

Matrix Telecom, LLC
d/b/a Impact Telecom
P.S.C No. 1- Telephone
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TELECOMMUNICATIONS SERVICES

SECTION 4 – TOLL SERVICES, (CONT'D.)

4.3 Emergency/ Crisis/ Disaster Restoration And Provisioning - Telecommunications Service Priority, (Cont'd.)

4.3.2 The TSP program has two components, restoration and provisioning.

- A.** A restoration priority is applied to new or existing telecommunications services to ensure restoration before any other services during a service outage. TSP restoration priorities must be requested and assigned before a service outage occurs.
- B.** A provisioning priority is obtained to facilitate priority installation of new telecommunications services during a service outage. Provisioning on a priority basis becomes necessary when an end-user has an urgent requirement for a new NS/EP service that must be installed immediately or by a specific due date that can be met only by a shorter than standard or expedited Company provisioning time frame. As a matter of general practice, existing TSP services will be restored before provisioning new TSP services.

Issued By:

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