Matrix Telecom, LLC d/b/a Impact Telecom d/b/a Lingo PSC No: 1 - Telephone Effective Date: November 28, 2021

Leaf 334 Revision: 0 Superseding Revision:

LOCAL AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 11 – OBSOLETE SERVICES (CONT'D.)

11.2 Services for Former Cable & Wireless USA Customers (Cont'd.)

Customized Pricing Options - Option 1

Existing former C&W USA dedicated Business First Basics customers who bill a minimum of \$1,800.00 in local charges (including both usage and monthly recurring fees) and a minimum of \$5,000.00 in long distance usage monthly charges will be eligible for special Local Calling Home Region rates if they meet further criteria as follows. Customers must have a minimum of a 24-month long distance service commitment. The Customer's Premises must be located in Long Island, 516 area code, where service and necessary facilities are available. Customers who meet the above criteria are eligible to receive special local service rates for home region calling of 7.2 cents for the initial three (3) minutes and 1.1 cents for each additional minute. Primus reserves the right to limit special rates for one Customer Premise location.

Option 1 has been grandfathered. Only Customers currently entitled to this plan will continue to receive this service.

Issued by: General Counsel, 9330 LBJ Freeway, Suite 944 Dallas, TX 75243