

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

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Leaf: 12  
Revision: 0  
Superseding Revision:

## TELECOMMUNICATIONS SERVICES

### SECTION 2 – REGULATIONS, (CONT'D.)

#### **2.4 Liability of the Carrier**

- 2.4.1** The liability of the Carrier for its willful misconduct or gross negligence which is the sole legal cause of damage or injury is not limited by this tariff. With respect to any other claim or suit, by a subscriber or by any others, for damages associated with acts or omissions involving initiation, installation, provision, termination, maintenance, repair, interruption or restoration of any service or facilities offered under this tariff, the Carrier's liability, if any, is limited to the lesser of \$500 or the actual damages or injury sustained, which in the event of any failure of service shall be deemed to be 1/30 of the monthly charge for service affected for each 24-hour period during which such failure of service occurs and is reported to or known by the Carrier.
- 2.4.2** Other than specified in Section 2.4.1 above, in no event will Carrier be responsible for consequential damages or lost profits suffered by Subscriber on account of interrupted or unsatisfactory service unless Carrier is found to have been grossly negligent.
- 2.4.3** The Carrier is not liable for any act or omission of any other company or companies furnishing a portion of the service. No agents or employees of other Carriers shall be deemed to be agents or employees of the Carrier.