

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

Leaf: 93
Revision: 0
Superseding Revision:

TELECOMMUNICATIONS SERVICES

SECTION 5 – LINGO PRODUCTS (CONT'D.

5.1 Lingo Products (Continued)

5.1.6 Operator Services (Continued)

A. Busy Line Verification and Emergency Interrupt Service

Upon request of a calling party the Company will verify a busy condition on a designated local service line. The operator will determine if the line is clear or in use and report to the calling party. At the request of the Customer, the operator will interrupt the call on the busy line. Emergency Interruption is only permitted in cases where the calling party indicates an emergency exists and requests interruption.

If the Customer has the operator interrupt a call, both the Busy Line Verification and the Emergency Interrupt charge will apply.

No charge will apply when the calling party advises that the call is to or from an official public emergency agency. Busy Verification and Emergency Interrupt Service is furnished where and to the extent that facilities permit.

The Customer shall identify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.

	Verizon Service Area
	<u>Per call</u>
Busy Line Verification	\$2.25
Emergency Interruption	\$5.25