

Matrix Telecom, LLC d/b/a Impact Telecom d/b/a Lingo
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LOCAL AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 11 – OBSOLETE SERVICES (CONT'D.)

11.1 Primus Telecommunications Services (Cont'd.)

11.1.1 Local Exchange Services

A. Connection Charge

The Connection Charge is a nonrecurring charge which applies to the following: (a) the installation of a new service; (b) the transfer of an existing service to a different location; (c) a change from one class of service to another at the same or a different location; or (d) restoral of service after suspension or termination for nonpayment. Connection Charges are listed with each service to which they apply.

Exceptions to the Charge

No charge applies for a change to a service for which a lower monthly rate applies, made within 90 days after any general rate increase, if a lower grade of service is offered in the customer's exchange.

No charge applies for one change in the class of residence service, provided that the change is ordered within 90 days of the initial connection of the customer's exchange service.

The Company may from time to time waive or reduce the charge as part of a promotion.