

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

Leaf: 60
Revision: 0
Superseding Revision:

TELECOMMUNICATIONS SERVICES

SECTION 4 – TOLL SERVICES, (CONT'D.)

4.1 Description of Services, (Cont'd.)

4.1.3 Minimum Call Completion Rate

A Customer can expect a call completion rate (number of calls completed / number of calls attempted) of not less than 95% during peak use periods for all services ("1+" dialing).

4.1.4 Service Offerings