

Matrix Telecom, LLC  
d/b/a Impact Telecom  
P.S.C No. 1- Telephone  
Effective: December 25, 2020

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## TELECOMMUNICATIONS SERVICES

### SECTION 5 – LINGO PRODUCTS (CONT'D.)

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#### 5.1 Lingo Products (Continued)

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##### 5.1.1 Miscellaneous Services

###### A. Service Order Charges

Non-recurring charges apply to processing Service Orders for new service.

1. New Installation Order Charge – applies to add a new access line where no local service exists or if facilities construction is required. No distinction is made between a "New Installation or Conversion" and an "Outside Move." If the Customer requests that their service is established, maintained, moved or changed at hours of the day or days of the week (other than normal work hours or days), or on holidays, or interrupts work once begun, or when overtime wages apply, a charge based on the additional costs will apply in addition to any other applicable charges.
2. Conversion Order Charge - applies to requests for initial connection or establishment of telephone service to the Company when a Customer moves existing service from their current local carrier to Matrix and retains their existing telephone number.
3. Activation Fee – applies to receiving, recording and processing information necessary to execute a customer's request for new service with Matrix. One Activation Fee, per line, applies to all new orders. This fee applies in connection with the New Installation, Conversion and Move Order Charges.
4. Service Order Charge - applies to customer-requested changes in service not covered specifically on other identified nonrecurring service order and change charges. This charge is applied in cases where Hunting is added after the initial order is placed and applicable to Business Customers only.

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Issued By:

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Cancelled by supplement No. 1 effective 10/20/2022