

Matrix Telecom, LLC d/b/a Impact Telecom d/b/a Lingo  
PSC No: 1 - Telephone  
Effective Date: November 28, 2021

Leaf 208  
Revision: 0  
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LOCAL AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

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SECTION 11 – OBSOLETE SERVICES (CONT'D.)

11.1 Primus Telecommunications Services (Cont'd.)

11.1.18 Customer Requested Service Suspensions

At the request of the customer the Company will suspend incoming and outgoing service on the customer's access line for a period of time not to exceed one year. The equipment is left in place and directory listings are continued during suspension period without change. At the customer's request the Company will provide the customer with an intercept recording referring callers to another number.

The company will assess a lower monthly rate for Customer Requested Service Suspension as noted below. However, any mileage charges, monthly cable charges or monthly construction charges are still due, without reduction during the period of suspension.

Period of Suspension	Charge
- First Month or Partial Month	Regular Monthly Rate (no reduction)
- Each Additional Month (up to the one year limit)	1/2 Regular Monthly Rate