

Matrix Telecom, LLC d/b/a Impact Telecom d/b/a Lingo
PSC No: 1 - Telephone
Effective Date: November 28, 2021

Leaf 283
Revision: 0
Superseding Revision:

LOCAL AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 11 – OBSOLETE SERVICES (CONT'D.)

11.2 Services for Former Cable & Wireless USA Customers (Cont'd.)

Additional Options - Switched Service (Cont'd)

B. Directory Assistance

Directory Assistance is available. A per call charge will be applied to each call. The Directory Assistance charge applies to each call regardless of whether the Directory Assistance Bureau is able to furnish the requested telephone number.

A credit allowance for Directory Assistance will be provided if the Customer experiences poor transmission quality; receives an incorrect telephone number; or inadvertently misdials the intended Directory Assistance number.

C. 976 Surcharge

Calls to a 976-XXXX number will be assessed a surcharge.

D. Toll Free Call Attempts

If a Customer's volume of uncompleted Toll Free calls exceeds 50% of call attempts, a surcharge will be assessed.

E. Conference Calling

A variety of options for setting up conference calls is available.

Issued by: General Counsel, 9330 LBJ Freeway, Suite 944 Dallas, TX 75243