

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

Leaf: 24  
Revision: 0  
Superseding Revision:

---

## TELECOMMUNICATIONS SERVICES

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

#### 2.24 Flexible Pricing

Flexible Pricing sets minimum and maximum rates that can be charged for telephone service. The Company may change a specific rate within the range of the established minimum and maximum rates on one day's notice to customers and the Public Service Commission.

##### 2.24.1 Conditions

- A. The Company reserves the right to change prices at any time subject to regulatory requirements by filing a revised Rate Attachment with the Commission.
- B. Individual written notice to Customers of rate changes shall be made in accordance with Commission regulations. Where there are no regulations, notification will be made in a manner appropriate to the circumstances involved.
- C. A rate shall not be changed unless it has been in effect for at least thirty (30) days.
- D. A customer can request that the Company disconnect service that is provided under the Flexible Pricing due to a price increase. The Customer will be credited for the difference between the new price and the old price retroactive to the effective date of the price increase if the Customer notifies the Company of its desire to disconnect service within 20 days of receiving notification of the price increase.