

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

Leaf: 39  
Revision: 0  
Superseding Revision:

## TELECOMMUNICATIONS SERVICES

### SECTION 3 - SERVICE DESCRIPTION AND RATES, (CONT'D.)

#### 3.1 Miscellaneous and Special Services, (Cont'd.)

##### 3.1.1 Resold Enhanced Business Service, (Cont'd.)

#### H. Terms and Conditions

1. The Carrier will, as a service to the Customer, arrange for listing the Customer's telephone number in the local telephone directory, such listing to consist of one line of standard type in the directory. In the absence of gross negligence or willful misconduct, the Carrier will not be liable to the Customer, or any third party, for any claims, damages, or otherwise, but not limited to any omitted listings from or erroneous listings in the local telephone directory due to the negligence on the part of the Local Exchange Carrier. When the Carrier agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Carrier is not liable for any damages that might arise from the publishing of a non-published number in a directory or its disclosure to someone. If, in error, the telephone number is published in a directory, the Carrier's only obligation is to credit or refund any monthly charges the Customer paid for non-published service.
2. When a Customer chooses to place a local operator service call, a Directory Assistance call (including Call Completion), or an information services provider call via their incumbent LEC, the Customer shall be solely liable for such calls, including any and all charges related to such calls when the charges are initially billed to the Company by the LEC or information services provider. When a Customer elects to make or receive calls via a carrier other than the Company, the Customer shall be solely liable for such calls, any and all charges related to such calls (when the charges are initially billed to the Company by the information services provider or other carrier) plus a 10% rebilling charge.