

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

Leaf 111
Revision: 0
Superseding Revision:

LOCAL AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.2 Local Exchange Services (Cont'd.)

5.2.2 Business and Residential Price Packages (Cont'd.)

D. Lingo Basic Plus (Cont'd.)

4. Footnotes for Lingo Basic Plus: (Cont'd.)

- c. The availability of certain features is dependent on ILEC feature availability. Product may not be available in all CLLIs. Long Distance Rates apply to all domestic 1+ direct dialed minutes of use.

Customer may choose to use another carrier for their long distance purposes; however, declining Lingo long distance will not reduce the package monthly rate.

- d. An additional charge will apply when adding Lingo Unified Messaging or Lingo Voicemail to Lingo Basic Plus. There is a maximum of 3 extensions per voicemail box. Call Forwarding - Busy Line and Call Forwarding - Don't answer will be provided for customers who add a voicemail service to their Lingo Basic Plus.

- e. Caller ID with Name and Number-Caller ID with Name and Number (Caller ID) enables the terminating Customer to identify the calling party by displayed name and/or number before the call is answered. Caller ID Customers must provide and connect their own compatible CPE.

Line blocking for the delivery of the calling name and/or number is available upon request. The Company shall not be liable for any claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID customer of a name or telephone number which the calling party or the Caller ID customer finds erroneous, offensive, embarrassing, or misleading for any reason, including but not limited to the way in which the calling party's name has been abbreviated. Telephone calling party name and/or number (CPN) information transmitted via Caller ID is intended solely for the use of the Caller ID subscriber.