

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

Leaf: 82
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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5.1.3 Custom Calling Features (Continued)

E. Call Forwarding - Busy

Call Forwarding - Busy allows the Customer to automatically reroute an incoming call to a customer predesignated number when the called number is busy.

F. Call Forwarding - No Answer

Call Forwarding - No Answer allows the Customer to automatically reroute an incoming call to a customer predesignated number when the called number does not answer within the number of rings programmed by the Company.

G. Call Return

Call Return allows the Customer to return a call to the last incoming call whether answered or not. Upon activation, it will re-dial the number automatically and continue to check the number every 45 seconds for up to 30 minutes if the number is busy. The Customer is alerted with a distinctive ringing pattern when the busy number is free. When the Customer answers the ring, the call is then completed. The calling party's number will not be delivered or announced to the call recipient under any circumstances.

Customers who are subscribed to Call Return activate the service by dialing *69 and can deactivate the service by dialing *89.

H. Call Trace

Call Trace allows the Customer to initiate a trace of the last completed incoming call by dialing an activation code before receiving another call. If a trace is successful, the Company's equipment will record the incoming call detail. A successful trace cannot be made if the incoming call originates in a central office not equipped for Call Trace service. The Company will not provide the results of the trace to the Customer. Such call detail may be provided to law enforcement authorities upon proper request.

Customers who utilize Call Trace activate the service by dialing *57.

Issued By:

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