

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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Revision: 0
Superseding Revision:

TELECOMMUNICATIONS SERVICES

SECTION 2 – REGULATIONS, (CONT'D.)

2.13 Disconnection for Cause

The Carrier, by written notice via First Class U.S. mail at least fifteen (15) days in advance to the Subscriber or applicant, may discontinue service without incurring any liability for any of the following reasons:

- 2.13.1 Non-payment of any sum due to the Carrier for service for more than 30 days beyond the date of rendition of the bill for such service; or
- 2.13.2 Use of telephone service in a manner which is unlawful under the laws of the State of New York, or of the United States, or which is in violation of any tariff approved by the Department of Public Utilities; or
- 2.13.3 The Carrier is prohibited from furnishing service by order of a court or other government authority having jurisdiction.

2.14 Cancellation of Service By A Customer

If a Customer cancels his order for service before the service begins, before completion of the minimum period, or before completion of some other period mutually agreed upon by the Customer and the Carrier, a charge will be levied upon the Customer for the nonrecoverable portions of expenditures or liabilities incurred expressly on behalf of the Customer by the Carrier and not fully reimbursed by installation and monthly charges. If, based on an order by a Customer, any construction has either begun or been completed, but no service provided, the nonrecoverable cost of such construction shall be charged to the Customer.

2.15 Disconnection of Service

Subscriber may disconnect service at any time following the minimum service requirement as described in Section 2.8. Written notification to the Carrier will be required 30 days prior to the disconnection of service.

2.16 Interruption of Service

It shall be the obligation of the Subscriber to notify the Carrier of any interruption in service. Before giving such notice, the Subscriber shall ascertain that the trouble is not being caused by any action or omission of the Subscriber, not within his control, or is not in wiring or equipment connected to the terminal of the Carrier.