

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

Leaf 128
Revision: 0
Superseding Revision:

LOCAL AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

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

5.4 Cleartel Services (Cont'd.)

5.4.3 Payphone Service Provider (PSP) Services (Cont'd.)

2. Rules and Regulations, (cont'd)

- I. The PSP shall be responsible for payment of a nonrecurring charge as specified in this tariff for each visit by the Company or its agent to the customer's premises solely to determine that the service difficulty or trouble report results from the use of equipment or facilities provided by the customer.
- J. PSP telephones must be connected to the telephone network in compliance with Part 68 of the FCC Rules and Regulations as well as regulatory requirements of the New York Public Service Commission. The telephones must have the following operational characteristics:
 - 1. Must be lighted during the hours of darkness when light from other sources is not adequate to read instructions and use the payphone.
 - 2. Must be able to access 911 Emergency Service, where available, at no charge to the calling party. Where 911 is not available, must be able to access the "Operator", at no charge to the calling party. The appropriate emergency number (Operator, 911) must be clearly posted at each PSP location.
 - 3. Must be equipped to return the coins to the caller in the case of an incomplete call, except messages to a Feature Group A access number.
 - 4. Must provide free access to dial-tone and toll free numbers (e.g., 800, 877, and 888).
 - 5. Must complete calls to local and long distance directory assistance.
 - 6. Must provide free access to the responsible party for repairs or refunds. The Company is not responsible for refunds of coins deposited in customer-provided coin-operated public telephones.