

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

Leaf: 43  
Revision: 0  
Superseding Revision:

## COMPETITIVE ACCESS PROVIDER SERVICES

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

#### 2.6 Allowances for Interruptions in Service, (Cont'd.)

##### 2.6.1 Limitations on Allowances

No credit allowance will be made for:

- A. interruptions due to the negligence of, or noncompliance with the provisions of this rate sheet by, the Customer, Authorized User, Joint-User, or other Common Carrier providing service connected to the service of Company;
- B. interruptions due to the negligence of any person other than the Company, including, but not limited to, the Customer or other Common Carriers connected to the Company's facilities;
- C. interruptions due to the failure or malfunction of non-Company equipment;
- D. interruptions of service during any period in which the Company is not given full and free access to its facilities and equipment for the purpose of investigating and correcting interruptions;
- E. interruptions of service during a period in which the Customer continues to use the service on an impaired basis;
- F. interruptions of service during any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements;
- G. interruption of service due to circumstances or causes beyond the control of the Company.