

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

Leaf: 21  
Revision: 0  
Superseding Revision:

## TELECOMMUNICATIONS SERVICES

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

#### 2.17 Credits

- 2.17.1** When the service provided by the Carrier under this tariff is interrupted for 120 continuous minutes or more, credit is computed as set forth below, provided such interruption is not shown by the Carrier to have been caused by the negligence or willful act of the Subscriber, or anyone at a Subscriber terminal location, or is not caused by the failure of the Subscriber's equipment or power supply. Credit allowance for interruptions of service which are not due to the Carrier's testing or adjusting, or due to the negligence of the Customer, or to the failure of channels, equipment and/or communications systems provided by the Customer, are subject to the general liability provisions set forth in Section 2.4 herein.
- 2.17.2** Credit for failure of service or equipment will be allowed only when such failure is caused by or occurs in facilities or equipment provided by the Carrier. As used in this tariff, all equipment, facilities and/or services for which the Carrier renders a bill for payment are considered provided by the Carrier whether or not the equipment, facilities and/or services are owned and operated by the Carrier.
- 2.17.3** No credit will be allowed:
- A.** For failure of service or equipment due to Customer or authorized user-provided facilities.
  - B.** For failure of service or equipment due to negligence or willful acts of the Customer or his authorized user.
  - C.** For unauthorized use by agents, employees, or representatives of the Customer.
- 2.17.4** Credit is computed by multiplying the monthly rate for the service by the ratio that the number of hours (including fractional parts calculated to the nearest tenth of an hour) in the period of interruptions bears to 720. (For the purpose of this computation, each month shall be considered to have 720 hours). The monthly bill on which the credit will be based for message service shall be the non-usage sensitive billing for the month during which the interruption occurred. An interruption is measured from the time the Carrier detects trouble, or the Subscriber notifies the Carrier of the interruption by an expeditious means, until the trouble is cleared. Each interruption is considered separately for purposes of establishing credit allowance.