

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

SECTION 4 - SERVICE CHARGES AND SURCHARGES (CONT'D.)

4.2 Maintenance Visit Charges

Maintenance Visit Charges apply when the Company dispatches personnel to a Customer's premises to perform work necessary for installing new service, effecting changes in service or resolving troubles reported by the Customer when the trouble is found to be caused by the Customer's facilities.

Maintenance Visit Charges will be credited to the Customer's account in the event trouble is not found in the Company facilities, but the trouble is later determined to be in those facilities. The time period for which the Maintenance Visit Charges is applied will commence when Company personnel are dispatched at the Customer premises and end when work is completed. The rates for Maintenance of Service, therefore, vary by time per Customer request.

Duration of time, per technician

	Residential		Business	
	Minimum	Maximum	Minimum	Maximum
Premise Work Charge (1)	\$20.00	\$100.00	\$20.00	\$100.00
Initial Hour (time & materials)	\$55.00	\$220.00	\$55.00	\$220.00
Trouble Determination (per request)	\$55.00	\$220.00	\$55.00	\$220.00
Each Additional 15 minute increment	\$15.00	\$60.00	\$15.00	\$60.00
Initial Jack & Wiring (existing customer)	\$40.00	\$160.00	\$40.00	\$160.00
Each Additional Jack & Wiring (existing customer)	\$32.50	\$130.00	\$32.50	\$130.00

4.3 Restoration of Service

A restoration charge applies to the restoration of suspended service and facilities because of nonpayment of bills and is payable at the time that the restoration of the suspended service and facilities is arranged. The restoration charge does not apply when, after disconnection of service, service is later re-installed.

	Residential		Business	
	Minimum	Maximum	Minimum	Maximum
Per occasion initial line	\$10.00	\$40.00	\$9.50	\$86.90
Per occasion additional line	\$10.00	\$40.00	\$6.00	\$86.90

(1) In the event a technician is sent to the location upon request by the customer, and no trouble is found, this charge will apply.