

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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## TELECOMMUNICATIONS SERVICES

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

#### **2.18 Special Customer Arrangements**

In cases where a Customer requests special arrangements which may include engineering, installation, purchase or lease of facilities, and/or other special services not offered under this tariff, Carrier, at its option, will provide the requested services. Appropriate recurring and/or nonrecurring charges will be developed accordingly and filed with the Department for tariff approval.

#### **2.19 Connection with Other Communications Services**

A Subscriber may connect communications services provided by other duly authorized and regulated common Carriers to Carrier's service. A Subscriber may also connect with privately owned communications systems, subject to the technical limitations established by Carrier.

#### **2.20 Returned Check Charge**

A \$10.00 fee will be assessed for all checks returned by the drawee bank for: insufficient or uncollected funds, closed account, apparent tampering, missing signature or endorsement, or any other insufficiency or discrepancy necessitating return of the instrument at the discretion of the drawee bank.

#### **2.21 Special or Promotional Offerings**

From time to time, the Carrier may provide certain special or promotional offerings to introduce a current or potential Subscriber to a service not being used by the Subscriber. These offerings may be limited to certain dates, times or locations and may waive or reduce recurring or nonrecurring charges. All such promotions will be filed with the Department for tariff approval.