

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

Leaf: 47  
Revision: 0  
Superseding Revision:

## COMPETITIVE ACCESS PROVIDER SERVICES

### SECTION 3 - ORDERING OPTIONS FOR ACCESS SERVICE, (CONT'D.)

#### 3.2 Miscellaneous Charges

Customer Requested Due Date Change <sup>1, 2</sup>	\$50, per order
Customer Requested Expedite <sup>2</sup>	\$250, per location, per order
Cancellation (after 3 business days from order placement) <sup>2</sup>	Full NRCs + \$250, per order
Design Change, DS0/DS1 <sup>2</sup>	\$150, per circuit
Design Change, DS3 and higher <sup>2</sup>	\$300, per circuit
Administrative Processing <sup>2</sup>	\$25, per order

<sup>1</sup> Company Due Date Change Policy - No due date change accepted at or after four (4) days prior to the current due date. If a Customer request is received during that time period, the supplemental charge will apply and, in addition, the billing will start on the current due date without exception.

<sup>2</sup> For services involving facilities leased from other telecommunications providers, Supplementary Charges will be priced on an Individual Case Basis, and will be based upon a pass-through of all charges assessed by other providers, and the Company's administrative costs.