

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

Leaf: 89  
Revision: 0  
Superseding Revision:

---

TELECOMMUNICATIONS SERVICES

**SECTION 5 – LINGO PRODUCTS (CONT'D.)**

**5.1 Lingo Products (Continued)**

**5.1.5 Directory Assistance Service (Continued)**

**B. Directory Assistance Call Completion**

Directory Assistance Call Completion (DACC) is a service that provides customers the option of having their local or intraLATA calls automatically completed when they request a telephone listing from the Directory Assistance operator. The call may be completed automatically or by the Directory Assistance operator.

There are no allowances for DACC, however, the Directory Assistance portion of the call is still governed by the appropriate call allowance as stated in this tariff.

The DACC portion of the call may either be billed in the same manner as the DA portion or alternately billed by using a calling card, billing to a third number, or collect.

The three types of DACC offered are as follows:

**Fully Automated DACC:** The customer receives the requested directory number from an automated voice system. The customer accepts DACC by depressing "1" from a Touch-Tone telephone when prompted by the DACC announcement.

**Semi-Automated DACC:** The customer receives the requested directory number and then requests the operator to provide call completion to the requested number.

**Person-to-Person DACC:** The customer receives the requested directory number and then requests the operator to complete the call to a specified person.

**1. Rates**

The rates set forth below for DACC are on a per call basis and are in addition to the Directory Assistance rate, as well as the Long Distance usage rate, or local message rates, if applicable.

Per each call completed	\$0.30
-------------------------	--------