

Matrix Telecom, LLC
d/b/a Impact Telecom d/b/a Lingo
P.S.C. No. 2- Telephone
Effective: November 28, 2021

Leaf: 61
Revision: 0
Superseding Revision:

TELECOMMUNICATIONS SERVICES

SECTION 4 – TOLL SERVICES, (CONT'D.)

4.2 Rates, (Cont'd.)

4.2.5 Directory Assistance

A long distance directory assistance charge applies when the caller accesses the Company's network by dialing 1 + Area Code + 555-1212 to place a request for a telephone number. A caller may request one telephone number per directory assistance call. The charge applies to each inquiry regardless of whether the directory assistance bureau is able to supply a listed number. A credit will be issued for any directory assistance charge for which the Customer experiences poor transmission quality, is cut off, receives an incorrect telephone number, or misdials.

	<u>Minimum</u>	<u>Maximum</u>
Directory Assistance Charge -	\$0.80	\$3.20