

Matrix Telecom, LLC
d/b/a Impact Telecom d/b/a Lingo
P.S.C No. 3 – Telephone
Effective: November 28, 2021

Leaf: 33
Revision: 0
Superseding Revision:

COMPETITIVE ACCESS PROVIDER SERVICES

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

2.3 Obligations of the Customer, (Cont'd.)

2.3.4 Identification and Rating of VoIP-PSTN Traffic (Cont'd.)

D. Initial PVU Factor

If the PVU factor is not available and/or cannot be implemented in the Company's billing systems by May 13, 2017, once the factor is available and can be implemented the Company will adjust the Customer's bills to reflect the PVU retroactively to May 13, 2017. In calculating the initial PVU, the Company will take the Customer-specified PVU-A into account retroactively to May 13, 2017, provided that the Customer provides the factor to the Company no later than September 18, 2017; otherwise, it will set the initial PVU equal to the PVU-B, as specified in subsection C.5, above.

E. PVU Factor Updates

The Customer may update the PVU-A factor or the Company may update the PVU-B quarterly using the method set forth in subsection C.1 or C.2, respectively, above. If the Customer chooses to submit such updates, it shall forward to the Company, no later than 15 days after the first day of January, April, July and/or October of each year, a revised PVU-A factor based on data for the prior three months, ending the last day of December, March, June and September, respectively. The Company will use the revised PVU-A to calculate a revised PVU. The revised PVU factor will apply prospectively and serve as the basis for billing until superseded by a new PVU.

F. PVU Factor Verification

Not more than twice in any year, the Company may ask the Customer to verify the PVU-A factor furnished to the Company and Customer may ask the Company to verify the PVU-B factor and the calculation of the PVU factor. The party so requested shall comply, and shall reasonably provide the records and other information used to determine the respective PVU-A and PVU-B factors. The Customer shall retain the call detail, work papers, and/or other information used to develop the PVU factor for a minimum of one year. No prorating or back billing will be done based on updated PVU factors.