

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

Leaf 5
Revision: 0
Superseding Revision:

LOCAL AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

APPLICATION OF TARIFF

This tariff sets forth the service offerings, rates, terms and conditions applicable to the furnishing of intrastate end-user local exchange and interexchange communications services by Matrix Telecom, LLC d/b/a Impact Telecom d/b/a Lingo hereinafter referred to as the Company, to Customers within the state of New York. Services are furnished subject to the availability of facilities and subject to the terms and conditions set forth herein.

This tariff is on file with the New York Department of Public Service. In addition, this tariff is available for review at the main office of Matrix Telecom, LLC d/b/a Impact Telecom d/b/a Lingo at 115 Gateway Drive, Macon, Georgia 31210.

CONTACTING THE PUBLIC SERVICE COMMISSION

In the case of a dispute between the Customer and the Company which cannot be resolved with mutual satisfaction, the Customer may file a complaint by contacting the New York State Department of Public Service by phone, online or by mail.

1. By Phone:

Helpline (for complaints/inquiries):
1-800-342-3377 for Continental United States or,
1-800-662-1220 for Hearing/Speech Impaired, TDD or,
518-472-8502 for Facsimile

2. Online:

<http://www.dps.ny.gov/complaints.html> or,

3. By Mail:

NYS Department of Public Service
Office of Consumer Services
3 Empire State Plaza
Albany, NY 12223-1350