

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

SECTION 5 – IMPACT PRODUCTS

5.1 Impact Products

Local exchange, InterLATA and IntraLATA services offered to business Customers and are available on a presubscription basis from equal access originating end offices only. Rates for service may vary by call type and/or term commitments. Usage rates, per-call service charges, monthly fees and installation charges may apply. Service is available 24 hours per day, 7 days per week.

Matrix offers Impact business basic local exchange service only as part of a bundle or package of telecommunications services. All packages include local and long distance services (interstate and intrastate toll) or require the Customer to designate an existing Matrix long distance plan for the Bronze and Silver packages as set forth in Section 10.2, and selected custom calling features. Voice Mail may be available with some packages at an additional charge. The aforementioned services are only available as part of the bundled service offering and are not available on an individual service basis. Customers will be billed directly by the Company.