

Matrix Telecom, LLC
d/b/a Impact Telecom
P.S.C No. 1- Telephone
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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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5.1.3 Custom Calling Features

All customer calling features are provided subject to availability. Certain custom calling features may not be available with all classes of service. Transmission levels for calls forwarded or calls placed or received using custom calling features may not be acceptable for all uses in some cases.

A. Anonymous Call Rejection

Anonymous Call Rejection allows the Customer to automatically reject all calls which have been indicated as anonymous, unavailable or private by the calling party. When Anonymous Call Rejection is active, the called party receives no alerting for a call that has been rejected. The call is routed to a denial announcement and subsequently terminated.

Customers who are subscribed to Anonymous Call Rejection activate the service by dialing *77 and can deactivate the service by dialing *87.

B. Auto Busy Redial – Repeat Dialing

Auto Busy Redial – Repeat Dialing allows the Customer to have calls automatically re-dialed when the first attempt reaches a busy number. The line is checked every 45 seconds for up to 30 minutes and alerts the Customer with a distinctive ringing pattern when the busy number and the Customer's line are free. The Customer can continue to make and receive calls while the feature is activated. The following types of calls cannot be reached using Auto Busy Redial – Repeat Dialing:

- Calls to 800 Service numbers
- Calls to 900 Service numbers
- Calls preceded by an interexchange carrier access code
- International Direct Distance Dialed calls
- Calls to Directory Assistance
- Calls to 911

Customers who are subscribed to Auto Busy Redial – Repeat Dialing activate the service by dialing *66 and can deactivate the service by dialing *86.

Issued By:

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