

Matrix Telecom, LLC
d/b/a Impact Telecom
P.S.C No. 1- Telephone
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Revision: 1
Superseding Revision: 0

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 (Continued)

B. Change Order Charges

Change Order Charges apply to work associated with providing exchange line service or customer-requested changes to existing services. One charge applies for each change order requested by the customer. A Change Order Charge applies to the following customer-initiated changes:

1. Feature Change Order Charge - applies when a customer requests a change, adding or removing a feature.
2. Listing Change Charge - applies when a Customer requests/orders a change to add or delete a white pages listing or requests a change to add/delete listings. This charge also applies to request for Non-Published or Non-Listed numbers.
3. Move Order Charge - applies when a customer requests a move or change in physical location. This charge applies whether a customer changes its telephone number or not. If, in addition, the Customer requests the telephone number be changed, a separate charge may apply.
4. Presubscription Change Charge – applies after a Customer's initial selection for a presubscribed toll carrier, for any change thereafter, a Presubscription Change Charge will apply. Customers who request a change in intraLATA and interLATA carriers with the same order will be assessed a single charge per line.

Issued By:

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