

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

Leaf 280  
Revision: 0  
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LOCAL AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

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SECTION 11 – OBSOLETE SERVICES (CONT'D.)

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

Billing Information

- A. When a call is established in one time-of-day rate period and ends in another, the rate in effect at call origination applies to the entire call duration.
- B. The hours included in a rate period (e.g., 8 am - 5 pm) apply from the first stated hour (e.g., 8 am) and continue to, but do not include, the second stated hour (e.g., 5 pm).
- C. Unless otherwise specified, time-of-day rate periods are as follows:
- |                |                                   |
|----------------|-----------------------------------|
| Day:           | Monday - Friday, 8 a.m. - 5 p.m.  |
| Evening*:      | Sunday - Friday, 5 p.m. - 11 p.m. |
| Night/Weekend: | All other times                   |
| Peak:          | Monday - Friday, 8 a.m. - 5 p.m.  |
| Off-Peak**:    | All other times                   |
- \*Evening rate applies during Holidays, unless a lower rate would normally apply.
- \*\*Off-Peak rate applies during Holidays.
- D. Minimum Call Completion Rate: The Primus network is designed to insure that no more than 5% of all calls are blocked during the busy hour of the average business day. The network circuits are designed and engineered to provide high quality transmission of the human voice with a minimum level of impairment such as noise and echo. However, overall quality may vary somewhat due to the variability in quality of connections provided by the local telephone companies or the transmission facilities of underlying carriers, which are beyond Primus' control.

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