option. Customer's Recurring Payment Plan will remain in effect until Customer requests cancellation of the plan through Excel or canceled by Excel. In order to avoid delays in payment processing and potential service interruptions, Customer is responsible for providing Excel with valid credit card or other account information, including any needed updates.

2.23 Invoice Billing Fee

The Company will assess an Invoice Billing Fee of \$2.00 per month for Customers that elect to continue to receive paper invoices from the Company. This fee will be waived for Customers that elect to forgo the monthly paper invoice and instead choose to receive electronic invoices from the Company through the Electronic Bill Payment System.

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