

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

Leaf: 13
Revision: 0
Superseding Revision:

TELECOMMUNICATIONS SERVICES

SECTION 2 – REGULATIONS, (CONT'D.)

2.4 Liability of the Carrier, (Cont'd.)

2.4.4 The Carrier shall be indemnified and held harmless by the Customer against:

- A.** Claims for libel, slander, infringement of copyright or unauthorized use of any trade mark, trade name or service mark arising out of the material, data, information, or other content transmitted by the Customer over the Carrier's facilities; and
- B.** Claims for patent infringement arising from combining or connecting the Carrier's facilities with apparatus and systems of the Customer; and
- C.** All other claims arising out of any act or omission of the Customer in connection with any service provided by the Carrier.

2.4.5 The Carrier will, as a service to the Customer, arrange for listing the Customer's telephone number in the local telephone directory, such listing to consist of one line of standard type in the directory. In the absence of gross negligence or willful misconduct, the Carrier will not be liable to the Customer, or any third party, for any claims, damages, or otherwise, but not limited to any omitted listings from or erroneous listings in the local telephone directory due to the negligence on the part of the Local Exchange Carrier. When the Carrier agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Carrier is not liable for any damages that might arise from the publishing of a non-published number in a directory or its disclosure to someone. If, in error, the telephone number is published in a directory, the Carrier's only obligation is to credit or refund any monthly charges the Customer paid for non-published service.

2.4.6 The Carrier makes no warranties or representations, express or implied either in fact or by operation of law, statutory or otherwise, including warranties of merchantability and fitness for a particular use, except those expressly set forth herein.